

## 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 this agreement which you would like to clarify or discuss further.

### Contact us

Telephone	01423 504 689
Email	<a href="mailto:CustomerService@ncionline.co.uk">CustomerService@ncionline.co.uk</a>
Address	4th Floor Clarendon House, Victoria Avenue, Harrogate HG1 1JD

### About

#### us

NCI Insurance Services Ltd is an Appointed Representative of Jigsaw Insurance Services 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 Brothers Premium Finance.

### Our scope of service

We are an insurance intermediary, who 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 insurance and add on products from a limited number of insurers. Below is a list of the companies we deal with:

ABC Insurance  
Ageas Insurance Ltd  
Aviva Insurance Ltd  
AXA Insurance UK plc  
Bankstone Ltd on behalf of  
ARAG plc for HDI Global  
Specialty SE  
Coplus for UK General  
Insurance Ltd on behalf of  
Great Lakes Insurance SE  
Covéa Insurance plc  
Eridge Underwriting Agency  
Ltd for QIC Europe Ltd  
Highway Insurance Company  
Ltd  
IQUW Syndicate Management  
Ltd for ERS Syndicate 218 at  
Lloyd's

Key Care Ltd for Ageas  
Insurance Ltd  
KGM Underwriting Services  
Ltd for Zurich Insurance plc  
Markerstudy Insurance  
Services Ltd for West Bay  
Insurance plc  
MeteorWrite Ltd for  
Accredited Insurance (Europe)  
Ltd  
Plum Underwriting for Zurich  
Insurance PLC  
Premier Underwriting Ltd for  
Premier Insurance Company  
Ltd  
Prestige Underwriting Services  
Ltd for Aviva Insurance Ltd  
Sabre Insurance Company Ltd  
Strategic Insurance Services  
Ltd for Astrenska Insurance Ltd  
Midas Underwriting Ltd for  
Tokio Marine  
XS Direct Insurance Brokers  
Ltd for Alwyn Insurance  
Company Ltd, Calpe Insurance  
Company Ltd and Watford  
Insurance Company Europe  
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 a 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 your policy between the date you purchase and up to 14 days after the start of the policy, 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 to cover the administrative costs of arranging and cancelling the policy, which will apply even if you cancel before cover begins. Details of our charges are listed below under Fees and charges.

If you choose to cancel other than within the initial cancellation period you may not receive a pro rata refund of premium. In addition, we charge an amount to cover the administrative costs of arranging and cancelling the policy. Details of our charges are listed below under Fees & Charges.. 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 we arrange insurance, carry out a mid-term adjustment, renewal, cancellation or other work. 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	Product Type/Charge					
	Private Car	Classic Car/Tractor	Commercial Vehicle	Household	Vintage Vehicle	Minibus
Arrangement of New Policy	£20.00	£20.00	£20.00	£20.00	£60.00	£60.00
Changes to Existing Policy	£35.00	£35.00	£35.00	£35.00	£35.00	£35.00
Cancellation of Policy within 14 days.	£55.00	£25.00	£55.00	£25.00	£25.00	£55.00
Cancellation outside of 14 days	£75.00	£35.00	£75.00	£35.00	£35.00	£75.00
Renewal of Policy	£20.00	£20.00	£20.00	£20.00	£60.00	£60.00

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.

## Continuous Payment Authority

When you provide your debit or credit card details, we will set up a continuous payment authority with your card details being held securely by a 3<sup>rd</sup> party. This authority allows us to collect card payments for any mid-term changes you make to your policy, collect any outstanding balances due following cancellation of your policy or to collect your renewal premium.

We will always notify you of any payment in advance, confirming the amount and the date the payment will be taken. If the payment collection is unsuccessful, we will try to collect the payment on two further occasions within a 31 day period. You can make alternative arrangements to pay any money owed by calling us on 01423 504 689.

You can cancel this authority at any time by contacting us and letting us know that you would like to withdraw your permission.

## 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.

## 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.

## 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 [complaints@ncionline.co.uk](mailto:complaints@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 023 4567 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

The insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if they cannot meet their 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.