

# Terms of Business for Direct Clients

## INITIAL DISCLOSURE DOCUMENT FOR NON-ADVISED SALES

### ABOUT OUR INSURANCE SERVICES

#### 1. Who are we?

- Event Insurance Services Ltd is a general insurance intermediary.

#### 2. We are authorised and regulated by the Financial Conduct Authority.

- The Financial Conduct Authority is the independent watchdog that regulates financial services.
- Our Financial Conduct Authority Register number is 309998. You can check this on the Financial Conduct Authority's Register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the Financial Conduct Authority on 0300 500 8082. Our permissions enable us to act in relation to non-investment insurance contracts.

#### 3. Whose products do we offer?

- We normally only offer the products of a single insurer. However we do have other underwriters for contingency purposes.
- Great Lakes Insurance SE are our primary underwriter.
- Our other underwriter is Beazley Plc. This agency is designed to cater to clients and events whose cover requirements, location or activities are unable to be insured by Great Lakes Insurance SE.
- You will be advised who will be underwriting your policy prior to sale and or quotation stages.

#### 4. Which service will we provide you with?

- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

#### 5. What will you have to pay us for this service?

- We do charge fees for policies provided by an underwriter other than Great Lakes Insurance SE. Said policies are subject to an administration fee being charged which is dependent on the pre-tax premium.
- We also charge a fee for handling currency where premiums are not in GBP.

#### 6. What to do if you have a complaint?

- It is our intention to provide you with a high standard of service at all times, but if you wish to register a complaint, please contact us by telephone on 01425 470360 so that we can discuss and deal with your complaint or query as quickly and efficiently as possible.
- You can also email us at [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk) or alternatively put your complaint in writing to the Managing Director at the address overleaf. If you cannot settle your complaint with us you may be able to refer to the Financial Ombudsman Service.
- The Financial Ombudsman Service's consumer help line can be contacted on 0800 023 4 567. Additional information regarding their services can be found on their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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

- We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. Non compulsory insurance is covered for 90% of the claim without any upper limit.
- For compulsory classes of insurance, advising and arranging is covered for 100% of the claim without any upper limit. Further information on the scheme is available from the FSCS.

#### 8. Looking after your money.

- The insurer has appointed us as agents for the receipt of money, and in accordance with their instructions we hold your money in an insurer premium account until it is passed to the insurer or returned to you.

#### 9. Payment.

- You are responsible for paying premiums by the due date. We have no obligation to fund premiums for you and have no responsibility for any loss you may suffer as a result of the insurer cancelling the policy due to non-payment.
- We normally accept payment by cheque, debit or credit card.
- We do accept payment by Bank Transfer, however funds must be visible in our account prior to any documentation being issued or cover being in force.

#### 10. Your contract of Insurance – information and changes we need to know about.

- You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If you are in doubt please contact us.
- If the information provided by you is not complete and accurate:
  - The insurer may cancel your policy and refuse to pay any claims.
  - The insurer may not pay any claim in full or your premium may be revised or an excess imposed, or
  - The extent of the cover may be affected.
- In addition if you are taking out insurance related to your business or for commercial purposes, the law has now changed so with effect from 12th August 2016 you have a duty to make a fair presentation when taking out a policy or making a change to one taken out before that date. The duty of fair presentation means you also have to make any disclosures in a way that is clear and substantially correct.

#### 11. Your responsibility to read all documents.

- When a policy and related documents, e.g. policy summary, are issued you are strongly advised to read them carefully as they form the basis of the cover you have purchased.
- If you are in doubt over any of the policy terms or conditions, please tell us promptly.

#### 12. Your cancellation rights.

- Consumers have the right to cancel new policies within 14 days of receipt and renewal instructions within 14 days of renewal and receive a full refund on the basis no claims have been made and/or the event has not taken place.
- Any policies canceled outside of this 14 day period are not due any refund. At Event Insurance Services Ltd.'s discretion, return premium may be offered, however it would be subject to a £25 administration charge.

#### 13. Protecting your data.

- Insurers share information with each other to aid the prevention of fraudulent claims. In the event of a claim, information is placed on industry registers for analysis.
- Under the Data Protection Act you have the right of access to your personal records held on our files and we will tell you the fee if you ask us for a copy of your information.
- Confidential data is not otherwise shared with other parties unless it is a legal or regulatory requirement.

#### 14. What to do in the event of a claim.

- If you want to claim on your policy you should use your insurer claim line (details in your policy) or notify us immediately by telephone on 01425 470360.
- You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimize the loss, until you have agreement from either your insurer or us.

#### 15. Claims handling.

- We settle certain claims on behalf of the insurer under a delegated authority agreement, depending on the type and value of the claim. Where we have claims handling authority we will act as agent for the insurer. This will help us deal with your claim promptly. We have procedures in place to ensure you are fairly treated and our objective is to settle every customer claim in a fair manner in accordance with policy terms.
- If we believe in a particular claim that a conflict may arise, we will tell both the customer and the insurer in order that a mutually acceptable way forward can be agreed.

#### 16. Quotation validity.

- Unless we specifically advise to the contrary, we will stand by quotations for 3 months from date of issue.

#### 17. Commission disclosure.

- Prior to the conclusion of each insurance contract, or upon renewal, we will remind commercial customers of their right to be advised of the level of commission we receive from underwriters. You are entitled at any time to request information regarding commission we may have received as a result of placing your insurance business.

#### 18. Governing law.

- Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which your main residence is situated.

#### 19. Environment.

- We are committed to being as environmentally friendly as possible and therefore will not send out postal documents unless requested by yourself. We will not charge you for this service.

#### 20. Marketing, Privacy and Cookies.

- Our website contains full details of our Privacy Policy and use of HTTP Cookies.
- You can opt out of receiving any marketing from us by informing us via email or over the phone.
- By law, we are required to hold certain data for a minimum of seven years and up to seventy years.
- All of our calls are recorded for training, claims handling and policy administration purposes.

#### 21. Statement of fact.

- A statement of fact will be provided to you with your policy documents. This is a copy of your responses to our queries which you should read and check is correct before the date of your event. The responses which you provide us with are material facts which will form part of the insurance contract. If any information presented to us proves to be incorrect or inaccurate, your policy could be invalidated or a claim not fully paid.