



NuBee Terms of Business Agreement

Who regulates us?

Collingwood Insurance Services (UK) Limited are an insurance intermediary authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent watchdog that regulates financial services. Our firm reference number is 310870. 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 Consumer Helpline on 0800 111 6768.

Your agreement with us is for the arrangement and administration of your insurance policy.

This document provides information about us and the services we provide to you. Additional information relating to the specific terms of any insurance policy can be found in the documents provided to you.

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 regulatory requirements. Money due to you from the Insurers will be held under the same arrangements.

- Full risk transfer is granted to us 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 a commission from them for this service.
- This is on behalf of an insurer, who is selected from a panel and will underwrite your policy.
- ThingCo for the provision of telematics devices

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We act on your behalf when providing a quote and arranging cover, but if we are requested to cancel a policy on your Insurers behalf, we will be acting as agent for the Insurer.

By asking us to provide a quote, arrange a policy and perform other ancillary services you are providing your informed consent to be bound by these terms and conditions.

What service do we provide?

Our role is to provide you with enough information for you to make an informed decision of the suitability of our product for your demands and needs. We will do this by asking questions to assess the risk and obtain a quote from the insurer. We can answer any questions about the cover, so you can decide about whether it is right for you, but we cannot provide advice or recommendations.

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.

What you will have to pay for our services

In addition to any premium (or refunds) charged by the insurer, we will charge the following fees, which are non-refundable:

- Policy arrangement fee: £50.00
- Policy renewal arrangement fee: £50.00
- Year 2 onwards Theo renewal fee £35.00 +VAT (£42.00)
- Changing your details during the policy year: £35.00*
- Changing your vehicle during the policy year – requiring a new cradle: £55.00*
- Cancellation of the policy (Year 1) £96.00*
- Cancellation of the policy (Year 2 onwards) £50.00*
- Replacement telematics device (Theo) £96.00
- Replacement Cradle £15.00
- Replacement policy documentation: £35.00

** Please refer to your policy document from your insurer for any additional fees your insurer may charge.*

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Your payment options

You are purchasing an annual insurance policy and may choose to pay annually at the beginning of your period of cover, or you may pay through monthly payments using a credit agreement.

We act as a credit broker and not a lender. We work with Close Brothers Premium Finance to provide credit facilities to our customers, subject to eligibility. Any agreement reached between you and the lender will be subject to additional terms and conditions, which will be provided to you directly by them if you choose to take this payment option.

Paying by credit agreement may be more expensive than paying annually at the beginning of your period of cover.

If you fail to make your monthly payments, you will be charged an administration fee by the lender and your policy may be cancelled. Please ensure you read the documents provided separately by the lender carefully to understand the nature of any additional fees and charges, which may be imposed by them.

Remuneration

We normally receive commission from insurers or product providers, and you may request details of this from us. In the event of a cancellation, we refund a proportion of the commission paid to us for arranging your insurance. The commission rates paid by insurers are variable and do not always reflect the level of work carried out by us. We also make individual service charges to cover the administration of your insurance policies. Please see the previous section, what you will have to pay for our services, for full details.

If you select to pay by monthly payments, we receive a commission for arranging your credit agreements with Close Brothers Personal Finance. This commission is based on a percentage of the total cost of credit.

We incentivise our 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 Treating Customers Fairly outcomes and the volume of untargeted sales each staff member achieves.

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Telematics

The NuBee policy features telematics technology to record and monitor your driving. It is a fundamental part of this policy, and it is important that the device is active for all journeys made in the car. You will be provided with a telematics device called Theo and instructions on how the device should be installed and activated. You must install your device as soon as you receive it. If the device is not installed within 14 days of your policy start date, we will cancel your policy in line with the cancellation process below.

Once installed, your device must be actively working for all journeys made by your car, including those made by other drivers, even if they are not on your policy. Failure to do so will mean you will not be covered by your policy and any claims not paid. Your policy will also be cancelled in line with the cancellation process below.

If you change your vehicle, NuBee we will provide you with a new cradle device. The same installation terms will apply from the date that the change becomes effective.

If your device is damaged or not working, you must let us know immediately. Where we suspect that the device is not working as expected, is being tampered with or needs to be replaced, we will attempt to contact you. If we are unable to contact you or arrange a replacement within 7 days of first attempting to, your policy will be cancelled in line with the cancellation process.

Where we have evidence that the device is being deliberately tampered with, we will cancel your policy with immediate effect, and we may also refuse to pay any claim where this was factor.

When your policy is due for renewal, as the Theo device is already fitted to your car there will be no need for us to send you a new Theo however there is a fee to renew access to your App, update your driving score, mileage and driving data for the year ahead, this is detailed above.

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Monitoring Your Driving

The policy is intended for safe drivers, and your premium at renewal can be affected by the way that your car is driven. A feature of your NuBee policy is the ability to view information relating to your driving usage and driving style, all of which will form a driving score.

Examples of behaviours that may affect your driving score include:

- How you drive, including measures of speed, acceleration, braking.
- How many miles you drive, the duration, including where and when.

Your device will monitor and provide feedback on all journeys, good and bad. You will be provided with instructions on how to view your driving information separately.

You must let any drivers using your vehicle know that their journey will be monitored and driving data collected.

Consequences of Poor Driving

If your telematics device records poor driving behaviours, you will receive a warning through your phone, App, or email. You will be encouraged to improve your driving behaviour.

However, consistent poor driving and warnings, or an event deemed to be illegal, dangerous, or reckless, such as speeding will result in your policy being cancelled by us this will be as per the cancellation process below.

Cancellation

- If we decide to cancel your policy, we will give you 7 days' notice in writing.
- If you would like to cancel your policy, please contact us on 0345 470 2550.

Page 2 details any NuBee fees and charges that apply as part of the cancellation process. Please see your policy wording for reasons why your insurer may cancel your policy, any insurer administration charges that apply, as well as how your insurer calculates any return premium.

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Mileage

When you took out this policy, you will have declared how many miles you expect to drive during the policy term. This is important as the Theo device will calculate the number of miles you have driven. If you are projected to go over this amount during the policy, you will be contacted and given the opportunity to increase your mileage; an additional premium may apply.

If you exceed your declared annual mileage and do not wish to increase your allowance, your policy will be cancelled as per the cancellation process below.

If you have overstated the number of miles you intend to drive, you can also reduce these; your insurer may reduce your premium.

Renewals

We will email you in good time before your renewal date advising you of your renewal price, other important information or to advise you that we are unable to offer a renewal at all. We will provide you with our quote based on the information that we hold which includes your driving score. The better you drive, the better your driving score will be, potentially resulting in a cheaper renewal premium. Poor driving will negatively affect your driving score, meaning your renewal premium may be higher.

To ensure that you receive a renewal quote that accurately reflects your circumstances and experience or if anything changes, please let us know as soon as possible.

We will not automatically renew your policy. You must contact us before your renewal date, or you may be left uninsured.

Data Protection

Our Privacy Policy sets out how we will collect and use your (and anyone else linked to your policy) personal information in compliance with UK General Data Protection Regulation (GDPR). Our Privacy Policy, which includes Your Rights as a Data Subject will be sent to you with your welcome pack. You can also view and download this via your online Dashboard.

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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 our 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 Admiral House, Redburn Court, Earl Grey Way, North Shields, NE29 6AR.

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 470 2550
- By Email: NuBee@collingwood.co.uk
- In writing: NuBee, Collingwood Insurance Services (UK) Ltd, Admiral 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.

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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.

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