

TERMS OF INSURANCE BUSINESS

FINANCIAL SERVICES AUTHORITY

The Financial Services Authority (FSA) is the organisation, set up by the government, that regulates financial services in the UK. It requires us to give you the following information to decide if our services are right for you.

ABOUT US

Classicline Insurance Services Ltd of 138 Castle Street Hinckley Leics LE10 1DD is authorised and regulated by the FSA. We are permitted to 'arrange', 'advise on' and 'deal as an agent of' insurers and assist in claims handling with respect to non-investment insurance policies. You can check these details on the FSA's Register by visiting the FSA's website at <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234. Our Firms Registration number is 305790.

PRODUCTS WE OFFER

We sell and advise on a wide range of personal and commercial insurance products and provide advice and information on the basis of a fair analysis of the market from a wide range of insurers. We offer products from a limited number of insurers for travel and caravan insurance. A list of these insurers is available on request.

YOUR DUTY OF DISCLOSURE

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 you ensure that all information, statements or answers made by you to us or on proposal forms, claim forms and other documents are full, accurate and correct. If a form is completed on your behalf, you should check that the answers shown to any questions are true and accurate before signing the document.

We would like to draw your attention to the importance of the declaration and signature on an Insurer's proposal form. Any failure to disclose material facts to the insurance or any inaccuracies in your answers may invalidate your insurance cover in part or in whole. Material facts to the insurance are matters of information which may influence your insurer as to the acceptability or otherwise of your Proposal or Renewal and must be disclosed at the earliest opportunity and certainly at renewal.

You are reminded that it is an offence under the Road Traffic Act to make any false statements or withhold any relevant information to obtain an Insurance Certificate. You are advised to keep copies of any correspondence you send to us or directly to your Insurer. Please do consult us if you are in doubt on any aspect of this process.

If you are in any doubt as to whether any information would be treated as material facts, you should disclose it.

SOLVENCY

We do not guarantee the solvency of any insurer we place business with. We do not accept liability for any losses you may incur arising directly or indirectly from the financial failure or solvency of any insurer.

You may have a liability for the premium, whether in full or pro-rata, where a participating insurer becomes insolvent.

HOW TO CANCEL

You may have a statutory right to cancel your insurance within a short period. Please refer to your policy summary or your policy document for further details. If you cancel, you will receive a pro-rata refund of your premium from the Insurer. We may also keep an amount that reflects our administrative costs of arranging and cancelling the insurance.

If you wish to cancel outside this period you may not receive a pro-rata refund of premium. We may also keep an amount that reflects our administrative costs of arranging and cancelling the insurance.

If your insurance is cancelled after your insurer has become aware of an accident that may result in a claim, no refund will be made.

Policies for Legal Cover and Vehicle Breakdown are annual and transferable to other vehicles, and therefore are non-refundable.

FEES AND CHARGES

Our remuneration for our services is normally in the form of commission or brokerage which is a percentage of the insurance premium paid by you and allowed by the insurer. We may also charge a fee according to work done on your behalf. This fee is payable once you instruct us to arrange cover, even if you change your mind before cover takes place. Classicline offers unique schemes and covers which are not available from most insurers and brokers. The cost for setting up, broking, computer systems, advertising, administration and staff costs will be the same for a policy of one day cover or a complete year. These will apply if you instruct us to carry out a mid-term adjustment, renewal, cancellation, new business etc. on your behalf, as some insurer products are provided to you at a net cost without commission.

Our charges are as follows: Policy arrangement, renewal, mid-term changes, cancellation, duplicate documents, £20; cancelled or rejected cheques and direct debits £30 for each occasion; with return premiums we repay commission to your insurer and this amount will be deducted from the sum refunded to you.

COMPLAINTS

It is our intention to provide a high level of service at all times. However, if you have reason to make a complaint about our service, you should call us on 01455 639 000 or email us on info@classiclineinsurance.co.uk. Should we be unable to resolve your complaint in the first instance then please write to the Managing Director at the above address. You may be entitled to refer your complaint subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0845 080 1800. Further information is available at: <http://www.financial-ombudsman.org.uk/>

HOW TO CLAIM

Please refer to your policy summary or your policy document if you need to make a claim. If you are involved in an accident or have occasion to claim on your policy for any other reason, you must notify us immediately and we will promptly advise you and, if appropriate, issue you with a claim form and pass details to your Insurer. You should not admit liability or agree to any course of action, other than emergency measures to minimise your loss, until you have agreement from your Insurer. If in doubt about who to contact, please call us 01455 639 000.

PROTECTING YOUR INFORMATION

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request or with your consent in relation to administering your insurance and except where we are required by law to do so. The FSA may request access to our customer records in order that it may carry out a review of our activities. Some or all of the information you supply to us, in connection with your insurance proposal, may be passed to other insurance companies for underwriting and claims purposes. Under the Data Protection Act 1998 you have a right of access to see personal information relating to you that is held in our records, whether electronically or manually. If you have any queries, please write to the Managing Director at the above address.

PROTECTING YOUR MONEY

Prior to your premium being forwarded to the insurer, and for your protection, we either hold your money as an agent of the insurer (in which case your insurance is treated as 'being paid for'), or we hold it in a client bank account in trust for you. We may extend credit to other customers from this account and we may need to transfer your money to another intermediary in some cases. Your money will be protected at all times due to our compliance with the FSA rules. We reserve the right to retain any interest earned on this account.

By accepting these Terms of Insurance Business you are giving your consent for us to operate in this way.

COMPENSATION ARRANGEMENTS

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS on 0207 892 7300 or at <http://www.fscs.org.uk/>

CLAIMS AND UNDERWRITING EXCHANGE REGISTER AND MOTOR INSURANCE ANTI-FRAUD REGISTER

Insurers pass information to the 'Claims and Underwriting Exchange Register' operated by Database Services Ltd. and the Anti-Fraud Register compiled by the Association of British Insurers. The aim of this is to check information provided and to prevent fraudulent claims. Motor insurance details are added to the 'Motor Insurance Database' operated by the Motor Insurers' Information Centre (MIIC), 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, this database may be used by Insurers, the MIIC and the Motor Insurance Bureau to identify relevant policy information. Other insurance related databases might also be added in the future.

MONEY LAUNDERING/PROCEEDS OF CRIME ACT

We are obliged to report any evidence or suspicion of money laundering to the National Criminal Intelligence Service at the first opportunity and we are prohibited from disclosing any such report.

NOTE

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

This Terms of Business is subject to English Law.