

TERMS OF BUSINESS AGREEMENT

Broadhurst & Co Insurance Brokers

Bridge House, 13 Bridge Road, West Kirby, Wirral, CH48 5EX

Definitions:

a) We/us means Broadhurst & Co of Bridge House, Bridge Road, West Kirby, Wirral, CH48 5EX.

Tel: 0151 625 6411

E-mail: info@broadhurstinsurance.co.uk

The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services.

Use this information to decide if our services are right for you.

Who regulates us?

Broadhurst & Company, Bridge House, Bridge Road, West Kirby, Wirral, CH48 5EX is authorised and regulated by the Financial Conduct Authority. Our FCA registration number is 304799. Our permitted business is arranging general insurance contracts. You can check on the Financial Services Register by visiting the FCA's website: www.fca.org.uk/register or by contacting them on 0800 111 6768

Law and Language

This Terms of Business Agreement is subject to English Law and the jurisdiction of the English Courts. We will use the English language for all communications, the contractual terms and conditions, and any information we are required to supply to you before and during the duration of the contract.

Our Activities

We are an insurance distributor, which means the FCA has authorised us to advise, arrange, deal in and assist with the placing and administration or prepare in any other way the conclusion of General Insurance policies.

We are also authorised to undertake the following Consumer Credit Activities

- Credit Broking (where we act as a credit broker)
- Debt Administration

Which services will we provide you with?

We are an insurance distributor (intermediary) and can act both as agent of insurer, and on behalf of you, the customer. We have in place management controls to deal with any conflicts of interest that might arise. Unless we advise you otherwise, we are acting on your behalf.

We also act on behalf of insurers when collecting premiums under risk transfer (See "Client Money" section) We will ask questions to enable us to assess reasonably your insurance requirements, this may include checking information that we already hold about you and your existing insurance arrangements with us and other parties. We will provide you with advice and guidance, after assessing what you want and need and recommend a suitable policy based on our experience of dealing with similar risks.

We will confirm to you the level of service we are providing as part of our sales process. In all cases our service will include arranging and administering your insurance, including helping you with on-going changes. If we use the services of another intermediary or distributor to place your insurance, we will advise you of the name of the intermediary or distributor we use and the name of the insurer.

What will you have to pay us for our services?

We reserve the right to make charges or fees in addition to any insurance premiums, for the arranging, amending, renewing and the cancellation of any insurance policy and for providing copy documents. This will be clearly identified and subject to a minimum of £25.00. You will receive a written quotation, which will tell you about any other fees relating to any particular insurance policy.

We may receive commission from insurers which we may take upon your cleared funds or when insurers allow.

We confirm that prior to the conclusion of each insurance contract or at renewal, upon request you have the right to be advised of the level of commission which we receive from insurers. You are entitled at any other time to request information regarding any commission which we may have received as a result of placing your insurance business via ourselves.

Apart from earning a fee or brokerage or a commission, we may also benefit from other remuneration generated from (a) arrangements with the insurers to provide administration and support of other services, including where we act as agent for insurers, and (b) our relationship with other insurers whether or not identifiable to any specific client or account, when our clients determine they wish to benefit from services provided to these companies. We also receive commission for arranging finance agreements for the payment of insurance premiums and this is usually expressed as a percentage of the individual loan and is paid to us directly by the premium finance provider. This means that the amount you pay for credit and the overall cost of arranging your insurance will vary according to the interest charged by the lender and the amount of commission we earn. Using premium finance makes the overall cost of the insurance more expensive. A full breakdown of the cost of your insurance and the cost of credit will be provided as part of your new business or renewal quotation before you make a decision whether to proceed. We may also receive a commission or fee for passing introductions to other professional firms. Such remuneration is only earned on the basis that it does not in any way detract from or conflicts with our acting in your best interest, which is paramount at all times.

Insurance Premium Tax (IPT)

Your premium detailed in the policy will include IPT at the prevailing rate. Should the rate of IPT be amended by the Government, your premium will be amended by the insurer to reflect the change.

Demands and Needs

Consumers

In assessing your demands and needs we will ask you a number of questions.

It is your responsibility to ensure you give us complete and accurate answers to any such questions, not only when you take out your policy, but also when you decide to renew or make any changes during any term of a contract of insurance (this applies to any changes in information relating to any individual named on the policy).

We will make a specific personalised recommendation for product suitability based on our understanding and appraisal of your demands and needs requirements. Where we provide you with specific advice, we will give you the relevant information you require, honestly, fairly, and professionally and in a way that is in your best interests (i.e. we will alert you to important terms and conditions about the contract of insurance, and we will provide you that information when it is most relevant). This may include information about comparable products between different product providers, all of which will help you to decide whether to go ahead with any particular contract of insurance.

Non-Consumers

If you are dealing with us in a commercial capacity, you will be under a duty to make a fair presentation. You are therefore required to disclose any matter which you know

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or ought to know that would influence the judgement of an insurer in deciding whether to insure the risk and on what terms.

If you are unsure whether matter is relevant or not you should provide sufficient information so as to put an insurer on notice that it needs to make further enquiries if necessary.

We will make a specific personalised recommendation for product suitability based on our understanding and appraisal of your demands and needs requirements.

Where we provide you with specific advice, we will give you the relevant information you require, honestly, fairly, and professionally and in a way that is in your best interests (i.e., we will alert you to important terms and conditions about the contract of insurance, and we will provide you that information when it is most relevant). This may include information about comparable products between different product providers, all of which will help you to decide whether to go ahead with any particular contract of insurance.

Our Product Selection (Fair and Personal Analysis)

We offer products from a wide range of product providers (i.e., insurance companies) and sometimes use other distributors (i.e., sub-agents) to access products. Our selection usually involves presenting to a reasonable number of insurance companies that will insure for the risk at hand, and this is called a fair and personal analysis of the market.

Sometimes we may only approach a specified number of product providers (i.e., insurance companies) and this is a Panel, or in some cases, we may only approach one product provider, in either case, we will tell you the basis as part of our selling process.

The processes we have in place means that the characteristics of these products take account of our target customer's demands and needs and include sourcing products from one or more of the product providers we deal with.

You can request a list of the companies that form the Panel we have approached at quotation stage.

Our Product Selection (Single Insurer)

Legal Expenses, Boat, Motor Breakdown - We only offer these products from one insurer and so do not approach other providers.

We will advise you if we are contractually obliged to use any insurer.

Product Oversight and Governance

All of the products we offer are ultimately manufactured by product providers (usually the Insurance Companies providing cover). As a distributor we have measures in place to:

- Obtain information about the product, the product approval process and understand the identified target market.
- Ensure that they understand the value assessment that the manufacturer has undertaken, so that they can distribute the product accordingly.
- Consider the impact that their distribution strategy and process has on the value of the product. This includes considering any remuneration they receive as part of the distribution strategy and ensuring that it does not result in the product failing to offer fair value to the end customers.
- Provide information to support the manufacturer in their product reviews. This includes information on remuneration where this has an impact on the value of the product.

- Amend their distribution processes if they identify it results in harm to customers. This should include taking appropriate remedial action
- Carry out annual product reviews for all products

Client Money

We will hold money that you pay to us in accordance with the regulator's rules or under a risk transfer agreement with insurers. This will include holding your money in the following way:

A **statutory trust client bank account** that only allows us to use the money held in trust on behalf of a customer for paying that customers' premium to an insurance company and to pay premium refunds or claims we receive from that insurance company to the customer, once the premium has been received from that insurance company. We **cannot** use that customer's money to pay other customers premium or refund. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance, unless, in the case of consumer transactions we receive more than £20 per transaction, and then we will ask for your permission to retain the interest. Unless you tell us otherwise, you are consenting to us holding your money in this way.

By holding money in this way, means that in the event that this firm becomes insolvent your money remains protected.

In arranging your insurance, we may employ the services of other intermediaries who are regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers. These firms are also required to hold clients' money in a separate trust account. We will also inform you if at any time we are required to pass your premium to firms that operate outside the UK where the protection may be different. Should you not wish us to pass premiums to a firm outside of the UK, please inform us.

Payment Options:

We accept payment by Cash (subject to limit), Cheque, Debit Cards, Credit Cards, Bank Transfer (please ask for bank details) or Premium Finance through Close Premium Finance (please ask for details).

We will provide you with full details of all the payment options available to you when we provide you with your insurance premium.

Premium Finance

We act as a credit broker in arranging premium finance facilities and we will give you further information about this before we finalise your instalment arrangements. When we are aware there is an alternative premium finance arrangement available, with a lower annual percentage rate, for example direct with your insurer, we will let you know. This will enable you to make an informed decision.

Important

Using premium finance makes the overall cost of the insurance more expensive. We will ask you to confirm that you have actively elected (that you have "opted in") to pay via premium finance.

A full breakdown of the cost of your insurance and the cost of credit will be provided as part of your new business or renewal quotation before you make a decision whether to proceed.

Your insurance policy will last for 12 months but the premium finance may last for a shorter period.

If you choose to enter in a finance arrangement, your details will be passed to a third party (insurer or lender)

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to enable them to contact you and you should contact us at the address given in this document if you do not want your details passed to that party. This finance arrangement will be subject to interest charges that we will confirm to you when providing the full details. Importantly, the arrangement you will enter into will be with the finance company not us. It is an entirely separate contract irrespective of the insurance contract. In the event of your failure to meet with the contractual obligations regarding payment the finance provider could approach the insurer to seek a termination of the insurance contract to recoup their outstanding finance arrears. You will be liable to pay their costs and charges if you do not keep up your repayments and cover is cancelled under your policy. This is because the agreement is between you, the policyholder and the finance company direct, not us or the insurer. It is important that you read the finance agreement that is sent to you before you agree to enter into such an agreement. We do not charge any fees to you for introducing you to a credit provider. If you are a consumer as defined under the Consumer Credit Act, you will have the benefit of a 14 day cooling off period. Please note that we only use Close Brothers Premium Finance for the provision of premium finance facilities. **It is important that you read the finance agreement that is sent to you before you agree to enter into such an agreement.**

Please Note: Your policy cover will cease if you fail to keep up payments on an instalment agreement or premium finance facility related to it.

What to do if you have a complaint

If you wish to make a complaint, please contact us:
In writing to: Mr Jeremy Williams (Complaints Officer),
Broadhurst & Company, Bridge House, Bridge Road,
West Kirby, Wirral, CH48 5EX or By Telephone: 0151 625 6411

A full copy of our complaints procedure is available on request.

If we cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. The FOS Consumer Helpline is on **0800 023 4567** (free for people phoning from a "fixed line" (for example, a landline at home) or **0300 123 9123** (free for mobile-phone users paying monthly charge for calls to No's starting 01 or 02). Alternatively, you can contact them at Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. www.financial-ombudsman.org.uk

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. If we are unable to meet our obligations, you may be entitled to compensation from the FSCS. If we have advised or arranged insurance for you this will be covered for 90% of a claim, without any upper limit, however claims under compulsory insurance, professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder are protected at 100%. Further information is available from the FSCS helpline on 0800 678 1100 or 020 7741 4100 and www.fscs.org.uk.

Policy Documentation:

Our policy is that policy documentation will be issued in a timely manner. Your policy documentation will confirm the basis of the cover, give details of the insurers and the total premium payable. Prior to the conclusion of the contract you will be given a statement of demands and needs - you should read this carefully. It will set out your demands and needs and confirm whether the contract has been

personally recommended and, if so, the reasons for making that recommendation. You will be provided with renewal terms in a durable medium in good time before expiry of the policy, or notified that renewal is not being invited. Attached to the renewal terms will be a statement of any changes to the terms of the policy, and changes to directive-required information (information required under the EU Directives), statement of price and information about cancellation. You will be given an explanation of any changes, where necessary and in good time, which may appear in your policy and you will be advised of your right to request a new policy statement. If renewal is not being offered you will be notified no less than 21 days before expiry of the policy. It is our policy to retain documents for business effected on your behalf in electronic or paper format for up to 6 years. For some types of insurance cover it is possible that a claim may be made under a policy long after its expiry date and it is therefore important you keep such documents safely.

Receipt of Instructions - Awareness of Policy Terms:

When a policy is issued you are strongly advised to read it carefully, as it is that document, the schedule and any certificate of insurance that is the basis of the insurance contact you have purchased. If you are in any doubt over any of the policy terms or conditions, please seek our advice promptly.

Disclosure of Information:

It is important that you understand that any information, statements 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 Insurers' Proposal Forms or Statement of Fact. You are advised to keep copies of all documentation sent to or received from us for your own protection. Please consult us if you are in doubt on any aspect.

PLEASE ALSO SEE THE IMPORTANT INFORMATION STATEMENT OF THE FINAL PAGE OF THIS DOCUMENT

Notice:

Insurers pass information to the Claims and Underwriting Exchange run by Insurance Database Services Ltd. and the Motor Insurance Anti-Fraud 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.

Credit Searches:

Credit searches may be undertaken in connection with the provision of your insurance policy for example by Insurers when providing a quote and premium finance providers when seeking payment via direct debit. Any such credit search will appear on your credit report whether or not you take out or renew a contract with them.

Security of Insurers:

We cannot guarantee the solvency of any insurer we place business with, and do not accept liability for any unpaid amount

Transferred Business:

If we take over the servicing of insurance policies, which were originally arranged through another insurance broker, or directly with the insurer, we do not accept liability for any claim arising out of the advice given by

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that broker, intermediary, insurer nor for any errors, omissions or gaps in your current insurance protection. Accordingly we would ask you to contact us without delay should any aspect of a policy, which has been transferred to us, cause you concern, or if you need an immediate review, otherwise we will endeavour to review all transferred policies as they fall due for renewal.

Consumers/Commercial Clients:

Certain points may not be applicable to you if you are a commercial client – cancellation rights may not apply. We do not consider instructions to arrange or change cover sent to us by post, electronic mail or facsimile, or left on answering equipment to have been received until they reach the relevant personnel in our office and are acted upon.

Conflicts of Interest:

As independent insurance brokers we act as the agent of our client, we are subject to the Law of Agency which imposes certain duties on us, we also have proper regard for the interest of others, including the insureds for whom we act. 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 carry out your instructions.

Our Customers Best Interests

Our primary aim is to ensure, for any customer (or potential customer) that we act honestly, fairly and professionally and in the customers best interest including giving customers information they might need to understand the relevance of any information we provide, as well as objectively giving that information when it is most useful to a customer to enable informed decision making.

Cancellation Clause:

Your Right to Cancel (Applicable to Consumers only)

Please contact us if you wish to cancel any policy that we have arranged for you. Customers acting outside their trade or profession (Consumers) will usually have a legal right to cancel policies for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. A charge may apply for the period of cover provided and, in addition, an administration charge will apply. In the event that our services are terminated by you, we will be entitled to receive any fees or brokerage payable. Cancellation under this right must be in writing, prior to expiry of the cancellation period, to our usual office address.

Cancellation non consumer

Commercial insurance policies do not routinely have cancellation rights except those available to the insurer. As a Commercial customer, you do not have the same cancellation rights by law as a consumer but may still have specific contract rights and reference should be made to the policy document to ascertain your position. Where returns of commercial premiums are made on cancellation, it is usually following cancellation by the insurer, not the policyholder. On cancellation of a policy any refund or premium allowed by the insurer will be paid to you after deducting our annual commission and fees.

All customers

In the event that you fail to pay your premium by the due date the insurance may be cancelled forthwith or by the insurers, giving notice of the cancellation. Once our

remuneration has been earned, in the event that the insurance is cancelled after inception, our fees or brokerage will not usually be returnable.

Where you elect to pay the premium under a Finance Agreement with a third party provider, in the event of you defaulting we reserve the right to cancel the policy and in some circumstances the debt will be passed to the finance company to recover. We may also charge you any balance of premium due and administration charges

Automatic Renewal

If you have previously paid your premium on Premium Finance via Close Brothers Premium Finance, or monthly instalments via the Insurers, (please check your documents) we will automatically renew the policy by the renewal date, and set up new monthly payments on premium finance or confirm to the insurers that they should continue to collect the premium monthly from your bank account. You have an option to cancel the auto renewal at any time by contacting either us or your insurer via telephone, post or email.

Please notify us as soon as possible if you do not want your insurance to automatically renew.

If you do choose to cancel the auto renewal, then it is important that you contact us to renew your policy, as if we do not hear from you, all cover will cease as of the expiry date shown in your renewal schedule.

Benefits of auto renewal

- Convenience - if you're happy with your cover and renewal premium, you won't need to do anything as your policy will automatically renew.
- No interruption of cover

If your policy is not set to automatically renew (please check your documents). It is important that you contact us to arrange cover as if we do not hear from you all cover will end on your policy expiry date.

Quotations:

Unless agreed any quotation given will remain valid for a period of thirty (30) days from the date of the quotation.

Claims:

If you have occasion to claim on your policy 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 to minimise the loss, until you have agreement from your insurer.

We will provide you with every assistance in obtaining reimbursement, but in the event an Insurer becomes insolvent or delays making settlement, we do not accept liability for any unpaid amount.

Please note our opening hours are 09:00 – 17:00 Monday – Thursday and 09:30 – 16:30 on Fridays. If you need to notify a claim outside these hours, please use the contact information shown in your Policy Documents.

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1. This section forms part of our Terms of Business. We accept instructions to act on your behalf strictly subject to the following limitation upon our liability.

2. Our liability to you for any act or omission (including breach of contract or negligence and/or the negligence of any other parties in respect of which we are legally liable to you), whether such liability be in damages, equitable compensation or otherwise, shall not exceed the sum of £1,000,000 or its equivalent from time to time in Euros or any other relevant or appropriate currency in respect of any one transaction or series of related transactions. This figure has been carefully chosen in order to enable us to offer reasonable redress to our clients in the event of a claim, whilst enabling us to retain competitive levels of fees and commissions and make appropriate arrangements to ensure that any proper claim is met.

This section does not apply to awards made by the Financial Ombudsman Service in the exercise of his compulsory jurisdiction.

3. In section 2 above:

i. 'Negligence' means a breach of any obligation upon us to take required care, whether that obligation is imposed by virtue of a term (express or implied) of any relevant contract, or by the law of negligence, or otherwise;

ii. 'Transaction' means any professional service provided by us to you, including (but not limited to) the arranging of insurance, advising on insurance cover and/or on particular wordings, notification of claims to insurers, and claims handling generally;

iii. 'A series of related transactions' has its ordinary meaning (save that 'transaction' has the meaning given at (ii) above), but includes (without limitation), (a) transactions concerning, connected with or arising out of the same policy of insurance or reinsurance arrangement, or, (b) where different policies or arrangements insure or reinsure (as the case may be) all or some of the same risks, transactions concerning, connected with or arising out of some or all of those policies or arrangements.

4. We are always prepared to discuss increasing the limit of our liability specified in this section in relation to any individual engagement, if particular reasons exist, but we reserve the right to decline to increase the limit or (in the event that we agree to increase it) to make an additional charge or to impose alternative or additional conditions. No agreement to increase the limit shall be valid unless made in writing and signed by a partner in Broadhurst & Co.

5. Under these Terms of Business, you agree not to make any claim against any employee, director, partner, consultant or other individual connected with us. See paragraph 6 below. However, it is also understood and agreed that if for any reason the provisions of paragraph 6 hereof are held to be invalid or unenforceable in whole or in part, any claim made by you against any employee, director, partner, consultant or other individual connected with us is also subject to the limit of liability of £1,000,000 contained in this clause, and you understand and agree that any such individual may avail himself of this limitation.

6. You agree:

i. That your remedies in relation to the provision of professional services by us, arising out of or in connection with this engagement, lie exclusively against us and not against any employee, director, consultant or partner as individuals;

ii. That you will not make any claim and/or bring any legal proceedings against any employee, director, partner, consultant or other individual, in respect of any act or omission by any such person or persons (whether negligent or not). You understand and agree that the provisions of this clause may be enforced by any employee, director, partner, consultant or other individual connected with us in accordance with the Contracts (Rights of Third Parties) Act 1999

Note: Your acceptance of these Terms of Business does not affect your normal legal rights.

IMPORTANT INFORMATION**WARNING – CONSUMERS (WHERE THE MAIN PURPOSE OF THE CONTRACT IS FOR PRIVATE USE)****Your duty to give information**

When applying for or amending your insurance policy, we and / or your insurer will ask a number of questions to assess the risk prior to agreeing cover. It is your duty to ensure that you answer all questions raised by insurers or us honestly and reasonably. These questions are designed to enable us or the insurer to obtain a comprehensive picture of the nature of the risk to be insured, and only by asking such questions and receiving answers which are given honestly and with reasonable care, can we or the insurer be in a position to offer terms which are designed to meet your demands and needs.

This reason why this is vital and extremely important is that if you fail to tell us or the insurer something when asked, or, if you answer carelessly or act deliberately or recklessly in making misrepresentations when answering questions, your policy may leave you with no insurance protection; insurers may not pay a part or all of your claim and may cancel your policy. You may find it difficult to re-arrange cover because you did not tell an insurer everything when asked, and you will have to disclose this fact when you reapply for insurance.

FAILURE TO ANSWER QUESTIONS HONESTLY AND REASONABLY, WHEN ASKED, MAY LEAVE YOU WITH NO COVER AND A CLAIM NOT PAID.

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WARNING – COMMERCIAL CUSTOMERS (OR WHERE THE MAIN PURPOSE OF A CONSUMER CONTRACT IS NOT FOR PRIVATE USE)

YOUR DUTY TO GIVE INFORMATION

IT IS IMPORTANT THAT YOU UNDERSTAND YOU HAVE A LEGAL DUTY (FOLLOWING A REASONABLE SEARCH) TO MAKE A FAIR PRESENTATION OF THE RISK TO US AND YOUR INSURERS, AND PROVIDE ALL MATERIALLY IMPORTANT INFORMATION WHICH IS KNOWN OR OUGHT TO BE KNOWN BY YOUR OWN SENIOR MANAGEMENT TEAM INCLUDING THOSE RESPONSIBLE FOR ARRANGING THE INSURANCE AND ANY AGENTS ACTING ON YOUR BEHALF.

THIS DUTY APPLIES NOT ONLY WHEN YOU TAKE OUT YOUR INSURANCE, BUT ALSO THROUGHOUT THE LIFE OF YOUR ARRANGEMENT, AT THE ANNUAL RENEWAL OR AT ANY OTHER TIME WHEN CHANGES OCCUR.

Materially important information is any information that could influence an insurer's decision to accept your risk including the cost of your insurance. For example, details of previous insurance claims that you have made, or reported, personal information about you, such as Criminal Convictions (you have a duty to give this information even when the insurance relates to a business and not you), general information about the risk, such as the construction of a building, (for example, concrete floor, timber frame with brick, stone, and a slate roof)

IF YOU ARE NOT SURE HOW MUCH INFORMATION TO PROVIDE OR DO NOT UNDERSTAND THE QUESTION PLEASE ASK.

This reason why this is vital and extremely important is that if you fail to tell us something, your policy may leave you with no insurance protection; insurers may not pay any claims in full and may cancel your policy. You will find it difficult to re-arrange cover because you did not tell an insurer everything, and you will have to disclose this fact when you reapply for insurance.

FAILURE TO DISCLOSE THESE FACTS MAY LEAVE YOU WITH NO COVER AND A CLAIM NOT PAID

WARNING - WARRANTIES AND CONDITIONS PRECEDENT

Your policy contains a number of WARRANTIES and CONDITIONS PRECEDENT. These are very important terms which you must comply with word for word, otherwise the insurer might not pay any claims and might cancel your policy from the start. Failure to comply with these terms may leave you with no insurance cover and your claim not being paid.

An insurance warranty is not a guarantee; it typically means that you must comply with terms in order that your insurance protection remains operative.

Conditions Precedent: Some conditions do impose a responsibility on you to have done something or completed something before a certain section of the policy will operate. If you do not do the thing stated, cover will not be in place.

FAILURE TO COMPLY MAY LEAVE YOU WITH NO COVER AND A CLAIM NOT PAID.

IMPORTANT

Warranties are not always referred to as such within a policy and schedule. They may be referred to as conditions, endorsements, special terms as well as warranties.

It is important that you look out for these and if you have any doubt about a particular statement, please ask us for advice.

FAILURE TO COMPLY WITH THESE MAY LEAVE YOU WITHOUT ANY COVER IN THE EVENT OF A CLAIM AND THE CLAIM MAY NOT BE PAID.