

## **DECLARATION OF STATUS & TERMS AND CONDITIONS**

We regard our terms and conditions as an important part of our relationship with you. They set out how we operate our business. Please take time to read them and retain them for reference.

Newton Lee (the company) are authorised and regulated by the Financial Services Authority (FSA) , in advising and arranging Non investment insurance for clients.

### **Terms of Business**

The premium quoted includes all payments that will be made to your insurer, the monies we charge for arranging Insurance, and Insurance Premium Tax (IPT) at the current rate. We use a number of insurers and the product offered is from a fair analysis of the market. However Legal and Motor Breakdown cover is on behalf of a sole provider.

### **Disclosure of Information**

It is important that you understand that any information, statement or answers made by you to us or your Insurer are your responsibility and must be correct. Your attention is particularly drawn to the importance of the declaration and signature on any Insurer's Proposal forms as failure to disclose facts material to the insurance or any inaccuracies in your answers may invalidate your insurance cover in part or in whole. Facts material to the insurance are matters or information which may influence your insurer as to the acceptability or otherwise of your Proposal or Renewal and must be disclosed at the earliest opportunity and certainly at each renewal. You are advised to keep copies of documentation sent to or received from us for your own protection. Please do consult us if you are in doubt on any aspect.

### **Notice**

Insurers pass information to the Claims and Underwriting Exchange run by Insurance Database Services Limited and the Motor Insurance Anti-Fraud and Theft Register run by the Association of British Insurers. The aim is to check information provided and also prevent fraudulent claims. Motor Insurance details are added to the Motor Insurance Database run by the Motor Insurers Information Centre which has been formed to help identify uninsured drivers and may be searched by the police to help confirm who is insured to drive. In the event of an accident the data base may be used by Insurers and the Motor Insurers Bureau to identify relevant policy information. Legal and breakdown cover is on behalf of a sole provider.

### **Administration Charges**

We are entitled to fair payment for the work that we do. The FSA code gives you the right to know the insurer's standard commission rate. In addition to any insurance company charges we also charge:-

New Business Charge	£10.00
Renewal Charge	£10.00
Travel Charge (per person)	£25.00
Medical Charge (per person)	£25.00
Legal Protection Insurance	£20.00
Permanent Adjustments	£20.00
Temporary Adjustments	£10.00
Commercial Consultancy Charge	£100.00
Duplicate Certificate	£10.00
Maximum charge per instalment	£10.00
Uncleared Cheques	£17.50

### **Cancellation (Non-Travel)**

If you cancel your policy before it's normal expiry date, you will be liable to pay a premium based on the insurance company's short period rates. The typical short term rates are as follows:

1 Month	35%	5 Months	75%
2 Months	45%	6 Months	85%
3 Months	55%	7 Months	95%
4 Months	65%	8 Months or more	100%

In the event of there being a rebate of premium on the policy it is our standard practise not to refund our commission subject to a minimum charge of £25.00.

You must return your certificate of insurance or a lost certificate declaration together with a letter confirming your cancellation request before we can cancel your policy. Cancelling your direct debit mandate does NOT cancel your policy.

### **Cancellation (Travel)**

You have a 14 day cooling off period to cancel the policy for a full refund. If you have a single trip policy, we will only refund the premium if the period from the date we issued the policy until your scheduled return date home is greater than 28 days.

### **Complaints**

We strive to provide you with the highest level of customer service at all time. However, should you require assistance please speak to the office manager in the first instance. If after doing so you are still not satisfied you should write to the insurers General Manager, then their Chief Executive then the Financial Ombudsman Service (FOS).

### **Confidentiality**

Unless required by law, public interest, virtue of our being members of FSA or you give your consent all information you supply will be kept confidential to us and parties involved in the normal course of arranging and administering your insurance.

### **Claims**

If you are involved in an accident or have occasion to claim on your policy for any other reason you must notify us immediately and we will promptly advise you and, if appropriate issue you with a claim form and pass all details to your Insurer. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from the insurer.

### **Money collected as agents of the insurer**

We hold money as agents of the insurer for premiums payable to insurers.

### **Documents**

We reserve the right to retain certificates or other documents at this office until all payments due under the policy have been made.