

Terms of Business Agreement

Who regulates us?

Collingwood Insurance Services (UK) Ltd are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent watchdog that regulates financial services.

Our permitted business is that of an insurance intermediary arranging contracts of general insurance on behalf of the insurer, Collingwood Insurance Company Limited. You can check this on the FCA's register by visiting the FCA website <http://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768.

Insurance Premiums

We will hold money received from you, or paid on your behalf, in a separate account until due for payment to the Insurers in accordance with their terms of business and also regulatory requirements. Money due to you from the Insurers will be held under the same arrangements.

Full risk transfer is granted to CISL in relation to the receipt of, holding of and the refund of premiums.

Interest which may be earned on any money held in the account will be retained by us.

Which companies do we deal with?

We have chosen to deal with the following companies:

- We are a credit broker and exclusively use Close Brothers Premium Finance (CBPF) for arranging credit to be repaid by direct debit; we may receive an override from CBPF for this service.
- Collingwood Insurance Company Limited for your Collingwood Motor Insurance Policy
- Motorplus Limited and UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE for Accidental Death Benefit and Personal Accident cover
- Motorplus Limited and UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE for Excess Protection Cover
- Collingwood Insurance Company Limited for Key Cover
- We use the AA (Automobile Association) for vehicle breakdown cover
- For a Claims Assist Service we use Winn Solicitors

If we are requested to cancel a policy on your Insurers behalf, we will be acting as agent for the Insurers.

What service do we provide?

Your Collingwood Motor Insurance policy meets the needs of a private motor vehicle driver requiring the chosen level of insurance cover for their own vehicle.

You will not receive advice or a recommendation from us. We may ask some questions to assess your suitability for a product but you will then need to make your own choice about how to proceed.

We provide the following optional extras:

AA Breakdown Cover provides two levels of cover including Roadside Assistance and Roadside Assistance and Relay.

Accidental Death Benefit and Personal Accident policy will pay a benefit to the insured in the event of loss, death or bodily injury caused by a road traffic accident whilst driving or travelling in the insured vehicle.

Claims Assist Service, provided by Winn Solicitors, will help protect you should you need to pursue your legal rights following a non-fault road traffic accident; benefits include pursuing a claim for death or personal injury, recovering uninsured losses and legal advice (terms, conditions and success fee apply).

Excess Protection Cover covers the policyholder and named driver (as specified on the motor insurance certificate) to recover some or all of the Excess as per the policy schedule in the event this is unable to be recovered from a liable third party.

Key cover provides you with up to £500 towards the replacement of a car key or replacement locks.

What will you have to pay for our services?

Our intermediary fees, which are non-refundable, are provided below:

1. New Business and Renewal Insurance services processing Fee	£68.50
2. Card processing fee (all card payments)	£0.00
3. Mid-term adjustment administration fee	£25.00
4. Hard copy of policy documentation	£25.00
5. Cancellation fee	£30.00

Remuneration

When you take out a policy with CISL, we charge you a non-refundable new business and renewal processing fee of £68.50. In addition, the insurer, Collingwood Insurance Company Limited pays us an administration fee and commission after the policy starts.

CISL incentivise its staff members to drive internal performance. The schemes that staff are eligible to participate in are driven by their quality performance, their adherence to the six TCF outcomes and the volume of untargeted sales each staff member achieves.

At no point do CISL incentivise the sale of add-ons amongst its staff members.

Data Protection

Information we hold about you will be treated as confidential. Our Privacy Policy outlines how we will use and disclose the information we have about you for including but not limited to the following purposes:

- to identify you when you contact us
- to administer the accounts, services or products you may have with us or selected partners
- in dealing with your Insurers and to help prevent fraud or loss. If you provide false or inaccurate information to us and we suspect fraud, we will record this and may share it with other people and organisations. We, and other credit and insurance organisations, may use technology to detect and prevent fraud
- to carry out marketing analysis and customer profiling, conduct research and create statistical and testing information
- to inform you, any person authorised to act on your behalf or individuals for whom you have supplied data of other products or services available from us which may be of interest (unless you have asked us not to do so)
- we, or your Insurers, may allow carefully chosen affiliates or partners to use information held about you or any person for whom you have supplied data, for the purpose of providing services it is felt may be of interest and which are available from such a partner (unless you have asked us not to do so)
- we or carefully selected partners with whom we have shared data may contact you, any person authorised to act on your behalf or individuals for whom you have supplied data by mail, email, telephone, text or multimedia messages about other products and services

Communications with you (including phone conversations and emails) may be monitored and recorded for quality assurance and compliance purposes.

We may pass information about you as well as your payment record with us to credit agencies for the purpose of arranging payments by instalments.

Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in this document and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details or details of any criminal convictions) you agree (and confirm that the other person has agreed) to us processing such information in the manner set out in this document.

Should you require details of those credit and fraud prevention agencies from which we may obtain and with whom we may record information about you, or you wish to discuss any matter regarding use of your data, please write to our Head of Risk & Compliance at Collingwood Insurance Services (UK) Ltd, Collingwood House, Redburn Court, Earl Grey Way, North Shields, NE29 6AR.

Paying for your policy by Direct Debit?

If you have chosen to pay your policy by monthly Direct Debit and enter into a credit agreement with Close Brothers Premium Finance (CBPF) and you either don't sign that agreement, fail to meet a payment or cancel the agreement, CBPF will notify us.

If you do not make other arrangements with us to pay the insurance premiums we will instruct the relevant insurer(s) to cancel the policy. If this occurs before the start of or before the renewal of the insurance, we will notify the insurer(s) that the policy has not been taken up. If a refund of premium is due from your insurer(s), we will deduct any monies due to CBPF under your credit agreement before returning any refund due to you less our non-refundable intermediary fees.

You will be responsible for paying for time on cover and putting in place any alternative insurance and/or payment arrangements you need.

Treating Customer's Fairly (TCF)

TCF is at the forefront of our business, we will give you clear information helping you to fully understand the features, benefits and costs of your motor insurance and keep you informed before, during and after the point of sale.

What to do if you have a complaint

If you wish to register a complaint please contact us:

By Phone: 0345 646 5050

By Email: carinsurance@collingwood.co.uk

In writing: Collingwood Insurance, Collingwood Insurance Services (UK) Ltd, Collingwood House, Redburn Court, Earl Grey Way, North Shields, NE29 6AR. Please quote the type of insurance cover you hold and your policy number.

We will write to acknowledge your complaint promptly and a full written response will be provided within 8 weeks, unless a full response is possible immediately.

If you cannot settle your complaint with us or do not provide a full response within 8 weeks, you may be entitled to refer it to the Financial Ombudsman Service by contacting: Financial Ombudsman Service, Exchange Tower, London, E14 9SR, telephoning: 0800 023 4567 or visiting www.financial-ombudsman.org.uk

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

We are covered by the FSCS. 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 arranging is covered for 90% of the claim, with no upper limit. For compulsory classes of insurance, insurance arranging is covered for 100% of the claim with no upper limit.

You can learn more about this scheme at www.fscs.org.uk or by telephoning 020 7892 7300.