



# **Courtprice Limited**

Independent General Insurance Brokers

## **TERMS OF BUSINESS FOR GENERAL INSURANCE**

**2018**

**Important Notice to Customers**

**PLEASE READ CAREFULLY**

## TERMS OF BUSINESS

PLEASE READ THIS DOCUMENT CAREFULLY, IT SETS OUT THE TERMS ON WHICH WE AGREE TO ACT FOR OUR CLIENTS AND CONTAINS DETAILS OF OUR REGULATORY AND STATUTORY RESPONSIBILITIES. PLEASE CONTACT US IMMEDIATELY IF THERE IS ANYTHING IN THESE TERMS OF BUSINESS WHICH YOU DO NOT UNDERSTAND OR WITH WHICH YOU DISAGREE.

### 1 Broker Information

Courtprice Limited of Lloyds Building, 10 The Square, Alvechurch, Birmingham B48 7LA is an independent insurance broker. We are authorised and regulated by the Financial Conduct Authority (FCA). Our permitted business is arranging general insurance contracts and our services include risk management, insurance review and advice. Our FCA Registration Number is 118962. These details can be checked on the FCA's website <http://www.fca.gov.uk/register>, or by contacting the FCA on 0845 606 1234. Our website is [www.courtprice.co.uk](http://www.courtprice.co.uk)

We are required to comply with the FCA Regulations relevant to an insurance intermediary. These include the following:

- To conduct our business with integrity, and pay due regard to the interests of our clients and treat them fairly. (Treating Customers Fairly).
- To conduct our business with due skill, care and diligence.
- To pay due regard to the information needs of our clients and communicate information to them in a way which is clear, fair and not misleading.
- To manage conflicts of interest both between ourselves, our clients and also between a client and another client.
- To hold insurance to meet certain specified conditions.
- To take reasonable care to establish and maintain such systems and controls as are appropriate to our business.

Courtprice Limited conforms to FCA requirements in respect of Professional Indemnity Insurance.

### 2 Scope of Agreement

In the absence of an agreement to the contrary, this agreement records the scope of the services that Courtprice Limited are to provide to you as well as other terms and conditions that shall form part of the basis of our appointment as your insurance broker.

### 3 Courtprice Limited Responsibilities

#### 3a Our Role & Service

As independent insurance brokers we act as the agent of our client. We are subject to the law of agency, which imposes various duties on us. 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 seek insurance from (Re)Insurers who meet our minimum financial guidelines for usage, and will not utilise any other security unless we receive written instructions from you. We cannot and do not guarantee the solvency or continuing solvency of any (Re)Insurer used and do not accept liability for any losses arising in this regard.

A liability for the premium, whether in full or pro rata, may arise under policies where a participating (Re)Insurer becomes insolvent.

It is our policy to provide advice or information on general insurance products that are available after having undertaken either a fair analysis of the market, a review of a limited number of insurers, or terms provided by a single insurer. We will advise you which approach has been undertaken. When a recommendation is for a product that has not been selected on the basis of a fair market analysis, we will, on request, provide you with a list of those insurers from whom we have made our selection. Where we have utilised the services of a wholesale broker or underwriting agent to place your insurance, we will identify both the insurance company and the wholesale broker or underwriting agent.

For certain classes of business, we have negotiated preferential terms and conditions with dedicated insurers and we may deal with them, or a sole insurer, exclusively. When our recommendation is provided in these circumstances we will advise you accordingly.

Our service includes –

- Advising you and making a recommendation to you after we have assessed your needs. This will include the type of cover you seek together with the costs: where required you will be provided with a statement of your demands and needs prior to conclusion of the contract;
- Preparing market presentations and negotiating the most appropriate terms;
- Arranging cover to meet your specific requirements;
- Preparing documentation where this is our responsibility;
- Checking the accuracy of those policies received from your insurers relating specifically to our placement;
- Upon notification from you, promptly processing claims, or recording circumstances which might result in a claim where the Insurer has not taken that responsibility;
- Notifying your Insurers of any alternation(s) to an insurance policy we have placed on your behalf, that you have instructed us to make.

In addition, where advised to you separately, our services could include:

- Maintaining contact with you by telephone, visit, email or post during each year of insurance to ensure your Insurance Programme continuously reflects your needs;
- Discussing your renewal requirement in advance of renewal;
- Implementing an appropriate claims recording system to meet your requirements;
- Reviewing claims with you and your Insurers.

NB Various web sites providing Courtprice Limited products are managed on our behalf by third party suppliers. Such products are sold on a non-advised basis and we will not make a recommendation to you and you must determine their suitability for your demands and needs.

### 3b. Our Liability

We acknowledge that we will be liable to you for loss, damage, costs and expenses (“Losses”) caused by our negligence or the negligence of any of our directors, employees, consultants, sub-contractors or agents for whose acts errors or omissions the Company is legally liable (“the Specified Persons”), subject to the following provisions of this clause.

We shall have no other liability of any nature, whether in contract, tort or otherwise, for any Losses whatsoever and however caused, arising from or in any way connected with the services and/or advice provided by us or our engagement by you.

We shall not be liable in contract, tort (including negligence) or otherwise (i) for any increased costs or expenses, or (ii) for any loss of profit, business, business contracts, business revenue or anticipated savings or (iii) for any special, indirect or consequential damage of any nature whatsoever.

We shall not be liable to the extent that Losses are due to the provision of false, misleading, inaccurate, or incomplete information or documentation or your failure to inform the Company of any material information or if and to the extent Losses are due to any act or omission of any person other than the Company or any of the Specified Persons.

We shall not be liable to you or be deemed to be in breach of our contract with you by reason of any delay in performing, or any failure to perform, any of our obligations to you, if the delay or failure was due to any cause beyond our reasonable control.

Unless otherwise agreed by the Company with you in writing, our total liability to you (whether in contract, tort (including negligence) or otherwise) shall not exceed £2m in respect of any one claim.

“Claim”, for the purposes of this clause 3b shall mean all claims and Losses resulting from:

- (i) one and the same act error or omission; or
- (ii) a series of acts errors or omissions arising out of or attributable to the same originating cause, source or event.

Nothing in these terms and conditions is intended nor shall operate to exclude or restrict any duty or liability to you which the Company has under the regulatory system in or under the Financial Services and Markets Act 2000, or any liability arising from fraud or dishonesty of any Specified Person, any liability for death or personal injury caused by negligence or any other liability which by law cannot be excluded or restricted.

### 3c. Quotations and Policy Renewals

We will commence work on your renewal up to 30 days prior to the expiry date.

We will invite you to renew the policy or provide alternatives if we consider moving you to an alternative insurer. We will advise if renewal is not being invited. If after we have taken your renewal instructions you decide not to renew and place your business with another provider we will charge you an amount in a fee equal to the commission or policy fee we would have earned had you renewed the policy. Payment will be expected within 14 days of the renewal date.

### 3d. Our Charges

- (i) Our remuneration may be as a fee payable by you, or as brokerage (commission) which is a percentage of the insurance premium paid by you and allowed by the Insurer with whom the insurance is placed or a combination of both.

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.

You will be advised if we are charging you a fee.

We reserve the right to make charges in addition to any insurance premiums, for arranging, amending, renewing and cancellation of any policy of insurance or any significant work we might undertaken on your behalf. These charges will always be advised to you. Please see schedule of Fees under item 20.

- (ii) In addition to client fees and/or brokerage payments, we may receive remuneration by way of administrative fees or services provided to certain Insurers.

We may also benefit from:

- Income derived from the profitability of our account placed with a certain Insurer and its underwriting performance, which is not identifiable to any specific client.
- Income derived from the volume of our account placed with certain insurers combined with its underwriting performance, which is not identifiable to any specific client.

- Interest which we are able to generate through management of cash balances held on behalf of Insurers and Clients, which are not identifiable to any specific client;

We undertake further work on behalf of some Insurers by underwriting the risks and preparing and issuing insurance documentation to our clients. In such cases, our normal commission is supplemented by Insurers for the services we provide on their behalf, to partially offset our costs in undertaking the additional work.

These arrangements do not affect the recommendations we make to you, which remain wholly based on the Insurer's match to your demands and needs.

- (iii) Brokerage and fees are earned for the policy period and we reserve the right to retain all or part of any commission earned on any premium subsequently returned.

### 3e Confirmation of Cover

Cover under an insurance policy will be effective from the date Courtprice Limited (or the relevant (Re)Insurer) confirms to you that the cover is in force.

We will provide you with written confirmation and details of the insurance that has been effected on your behalf, as well as the Insurers who have subscribed to the risk. Please review coverage as recommended under 4c.

### 3f Policy Wordings and other Documents

We will seek to have the wording of (Re)Insurance contracts agreed prior to inception of the policy. On completing the placement of a policy we will forward all relevant documentation as soon as possible.

### 3g Our Claims Handling Services

Where we are to handle claims we will do so fairly and promptly and will keep you informed of progress. Unless otherwise agreed, or because market practice determines otherwise, we will provide our claims handling services during the policy period for the policies placed by us. Our claims handling services include, upon receiving the required information from you, the notification of the claim or circumstances to Insurers, representing you in the resolution of the claim and arranging the collection and/or settlement of the claim in accordance with market practice and your policy terms and conditions. Where claims are to be dealt by you with Insurers directly we will provide advice and support as requested.

We reserve the right to charge a handling fee on claims which we are handling for you especially if you have not renewed the Policy with us upon which the claim has been lodged.

Further, our claims handling services may cease where you have instructed another entity to assume the claims servicing obligations for your (Re)Insurance.

Where a very large claim arises, and funds are required immediately, we will attempt to negotiate a payment on account with Insurers in advance of final adjustment and agreement of balance of the claim.

In the event that an Insurer becomes insolvent or delays making settlement we do not accept liability for any unpaid amounts.

### 3h Prior Insurance Contracts

In circumstances where you appoint us to act as your insurance Intermediary and to administer policies arranged by another Intermediary or intermediaries, we will not be liable for any loss resulting from the advice or possible negligence of your previous intermediary or intermediaries howsoever caused. Unless instructed otherwise, we will not undertake to review any of your previous insurance contracts currently in force at the time of our appointment. We will discuss with you how current and future claims arising from Policies not arranged by us will be administered.

We reserve the right to change a fee, but the amount will be agreed with you prior to.

### 3i Force Majeure

Courtprice Limited reserves the right to defer the date of commencement of a policy or to cancel the contract if it is prevented from or delayed in the carrying on of its business due to circumstances beyond its reasonable control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, civil commotion, fire, explosion, flood, lockouts, strikes or other labour disputes provided that, if the event in question continues for a continuous period in excess of 14 days, the Client shall be entitled to give notice in writing to Courtprice Limited to withdraw the offer to take the policy or to terminate the contract.

## 4 Your Responsibilities

### 4a Proposal Forms/ Statements of Facts

For certain classes of (Re)Insurance, not all, you may be required to complete a proposal form, questionnaire or similar document. We can provide guidance but we are not able to complete the document for you.

### 4b Disclosure of Information

Please note that under English law and the laws of certain other countries, it is your duty to disclose all material facts to Insurers prior to inception of the policy, and to keep them advised of any changes to such facts or any new such facts throughout the currency of the policy, and upon renewal of the policy. A material fact is a fact which may influence a (Re)Insurer's judgement in their assessment of a risk. If you are in any doubt as to whether a fact is material, we recommend that it be disclosed.

Any inaccuracies in the information you provide or failure to disclose material facts may invalidate your insurance in whole or in part. The answers you give on any proposal form or in other pre contractual enquiries and at the time of and prior to quotation are the basis of your contract with Insurers. Should this information change after quotation and prior to issue to cover or at any time during the currency of the policy then insurers will need to be advised. Your duty of disclosure is a continuing one during the policy period.

This duty of disclosure applies equally to the completion of a claim form or other material document. If a form is

completed on your behalf, the accuracy of the answers remains your responsibility and you should check that the answers shown are true and accurate.

You should keep a record (including copies of letters) of all information provided

Insurers pass information to the Claims and Underwriting Exchange run by Insurance Database Services Ltd and Motor Insurance Anti-Fraud Database Services Ltd 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 database may be used by insurers and the Motor Insurers Bureau to identify relevant policy information.

#### 4c **Your Policy**

You are responsible for very carefully reviewing all Policies issued, as it is these documents, the schedules and any certificates of insurance (as amended from time to time in accordance with their terms) that are the basis of the insurance contract purchased. Particular attention should be paid to any policy conditions, exclusions, warranties and claims provisions, as failure to comply may invalidate your coverage. If there is any doubt about these, immediate advice should be sought from us.

For certain types of insurance (e.g. Employers' and Public Liability) it is possible that a claim may be made under a policy a long time after the expiry date of cover. Therefore, it is important that all Policy documents are kept safely and those which provide protection beyond the expiry date of the policy are retained even after cancellation or transfer to a new insurer. We recommend you keep these policy documents indefinitely.

#### 4d **Claims**

You are responsible for notifying claims or potential circumstances that may give rise to a claim to us as soon as possible and certainly within any time limits imposed on your individual policies by Insurers or as a result of the Jackson Report. To ensure full protection under your policy, or similar documentation provided, you should familiarise yourself with the coverage conditions or other procedures directly relating to claims and to the notification of those claims. Failure to adhere to the notification requirements, particularly timing, as set out in the policy or other coverage document, may entitle Insurers to deny your claim. All material facts relating to the claim must be disclosed.

You must not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss, until Insurers have given you their agreement. For all crime related claims, you must notify the Police immediately and obtain an incident reference.

#### 4e **Payment of Premiums/Refunds**

We adhere to strict terms of credit on insurance premiums. Any payment request must be paid no later

than 14 days after the invoice date where no specific terms are agreed. Failure to do so may invalidate cover and entitle Insurers to cancel the policy. No payment shall be deemed to have been received until Courtprice Limited has cleared funds.

Your insurance contract may include a cancellation clause. In the event that you fail to pay your premium by the due date the insurance may be cancelled forthwith or by insurers, giving notice of the cancellation. In the event of midterm cancellation of any insurance contract, insurers may require a pro rata or short period premium to be paid.

If we have not received the premium from yourselves, we are under no obligation to pay premium by the Payment Date to Insurers on your behalf.

In the event that insurance is cancelled after inception, our annual fees or brokerage will not usually be returnable. However, we will return any premiums net of commission refunded by Insurers,

You will make all payments due without any deduction whether by way of set-off, counter claim, discount, abatement or otherwise unless you have a valid court order requiring an amount equal to such deduction to be paid by Courtprice Limited to you.

Where payment for the insurance contract is by regular instalments, for example by direct debit, which is not restricted to a single insurance period, you give your consent to the contract being automatically renewed without further reference to you at the renewal date. This is for your protection and means that the insurance will continue to be provided to you and you will be obliged to pay for such insurance, unless you specifically contact us in writing before the renewal date to advise that the insurance is no longer required.

#### 4f **Premium Payment Warranties or Conditions**

We will advise you at the earliest opportunity during the placing process if insurers have imposed a Premium Payment Warranty or a Premium Payment Condition. Where they have, cleared funds must be received by us no later than 7 days prior to the settlement date to ensure that cover remains in place. This is essential since failure to pay premium to Insurers within the specified time may entitle them to cancel cover from the outset.

#### 4g **Policy Cancellations**

Should you wish to cancel a policy you must advise Courtprice Limited in writing, and return any requested documentation such as the Certificate of Insurance.

Certain policies provide a "cooling off" period of at least 14 days from the date you receive the policy. This will be clearly documented in our Product Disclosure details. If you decide not to continue with the insurance you may cancel the policy by notifying us in writing within the "cooling off" period and we will return any premium paid less any reasonable charges incurred in the arrangement unless you have made a claim under the policy.

#### 4h **Policy Cancellation whilst under Term Agreement**

Should you decide to cancel a policy mid-term during a two or three year Long Term Agreement (LTA), (other

than your Business going into Liquidation) we will demand payment from you for any lost commission/fees that we would have received had you continued to renew the Policy of Insurance for the agreed term.

Note/Invoice/Statement in the currency(ies) stated. In all instances please quote our reference. Written advice of any such remittance should be sent to Courtprice Limited.

## 5 Client Money

Client money is money of any currency that we receive and hold in the course of carrying on insurance mediation on behalf of our clients (including you) or which we treat as client money in accordance with the client money rules. A copy of these rules is available on request, or at [www.fca.gov.uk/mgi](http://www.fca.gov.uk/mgi)

Client money will be held in the following way:

- a) It will be held on behalf of Insurers under Risk Transfer arrangements where the Insurer treats Client Money received by us as being received by them.

### *Trust Account/Client*

The aim of the trust account is to protect the client in the event of the failure of Courtprice Limited, or the failure of the bank or a third party at which the money may be held. In such a circumstance, Courtprice Limited's general creditors should not be able to make claims on client money as it will not form part of this firm's assets.

The fact that we will hold money on trust gives rise to fiduciary duties which will be owed to you until the client money reaches, or is expected to reach, the insurer or product provider.

We will pay any monies due to you from refunds or any other reason in good time, and within the timescales laid down by the FCA. In particular, we will ensure that any monies due to you are paid before 30 days from the date those monies are available. Client balances below £25 will either be used to offset future premiums charged to you, or held for our account.

Any interest earned on consumer's money held by us and any investment returns will be retained by us for our own use and not paid to you.

## 6 Payment to Third Parties

We may transfer client money to another provider, such as another broker or settlement agent, for the purpose of effecting a transaction on your behalf through that person.

This may include brokers and settlement agents outside the UK. The legal and regulatory regime applying to a broker or settlement agent outside the UK may be different from that of the UK and, in the event of a failure of the broker or settlement agent, this money may be treated in a different manner from that which would apply if the money were held by a broker or settlement agent in the UK. You may notify us if you do not wish your money to be passed to a person in a particular jurisdiction.

## 7 Banking Details

Client money will be deposited in an approved bank. Payments should be made in one of the following ways unless otherwise agreed:

- (i) Telegraphic transfers which should be made to the Bank account(s) shown on our Debit

- 8 By cheque – all cheques should be drawn on a UK bank account.

9 8 **Correspondence**

- a) All communications between the parties about this contract must be in writing (which for the purposes of this contract includes email) unless otherwise agreed and delivered by hand or sent by pre-paid first class post or sent by facsimile or electronic transmission:
- (i) In case of communications to Courtprice Limited, to its registered office or such changed address as shall be notified to the Client by Courtprice Limited; or
  - (ii) In the case of communications to the Client, to the registered office of the Client (if it is a company) or (in any other case) to any address of the Client set out in any document which forms part of this contract or such other address as shall be notified to Courtprice Limited by the Client.
- b) Please ensure that all correspondence includes our reference.
- c) We may communicate with each other by electronic mail, sometimes attaching further electronic data, where we have each expressed a wish for that to happen. By consenting to this method of communication we and you accept the inherent risks (including non-receipt/delivery/security risks of interception of or unauthorised access to such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices).

Notwithstanding that we and you may have reasonable virus checking procedures on our systems, you will be responsible for virus checking all electronic communications set to you. You will also be responsible for checking that messages received are complete. In the event of a dispute neither of us will challenge the legal evidential standing of an electronic document and Courtprice Limited's system shall be deemed the definitive record of electronic communications and documentation.

10 **Retention of Documents**

We reserve the right to retain certificates and other policy documents at this office until all payments due under the policy have been made in accordance with our invoice or statement. Should any documents be withheld we will ensure that you are provided with full details of the cover.

Where we retain documents in an electronic format it should be noted that in most cases we may destroy the original paper version when we have checked the integrity of the electronic version or image.

11 **Confidentiality and Data Protection**

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.

Information provided to us by you will remain confidential and be used solely for the purpose of providing insurance or reinsurance broking services to you, or to others where we are required to fulfil a regulatory or legal obligation.

Information provided to you by us by way of reports and publications constitutes confidential and proprietary information belonging to us and may only be disclosed and/or used in accordance with permission granted by us. Any other disclosure and/or use is strictly prohibited and we reserve our rights, amongst others, to take such action as is necessary to protect our confidential and proprietary information.

Courtprice Limited may wish from time to time to send you information about its other products and services which we think may be of interest to you. You should let us know if you do not wish to receive this information by writing to us at Lloyds Building, 10 The Square, Alvechurch, Birmingham B48 7LA.

12 **Complaints Procedure**

We are committed to providing a high quality insurance service to all our clients. If something goes wrong we need you to tell us about it. This will help us to improve our standards.

As an authorised insurance broker, we have a Complaints Procedure, a full copy of which is available on our website, [www.courtprice.co.uk](http://www.courtprice.co.uk) or on request.

If you have a complaint, you may raise the matter with the person who handles your policy or claim. Alternatively, you may contact Mr Ron Berry, Director.

You may contact us:

In writing at: Courtprice Limited  
Lloyds Building  
10 The Square  
Alvechurch  
Birmingham B48 7LA

By telephone on 0121 447 7555

By fax on 0121 447 7556

By email to [info@courtprice.co.uk](mailto:info@courtprice.co.uk)

Any complaint by telephone that is not resolved immediately should be followed up in writing.

We will acknowledge your complaint within 5 working days, and confirm full details of the complaints procedure.

In the case of consumers (private individuals), micro-enterprises (an enterprise employing fewer than 10 persons that has a turnover or annual balance sheet that does not exceed 2 million euros), a charity which has an annual income of less than 1 million pounds sterling, or a trustee of a trust which has a net asset value of less than 1 million pounds sterling, if we cannot settle your complaint to your satisfaction, you have the right to refer the matter to The Financial Ombudsman Service (POS) within six months.

Contact details are as follows:

**Insurance Division  
The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR**

**Telephone: 0845 080 1800**

**Facsimile: 0207 964 1001**

**Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

Your Insurer also operates a complaints procedure, details of which are in your policy.

### 13 Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Full details and further information are available from the FSCS.

### 14 Money Laundering / Proceeds of Crime Act

We are obliged to report to the Serious Organised Crime Agency any evidence or suspicion of money laundering at the first opportunity and we are prohibited from disclosing any such report to anyone else.

Claims payments will be made in favour of you. If you require a payment to be made to a third party then you must confirm the required payee name and details and provide a brief explanation for your request.

You will be asked at any time to provide evidence of who you are.

### 15 Termination

Our services may be terminated by us upon the giving of seven days notice in writing to you or as otherwise agreed.

In the event our services are terminated by you, we will be entitled to receive any and all fees or brokerage payable (whether or not the same have been received by us) in relation to all policies placed by us.

### 16 Third Party Rights

Unless otherwise agreed between us in writing, no term of this Agreement is enforceable under the Contracts (Rights of Third Parties) Act 1999.

### 17 Law and Jurisdiction

This Agreement which sets out the terms of our relationship with you, will be governed by and construed in accordance with English Law and any dispute arising under it shall be subject to the exclusive jurisdiction of the English courts.

### 18 General

17a Each right or remedy of Courtprice Limited under the contract is without prejudice to any other right or remedy of Courtprice Limited whether under the contract or not.

17b If any provision of the Contract is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partially illegal, invalid, void, voidable, unenforceable or unreasonable it shall to the extent of such illegality, invalidity, voidness, voidability, enforceability or unreasonableness be deemed severable and the remaining provisions of the contract and the remainder of such provision shall continue in full force and effect.

17c Failure or delay by Courtprice Limited in enforcing or partially enforcing any provision of the contract will not be construed as a waiver of any of its rights under the contract.

17d Any waiver by Courtprice Limited of any breach of, or any default under, any provision of the contract by the Client must be in writing and will not be deemed a waiver of any subsequent breach or default and will in no way affect the other terms of the contract.

### 19 Notes

These Terms of Business do not affect your normal legal rights.

**YOU ARE DEEMED TO HAVE ACCEPTED THESE TERMS OF BUSINESS AND GIVE YOUR CONSENT FOR US TO OPERATE IN THE WAYS DESCRIBED UNLESS YOU ADVISE US OTHERWISE IN WRITING WITHIN 10 DAYS OF EITHER YOUR POLICY INCEPTION DATE OR RENEWAL DATE.**

### 20 Standard Fees Schedule

<u>Type</u>	<u>Min Charge</u>	<u>Max Charge</u>
<b>Policy Fee</b>	<b>£100</b>	<b>£5,000</b>
<b>Policy Amendment Fee</b>	<b>£25</b>	<b>£250</b>
<b>Preparation of Evidence of Insurance Forms</b>	<b>£50</b>	<b>£100</b>
<b>Provision of Lost or Replacement Documents</b>	<b>£50</b>	<b>£500</b>
<b>Negotiation of Time on Risk charges with Insurers</b>	<b>£50</b>	<b>£250</b>
<b>Policy Cancellation Fee</b>	<b>£50</b>	<b>£250</b>

**If a cheque is stopped and/or returned a charge of £15 will apply. If there is a default on a Credit Agreement and we are asked to become involved to resolve the situation an admin fee of £25 will apply from each default.**