

The Insurance Store Terms of Business
43 Hatfield Road, St. Albans, Hertfordshire, AL1 4JE

Regulation

We are an independent intermediary who are authorised and regulated by the Financial Services Authority (FSA). Our FSA Register number is 468604 and our permitted business is arranging general insurance contracts. You can check the FSA register at www.fsa.gov.uk/register or by contacting the FSA on 08456061234.

Our Service

Our service includes advising you on your insurance needs, arranging your insurance cover with insurers to meet your requirements and helping you with ongoing changes you have to make. We offer insurance policies from a range of insurers for personal and commercial requirements including motor vehicles, commercial vehicles, motorcycles, home buildings and contents, commercial premises, public & employers' liability, travel insurance and motor breakdown, we only use one provider for legal expenses. We will base our recommendation of insurer and policy on the insurer that most closely matches, in cover and price, your needs as disclosed at the time of quotation. The product quoted and offered to you is from a fair analysis of the insurance market

Your Duty

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance. It is important that you ensure that all statements you make on the proposal forms, claim forms and other documents are full and accurate. This is especially important if the form has not been completed by yourself, or it is computer generated.

Please note that failure to disclose any material information to your insurers could increase your premium or invalidate your insurance cover and could mean that part or all of a claim may be not paid. Please therefore, check all information carefully to ensure its accuracy.

Policy Renewal

Insurers do not provide a period of grace in which to pay the renewal premium, therefore in order to maintain cover it is essential that the renewal premium is paid before the renewal date.

Where you pay by direct debit we will, for your protection and subject to your insurer offering renewal terms, automatically renew your policy unless you instruct us otherwise; this does not effect your obligation to notify us of any changes that might affect your policy at renewal (e.g. accidents, convictions or occupation changes of which we were not previously aware).

Cooling-off period

You have a 14-day "cooling off" period from the date your policy was concluded. To cancel your policy within this time, you must advise us in writing enclosing your certificate of insurance (for vehicle insurance). We will return your premium less a proportionate charge for the period of cover and less any fee or insurer administration charge. This is also subject to our cancellation charge of £25.00.

Premiums Received

The premium you pay us is held in a regulated statutory trust bank account by us as an agent of your insurer. Bank interest accrued on this account is retained by us.

Our Charges

In addition to the premiums charged by insurers, we normally make the following charges to cover the administration of your insurance:

Quotations	No Charge
Arranging new policies & renewals	up to £25.00
Mid term adjustments	up to £25.00
Policy cancellations	£25.00
Returned/stopped cheques	£10.00

Please note our charges are not refundable

Proof of payment

We will provide you with proof that you have paid any premiums, fees or charges during the period of insurance.

Cancellations and Refunds

If you wish to cancel your policy you should advise us in writing enclosing your certificate, no cancellation of vehicle insurance can be arranged until we have received your current Certificate of Insurance. Refunds on cancellations vary from Insurer to Insurer. Some insurers charge for cancelled policies on "Short Period" rates which is normally weighted in the Insurer's favour and gives a disproportionate charge for the period of cover, as their costs are similar whether the policy has run for 1 or 365 days. Please be aware that after a claim, insurers do not normally allow any refund of premium, and if paying by direct debit, payments must be maintained in full.

We and your Insurers also reserve the right to cancel your policy (normally giving a reason for it), should you or any of your appointed representatives act in an uncivilised or illegal manner, or default on payments, or do not provide requested documentation in good time.

We do not refund commission earned on such return premiums, since this is earned in arranging the policy for you, unless you are replacing the policy through us.

Please note the Legal Cover and Breakdown Cover policies are Non-Refundable.

Ownership

There is no ownership between ourselves and any insurer.

Data Protection Notification

Information you provide to us about yourself and others will be kept confidential and we confirm we are registered under the Data Protection Act 1984. Your insurers exchange information with insurers through various databases to check information provided and to prevent fraudulent claims.

Complaints

We hope you will be happy with the service we provide. However if you should wish to make a complaint about our service, we have a formal complaints procedure. In the first instance you should contact us in writing or by phone, please address your complaint to the Office Manager.

We will provide written acknowledgement of your complaint within 5 working days of its receipt, unless a full response is possible in the same period. A full written response will be provided within 20 days.

Financial Ombudsman Service

If you are still unhappy following receipt of our final response, you can refer the dispute to the Financial Ombudsman Service who will review your case on an independent basis. The address is:
The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR Tel: 0845 080 1800

Financial Services Compensation Scheme (FSCS)

Jackman Smith & Co are covered by the FSCS. This means that you may be entitled to receive compensation from the scheme if we cannot meet our obligations. Full details are available from the FSCS.

Call Recording

For our joint protection calls may be recorded.