

# Terms of Business Agreement

The following Terms of Business Agreement sets out the basis on which NCI Insurance Services Ltd will provide services to you as a consumer of the firm.

Please contact us immediately if there is anything in these terms of business which you do not understand or with which you disagree. We are happy to answer any questions and willing to explain these terms and the reasons for them.

**YOU ARE DEEMED TO HAVE ACCEPTED THESE TERMS OF BUSINESS UNLESS YOU ADVISE US OTHERWISE WITHIN 7 DAYS OF RECEIPT.**

## Contact us

Telephone 01423 504 689  
Email [CustomerService@ncionline.co.uk](mailto:CustomerService@ncionline.co.uk)  
Address 4th Floor Clarendon House, Victoria Avenue, Harrogate HG1 1JD  
Business Hours Monday to Friday 9am to 8pm and Saturday 9am to 5pm

## About us

NCI Insurance Services Ltd is an Appointed Representative of NCI Vehicle Rescue PLC, which is authorised and regulated by the Financial Conduct Authority; Firm Reference Number 307654. We are permitted to arrange; introduce; deal as an agent of insurers and clients and assist in claims handling in respect of non-investment insurance policies. You can check these details online using the Financial Services Register at <https://register.fca.org.uk/> or by contacting the Financial Conduct Authority Consumer Helpline on 0800 111 6768.

NCI Insurance Services Ltd is a Credit Broker and acts for one lender, Close Premium Finance.

## Our scope of service

We source and arrange products but do not offer advice or make recommendations when arranging your insurance. However, we will ask questions to narrow down the selection of products on which we will provide details to meet your demands and needs. You will then need to make your own choice about how to proceed.

We only select motor insurance and add on products from a limited number of insurers.

Below is a list of the companies we deal with:

ABC Insurance	Lexelle Ltd
Ageas Insurance Limited	Liverpool Victoria Insurance Company Ltd
Alwyn Insurance Company Ltd	Markerstudy Insurance Services Ltd
ARAG plc	Midas Underwriting Ltd
Astrenska Insurance Ltd	Octane Underwriting Ltd
Aviva Insurance Ltd	QIC Europe Ltd
AXA Insurance UK plc	Sabre Insurance Company Ltd
Calpe Insurance Company Ltd	Strategic Insurance Services Ltd
Coplus	Tansar Holdings Ltd
Covéa Insurance plc	UK General Insurance Ltd
Eridge Underwriting Agency Ltd	Valeos (2013) Ltd
ERS Syndicate Management Ltd	Watford Insurance Company Europe Ltd
Gefion Insurance A/S	XS Direct Insurance
Great Lakes Insurance SE	Zenith Insurance plc
Highway Insurance Company Ltd	

We act on your behalf except where we collect or refund premiums which we will do on behalf of the insurer.

## Your duty of disclosure

You must take reasonable care not to make a misrepresentation to the insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

If you have been requested to do so, you must provide any requested documents or information, such as proof of your No Claims Bonus or your driving licence check code, within 14 days of the policy start date.

## How to cancel

Please contact us immediately if you wish to cancel any insurance policy we have arranged for you. You have a right to cancel your policy within the first 14 days, please refer to your policy documents for further details. If you cancel within this initial cancellation period you will receive a pro rata refund of premium from the insurer. However, insurers are entitled to make an administrative charge. In addition, we charge an amount which reflects the administrative costs of arranging and cancelling the policy. Details of our charges are listed below under Fees and charges.

If you choose to cancel other than within an initial cancellation period you may not receive a pro rata refund of premium. In addition, we may charge an amount that reflects the administrative costs of arranging and cancelling the policy (see our Fees and charges below).

Whenever your policy is cancelled, if we have given you a discount off your premium at inception this will become repayable at the date of cancellation and will be deducted on a pro rata basis from any refund.

## Fees and charges

We may charge you for the work incurred in handling your insurance. These charges apply if you instruct us to arrange insurance, carry out a mid-term adjustment, renewal, cancellation or other work on your behalf. Any additional charges, if applicable, will always be agreed with you in advance of them becoming due.

The table below shows any charges applicable.

Transaction type	Charge	Notes
Arrangement of a new policy	£50	This is dependent upon the insurer and may be a discount rather than a charge
Policy cancellation - within the first 14 days	£55	
Policy cancellation - after the first 14 days	£75	
Changes to an existing policy (other than change of registration)	£35	
Change of registration on existing vehicle	£15	
Policy renewal	£10	

If you pay your premium by instalments you will be informed of any additional fees, charges or interest as part of your credit arrangements.

You will receive a quotation which will tell you the total price to be paid, and which identifies any fees, taxes and charges separately from the premium, before your insurance arrangements are concluded.

## Our earnings

In return for placing business with insurers and/or underwriters and/or other product providers, we receive a commission from them which is a percentage of the annual premium that you are charged with. If your policy is cancelled outside of the initial 14 day cancellation period, any commission that we were due to receive will become payable and will be deducted before any refund of premium is made.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business or arranging premium finance. Please be assured that at no time will the way in which we are remunerated conflict with our responsibilities to meet your needs and treat you fairly.

## **Protecting your information**

We take your privacy extremely seriously and we will only use your personal details in line with our Privacy Policy. Please read our Privacy Policy carefully and contact us immediately if you have any queries. Our Privacy Policy can be found online at [www.ncionline.co.uk/privacy-policy/](http://www.ncionline.co.uk/privacy-policy/). If you'd like a copy of this, but do not have access to the internet, please call 01423 504 689.

Where necessary, for example where we would like to use your data for some marketing purposes, we shall ask for your specific consent to do so. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. We will not sell, rent or trade your data under any circumstances. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

**By accepting these terms and conditions you agree to these uses of your information.**

## **How to claim**

Please call us on 01423 504 689 if you need to notify us of a claim. You should contact us as soon as you become aware of any incident which could give rise to a claim.

## **Protecting your money**

Prior to your premium being forwarded to the insurer (or forwarded to you in the event of a premium refund) we hold your money as an agent of the insurer with which we arrange your insurance. Where we hold a premium as the agent of the insurer it is regarded as received by the insurer.

We may transfer your premium to the insurer through another party, such as a broker or underwriting agent for the purposes of effecting a transaction.

**By accepting this Terms of Business Agreement, you are giving your consent for us to treat your money in this way. Please notify us immediately if you have any objection or query.**

## **Complaints**

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact our Customer Service Team on 01423 504 689 or email at [CustomerService@ncionline.co.uk](mailto:CustomerService@ncionline.co.uk) or by letter at the address shown above. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 0 234 567 and further information is available at <http://www.financial-ombudsman.org.uk/>. If you do decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected. We will provide a summary of our complaints handling procedures should you make a complaint which we cannot resolve informally and at any other time, upon your request.

## **Compensation arrangements**

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, also without any upper limit. The compensation scheme does not apply to consumer credit. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or 020 7741 4100 or by visiting <http://www.fscs.org.uk/>

## **Credit checks**

We and other firms involved in arranging your insurance (insurers or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. The information is used to help tailor a price, to ascertain the most appropriate payment options for you and to help prevent fraud. Any credit reference search will appear on your credit report whether or not your application proceeds. If you have any questions about this or any other matter, please do not hesitate to contact us.

### **Money laundering/Proceeds of crime**

We are obliged to report to the National Crime Agency any suspicion of money laundering or terrorist financing activity and we are prohibited from disclosing any such report.

### **Conflicts of interest**

As insurance brokers we generally act as your agent in arranging your insurance and assisting you in the event of a claim. In certain circumstances we may act for and owe duties of care to insurers and/or other parties. Where we become aware of any actual or potential conflict of interest, we will inform you of the situation, the options available to you and obtain your consent before we proceed.

### **Insurer security**

The insurers we use are regulated and are required to have adequate capital resources. However, we cannot guarantee the solvency of any insurer we place business with. An insolvent insurer may be unable to pay claims or may be unable to pay them in full and you may have to pay a further premium to pay for alternative insurance cover.

### **Termination**

You or we may terminate authority to act in connection with your insurance arrangements at any time. Notice of termination must be given in writing and will be without prejudice to the completion of any transactions already commenced. Any business currently in progress will be completed unless we receive instructions to the contrary. Any premiums or fees outstanding will become payable immediately. In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days' notice.

### **Law and jurisdiction**

These Terms of Business shall be governed by and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the courts of England and Wales.