

## Terms of Business Agreement

**We are:** Got You Covered Limited and we are authorised and regulated by the Financial Conduct Authority. We are on the Financial Services Register No 771679 ([www.FCA.org.uk/register](http://www.FCA.org.uk/register)). The company is registered in England and Wales number 10024801; and its registered address is 46 High Street, Esher, Surrey KT10 9QY.

**Our Status and Products:** As an independent Insurance Intermediary, we offer products from a range of Insurers for Motor, Household, Travel and Commercial business.

We offer additional products such as vehicle breakdown and excess reimbursement on the basis of a single Insurer although we are not required by contract to do so. You will not receive advice or a recommendation from us, for any products other than Commercial Insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to decide how to proceed and whether the product is suitable for you.

For Commercial Insurance we will advise you and make a personal recommendation after we have assessed your insurance needs. To be clear and fair, we will always tell you if we are giving you a recommendation or simply providing you with information for you to make your own choice.

To access some insurance products, we may use another Insurance Intermediary to help place your business.

When arranging instalments, we act as a credit broker and not a lender.

We offer instalment facilities from Premium Credit or Close Brothers Premium Finance.

**Our Service Charges:** We make the following charges which are in addition to your insurance premiums and are non-refundable.

Arranging a new Policy or renewing a Policy.	£50.00
Making changes to a policy.	£37.50
Administration of a dishonoured payment.	£25.00

**Remuneration:** We are paid a commission by most insurers, where we are not remunerated by commission, we will levy a charge of 15%.

**Documents:** We will send your insurance documents by e-mail. If you would prefer to receive your documents by post this can be done at your request.

**Debit/Credit Card Payment:** There is no charge for credit or debit card payments. Please note, any refunds due to you will only be made back to that card.

**Payment Methods:** You can choose to pay your premium by instalments. We can arrange this through a third-party finance provider and will inform you of the interest charge at the point of sale. The finance provider will send you their own terms and conditions. In the event of a claim, the instalments must continue to be paid until the full premium has been settled.

**Your Duty of Care:** Please take care to answer all questions honestly and to the best of your knowledge. Please read the policy documentation sent to you carefully and inform us immediately of any incorrect information. You must inform us of any changes in your details during the life of your policy and at the renewal date. This includes but is not limited to; changes in your occupation, employment status or any penalty points or endorsements on your licence. For your protection Insurers maintain databases to prevent fraud.

Commercial customers must disclose all facts material to the insurance they wish to take out. The facts you need to reveal are all those which the insurer needs to estimate your risk and set the premium and terms. This is a serious matter as if you don't disclose something that the insurer needs to know, you might not get your claim paid, and you might lose your premium. You should answer all questions clearly and honestly to the best of your knowledge and not conceal or distort the truth. 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.

**Protecting Your Money:** We hold your premium payment under risk transfer as agent of the insurers and we do this by paying it into an insurer premium trust account until it is passed to the insurers. This is to protect your money and means that whilst your money is in the account, it cannot be used for any purpose other than paying the insurers or any brokers through whom we may have arranged your insurance. We will retain any interest earned on the account.

**Financial Services Compensation Scheme (FSCS):** We are covered by the FSCS. You may be entitled to compensation from this scheme if we cannot meet our obligations. Further information is available from [www.fscs.org.uk](http://www.fscs.org.uk)

**Cancellations:** If you decide to cancel you should always discuss this with us on 020 3890 5160 as there may be other options available to you. Some Insurers require the cancellation to be in writing. Please note, cancelling your direct debit does not cancel your policy. The policy can be cancelled anytime during the period of Insurance, but charges will vary depending on when you cancel.

### 14-day cooling off period

All Consumers have a 14-day cooling off period from the start date of the policy, or the date you receive your documents whichever is the latter. We will charge you £50.00, and the Insurers will charge for any days of cover provided plus an administration fee.

There will be a £50.00 cancellation charge if you ask us to arrange a policy for you and then change your mind before it starts.

### Cancellations after 14 days

Our charge is £50.00. The Insurers will charge you for the time on cover or a percentage of the premium. Below are examples of typical charges for the percentage of the premium.

Period on cover up to (months)	1	2	3	4	5	6	7	8
Premium payable	30 %	40 %	50 %	60 %	70 %	80 %	90 %	100 %

You may be entitled to a refund of premium if your premium has been paid in full. If you are paying by instalments there may be an outstanding balance to pay. If you have made a claim the full premium may be payable. Additional products are non-refundable after 14 days. Refunds will be processed normally within 14 days once we have received all the documentation from you and your Insurers.

**Renewal of your Policy:** We will send you a renewal invitation at least 14 days before the due date and if you do not wish to accept this or want to amend the details please contact us on the number provided on your renewal invitation. Your policy may be eligible for automatic renewal. If your details have not changed and you wish to go ahead with the renewal you do not need to do anything. If however, your details have changed or you do not wish to renew your policy you must notify us before the due date. You must contact us to make a payment before the renewal date if you have not received confirmation that your policy is being automatically renewed.

**Complaints:** It is our intention to provide an exceptional service at all times. However, in the event that you are unhappy with our service please contact us immediately and we will endeavour to provide you with the service you are entitled to. You can contact us by phone: 020 3890 5160, by email: [info@gotyoucovered.com](mailto:info@gotyoucovered.com), or by post: 40 Bramwell Close, Sunbury-on-Thames, Surrey TW16 5PU. If we are unable to resolve your complaint by close of business on the third working day after receipt, an acknowledgement will be sent no later than 5 working days after receiving your complaint confirming who is dealing with the complaint and when we will expect to respond to you. Within 8 weeks of the date we receive a complaint we will provide you with our final decision. If you remain dissatisfied you may be eligible to refer the matter to The Financial Ombudsman Service [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). You can contact The Financial Ombudsman Service by phone: 0800 023 4567 or by post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

**Governing Law:** The laws of England and Wales govern this agreement and any dispute is subject to the jurisdiction of the English Courts.

**Data Protection:** We have a detailed privacy notice which can be found on our website or by visiting this link [Privacy Notice](#). Alternatively, you can request a copy by emailing [admin@gotyoucovered.com](mailto:admin@gotyoucovered.com) or calling 0800 368 9199.