

**Meadons Insurance Brokers Limited**  
**11 Cheshire Street, Market Drayton, Shropshire, TF9 1PD**

Tel: 01630 658455  
Email: insure@meadons.co.uk

Fax: 01630 652050  
Website: www.meadons.co.uk

**Normal opening hours**

Monday – Wednesday: 09.00 to 17.15; Thursday: 10.00 to 17.15;  
Friday: 09.00 to 17.00; Saturday: 09.30 to 12.00

**Please note any requests for cover or amendments cannot be actioned until processed by the Insurer**

**Terms of Business**

**Consumer**

**The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services. Please use this information to decide if our services are right for you.

**Who regulates us?**

Meadons Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority. Our FCA number is 305537. You can check this at <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768. Our permitted business is advising on, arranging and assisting in the administration and performance of a contract of insurance. We are also authorised and regulated to carry on credit broking.

**Our Service**

We are an Insurance Intermediary and as such we act as the agent of our client. However, in certain circumstances we may act for and owe duties of care to other parties. We will advise you when these circumstances occur so you will be aware of any possible conflict of interest.

We will advise and make a recommendation for you after we have assessed your insurance needs. If we are unable to make a recommendation or offer advice or where your requirements cannot be fully met we will provide you with enough information to enable you to make an informed purchasing decision.

We will assist you in effecting any changes that you need to make to your insurance policy, with the renewal of your insurance policy and with any claim you need to make.

We are also a credit broker in that we introduce those wishing to pay by instalments to firms that are able to lend money under a regulated credit agreement by way of business.

**Whose Products we Offer?**

In the majority of cases we will carry out a 'fair analysis' of the market in order to identify a suitable product. This means that we will compare products from a sufficiently large range of insurance providers in terms of cover, price, quality of service and other relevant features in order to select appropriate policies for you. If this is not the case we will advise you of the breadth of our marketing prior to inception of the policy.

For those wishing to pay by instalments we only introduce clients to Premium Credit Ltd. We will advise you if competitive credit terms are available through your Insurer or, you have the option of sourcing your own credit agreement.

**Remuneration**

We receive commission from insurers, which is a percentage of the premium paid by you and allowed by the insurers. In addition we may charge a professional fee to cover the placing and ongoing handling of your insurance. We normally make the standard charge of;

£15.00 for Renewals and New Business policies,

£5.00 For New business Single Trip Travel Insurance,

to cover the cost of administration of your insurance. From time to time depending on the work and risk involved, it may be necessary to charge greater fees. The specific amount and purpose of any professional fee and administration charge will always be advised to you in advance. We earn the entirety of our commission and/or fees when your risk is successfully placed and take our commission and/or fees immediately upon receipt of payment unless agreed otherwise with your insurer.

**Disclosure of Earnings**

You are entitled at any time, to request information about earnings that we, or any other intermediary we have used, receive as a result of placing your business.

In addition to commission from insurers, we may also receive payments based on volumes of business or profitability of the account placed with them. These payments can vary from year to year. Such remuneration is only earned on the basis that it does not detract from our obligation to act in our client's best interest at all times.

## **Payment Terms**

We normally accept payment by cheque, BACS or debit card. Unless otherwise agreed, we require full payment of the premium before cover is effected. You may be able to spread your payments through a credit scheme, either run by your insurer or by a finance provider and as a credit broker, we will advise you further if these options are available.

## **How we will handle your money**

Our Statutory Trust account has been set up in accordance with strict rules laid down by the Financial Conduct Authority. We are required to inform you that we may use your premium to settle premiums due under other policies including those payable by other clients. We are the Agent of Insurers for the collection of certain premiums and hold your money on a risk transfer basis. In arranging your insurance we may employ the services of other intermediaries who are Authorised and Regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers. Any interest, or investment returns, earned on your money whilst in our possession will be retained by us.

## **Mid-term adjustments or cancellations**

In the event of an adjustment that results in a return of premium or cancellation mid-term we reserve the right to charge a fee of £5.00. From time to time depending on the work and risk involved, it may be necessary to charge greater fees. The specific amount and purpose of any professional fee and administration charge will always be advised to you in advance.

## **Cancellations due to premium instalment default**

If any credit agreement payment is not met, you acknowledge and agree that we may instruct on your behalf the relevant insurer to cancel the insurance and to collect any refund of premiums which may be made by the insurer and use it to offset any outstanding costs.

**Cancellation of the insurance policy will mean there is no cover in force should a claim occur.**

## **Insurers**

Whilst we take every care to check the financial stability of any firm with which we place business, we cannot be held responsible if that firm subsequently ceases to trade.

## **Treating Customers Fairly (TCF)**

We set high standards for ourselves and it is our intention to treat customers fairly at all times. We have appointed Neil Hancock – one of our directors - to oversee TCF within this firm. If at any time you feel that you have not been treated fairly please contact us in order that the matter may be addressed.

## **Prevention of Bribery**

It is our intention to meet the requirements of the Bribery Act 2010. We have appointed Name of senior individual with overall responsibility for the prevention of bribery. If, at any time, you feel that we have not acted in a way that meets the requirements of the Bribery Act 2010 you should contact us immediately.

## **Financial Sanctions**

Financial Sanctions Orders prohibit a firm from carrying out transactions with a person or organisation who has had financial sanctions imposed on them (known as the **target**). In some cases the order will prohibit a firm from providing any financial services to the target including advice. Her Majesty's Treasury (HMT) maintains a list of targets known as the UK Consolidated Financial Sanctions List (HMT List) The aim of the list is to ensure that financial institutions and firms do not aid these individuals and organisations in the transfer or manipulation of funds.

In the UK it is the HMT that is responsible for ensuring compliance with the financial sanctions obligations and not the FCA. However, it has been stated that having in place systems and controls relating to financial sanctions is an integral part of complying with the FCA's requirements on financial crime. Meadons Insurance Brokers Ltd uses sanctions checking software to meet its obligations.

## **Your Duty to Provide Information**

It is your duty to take reasonable care to answer all questions honestly and to the best of your knowledge. If you do not, your insurance policy may be cancelled or treated as if it never existed or your claim may be rejected or not paid in full. It is important that all statements you make on proposal forms claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document. Failure to provide requested information to your insurers could invalidate your insurance cover and mean that part or all of a claim may not be paid.

## **Claims**

As part of our service we can assist you with any claim you need to make. When you first become a customer we will give you details of how you can make a claim and tell you what your responsibilities are in relation to making claims. If you are ever in any doubt as to what action to take in the event of a claim, please contact us at the address above.

### **Credit Searches**

We may share your information with and obtain information about you from credit reference agencies. If you require information about the credit reference agency we have received information from or the credit reference agencies we have approached please do not hesitate to contact us. Please note that any searches undertaken prior to you proceeding with your application will be *soft searches* and will not affect your credit rating.

### **Complaints**

It is our intention to provide you with a high level of customer service at all times. If you should wish to make a complaint about our service we have a formal complaints procedure. In the first instance you should address your complaint to Name of senior individual, Complaints Manager. We will supply you with a copy of our complaints procedure upon receipt of a complaint or at any time upon request. If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service further information about the Financial Ombudsman Service can be found on their website at <http://www.fos.org.uk/>  
Alternatively other out of court complaint and redress procedures may be available.

### **Financial Services Compensation Scheme (FSCS)**

We are covered by the FSCS. 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. Full details and further information on the compensation scheme is available from the FSCS.

### **Confidentiality (how we use your information) and Data Protection**

All personal information about you will be treated as private and confidential. We are registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data. Your personal information will be kept secure. If you require more information on how we use your personal data please contact us and request a copy of our privacy notice.

### **Telephone Call Recording**

For our joint protection telephone calls may be recorded and/or monitored

### **Claims and Underwriting Exchange Register and Motor Insurance Anti-Fraud Register**

Insurers pass information to the Claims and Underwriting Exchange Register operated by Insurance Database Services Limited and the Motor Insurance Anti-Fraud and Theft Register compiled by the Association of British Insurers. The objective is to check information provided and to prevent fraudulent claims.

Motor insurance details are also added to the Motor Insurance Database operated by the Motor Insurers' Information Centre (MIIC), which has been formed to help identify uninsured drivers and may be accessed by the police to help confirm who is insured to drive. In the event of an accident, this database may be used by insurers, MIIC and your motor insurer to identify relevant policy information. Other insurance related databases may also be added in the future.

### **Applicable Law**

This Terms of Business document is subject to English Law and the jurisdiction of English Courts.