

Important information we must disclose to you

In addition to the information below, IT IS VERY IMPORTANT THAT YOU READ CLAUSES 4 & 9 OF THE ENCLOSED “TERMS OF BUSINESS” document.

1. Who are we regulated by?

The Financial Services Authority (“FSA”) is the independent watchdog that regulates financial services. We are authorised and regulated by them and you can check this by visiting the FSA’s website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234. Our permitted activities are recommending insurance policies (and in cases where we do not give a recommendation we will tell you); arranging insurance cover; dealing as agent and assisting with the administration and performance of policies – all in connection with general insurance.

2. Are we covered by the Financial Services Compensation Scheme (“FSCS”)?

Yes. You may be entitled to compensation from the scheme if we cannot meet our obligations, depending on the circumstances of the claim. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of any claim, without upper limit. Further information about compensation scheme arrangements is available from the FSCS.

3. Complaints

Our objective is to provide a high standard of service to you at all times. However we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly. If you wish to register a complaint please contact us:

- in writing, to the Managing Director at the address shown on the letter (or business card) that accompanies this document, and/or;
- by telephone, using the number shown on the letter document (or business card) that accompanies this document, and/or;
- in person, at the address shown on the letter (or business card) that accompanies this document.

In all cases please quote your policy number or other reference we have given you. If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service. Our Complaints Procedure is available upon request.

4. Which insurance companies do we use to select your insurance?

	Policy Type(s)
For the following insurance(s) that you have/will be quoted for, we have/will select your insurance policy/policies from a range of insurers.	
For the following insurance(s) that you have/will be quoted for, we offer you a policy/policies from a limited number of selected insurance companies. On request, we will give you a list of these.	
For the following insurance(s) that you have/will be quoted for, we have only offered you a policy/policies from one insurance company.	
For the following insurance(s) we have used another broker to help us place your cover.	
For the following insurance(s) we have used another part of the Towergate Group of companies	

If you choose to pay your insurance by instalments we may use a scheme operated by the insurer who provides cover or a lender from a limited panel we use to provide finance.

5. The capacity in which we are acting

The following information is in relation to the insurances you have asked us to arrange.

Sourcing a suitable policy	We act as your agent	
	We act as agent of the insurance company	
Placing the insurance	We act as your agent	
	We act as agent of the insurance company	
In the event of a claim	We act as your agent	
	We act as agent of the insurance company	

We act as your agent in the event that you need to make a claim unless indicated above. For those policies arranged through another part of the Towergate Group, which will be identified in Section 4 above if relevant, claims are administered by our Underwriting Division and they will act as agent of the insurance company.

6. Our remuneration

In good time before the conclusion of each insurance contract, or upon renewal, we will remind you of your right to be informed of the level of commission which we receive from underwriters. You are entitled, at any time, to request information regarding commission and other earnings which we have received as a result of placing your insurance business.

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7. The fees we charge for our services

We will usually charge a fee for our services (typically when you buy or renew a policy) but you will always be informed of any such charge before you purchase a policy. Our fees are non-refundable even if you cancel your policy. During the term of the policy we may charge up to [insert amount] for issuing duplicate documents and up to [insert amount] for changes to your policy. We will charge a fee for payments made with a Credit Card, at £5 for transactions up to and including £500, and 2% of the transaction for amounts above £500. All fees are exclusive of any applicable tax that may be levied from time to time.

In certain circumstances your insurer may repay part of your insurance premium(s) to us. This can occur where, for example, the risk covered by your policy is reduced or the policy itself is cancelled. Where the amount of the refunded premium is less than £10 (per policy) we will retain such amount, but where a mid-term adjustment or cancellation charge is made we will set it off against such charge. This paragraph does not affect any cancellation/refund rights which you may have.