

TERMS AND CONDITIONS

Vanarama Insurance Services

ABOUT US

Vanarama Insurance Services is a trading name of Autorama UK Ltd of Vanarama, Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7DE which is authorised and regulated by the Financial Conduct Authority (FCA). Our firm's registration number is 630748. We are permitted to arrange, advise on, deal as an agent of insurers and clients, with respect to non-investment insurance policies. We are also authorised by the FCA for consumer credit broking. We act for a number of lenders. You can check these details on the FCA's register by visiting their website at <http://www.fca.org.uk/register> or by contacting the FCA on 0800 111 6768.

YOUR DUTY OF DISCLOSURE

You must take reasonable care not to make a misrepresentation to the insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

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 the administration of your insurance, or where we are required by law. Some or all of the information you supply to us in connection with your insurance proposal may be passed to insurance and other companies for underwriting, claims and premium collection purposes. Your data will be held in accordance with the General Data Protection Regulations (GDPR) under which you have a right of access to any personal information about you that is held in our records, whether electronically or manually.

For your protection all telephone calls to and made from Vanarama Insurance Services are recorded and we may retain them for up to 5 years.

To make sure you get the best offer from insurers, now, at renewal or at any time in the future and to protect from fraud and to verify your identity, we may use publicly available data which we obtain from a variety of sources, including credit reference agencies and other external organisations. The search will appear on your credit report whether or not your application proceeds. All driving licence and national insurance numbers (including any named drivers) may be checked against the DVLA database. By agreeing to these terms and conditions you agree to these uses of your information. If you have any queries, please write to the Compliance Manager at the above address.

HOW TO CLAIM

Please refer to your policy summary or your policy document if you need to notify a claim. You should contact your insurance company as soon as possible using the contact details provided. If in doubt about whom you should contact please contact us on 01442 838 175.

FEES AND CHARGES

Please refer to our tariff of administration charges for fees payable under this Terms of Insurance Business. These charges will apply for fees payable if you instruct us to carry out a new policy set up, midterm adjustment, renewal, cancellation or other work on your behalf.

INSTALMENT CUSTOMERS

Vanarama Insurance Services offers a facility to pay for your insurance through a credit loan company called Close Brothers Premium Finance Ltd, who set up an agreement to spread the cost of your insurance over several months. In this instance, your premium is paid by the credit company and your monthly payments are to repay the loan with them. Please note that your loan is not directly connected to your insurance company and you must meet the monthly payments, regardless of any changes to, or cancellation of your insurance policy. If you have any questions with regards to the credit agreement, please contact us on 01442 838 174.

OUR EARNINGS

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business, or arranging premium finance.

PROTECTING YOUR MONEY

Prior to your premium being forwarded to the insurer, and for your protection, we hold your money as an agent of the insurer (in which case your policy is treated as being paid for). We may need to transfer your money to another intermediary in some cases. However, your money will be protected at all times because of the requirements of the FCA rules. We also reserve the right to retain interest on this account. By accepting these Terms of Insurance Business, you are giving your consent for us to operate in this way.

HOW TO CANCEL

You may have a statutory right to cancel a policy you take out through us within a short period, known as the "cooling off period". Please refer to your policy summary or your policy document for further details. If you cancel within the statutory cancellation period (where this applies) you will receive a pro rata refund of premium from the insurer.

Insurers are also entitled to make an administrative charge. In addition, we may keep an amount which reflects the administrative costs of arranging and cancelling the policy. Our new business arrangement fee or renewal charge and any credit card handling charge made for arranging your insurance policy will not be refunded. Full details of our charges are given in our tariff of administration charges.

If you wish to cancel outside the statutory cancellation period (where this applies) you may not receive a pro rata refund of the premium. We may also keep an amount that reflects the administrative costs of arranging and cancelling the policy (see tariff of administration charges). Our new business arrangement fee or renewal charge and any credit card handling charge made for arranging your insurance policy will not be refunded. Full details of our charges are given in our tariff of administration charges. Tools in Transit policies can be cancelled but do not result in a return of premium.

If you make a claim on your policy and then it is cancelled, you may not be entitled to any refund (please see your individual insurer's terms and conditions). You will also be liable for any outstanding payments to the credit provider if you have chosen to pay by direct debit. We may cancel your insurance at any time by sending seven days' notice in writing to the address on our records. You may be entitled to a refund subject to your insurance terms and conditions and no claims having been made in the period since last renewal. If you pay your premium by instalments and we do not receive or are unable to collect any payment by the due date, we will treat this as cancellation by you and any refund will be given directly to your finance provider. Any remaining balance after this has been given will be owed to the finance provider by you. In the event of your vehicle being declared a total loss, we will cancel the insurance. The full premium including Insurance Premium Tax will be due from you.

CANCELLATION OF OPTIONAL EXTRA POLICIES

If you cancel your insurance, any associated optional extra policies you purchased will not be cancelled unless you ask us at the same time.

REFUND

Any refund due will be paid to you less our initial commission and our cancellation charge. If there are any outstanding monies due to us on your account, this will be deducted from the refund given by the insurer. Please note that if you are paying by direct debit through a credit company, you will have to settle any outstanding balance with them. No refund will be allowed if there is an outstanding claim or if a fault claim is made on your policy. Your insurer will require written evidence that you have insured your vehicle elsewhere to allow a pro rata refund.

No refund is available if you decide to cancel a Tools in Transit policy, where this policy is sold without a vehicle insurance policy.

TARIFF OF CHARGES

In addition to the premiums charged by insurers, we normally make charges to cover the administration of your insurance. Full details of our standard charges are here and the charges will be confirmed with you before any chargeable commitment is made with Vanarama Insurance Services.

- * New Business Arrangement Fees and Commission: Up to 25% of the insurers / intermediaries' premium. New motor insurance policies incur a £35 broker fee. For policies arranged via Granite Underwriting, there is also an arrangement fee of £85.
- * Broker arrangement fee. Finance GAP insurance policies incur a £10 broker arrangement fee. Tools in Transit may incur a £10 broker arrangement fee.
- * Renewal Charge: Up to 20% of the insurers / intermediaries' premium, plus renewing motor insurance policies incur a £35 broker arrangement fee
- * Adjustment Charge: Minimum charge £25.00 plus any fee charged by your Insurer Services
- * Cancellation Charge: £50.00 for all policies. For policies arranged via Granite Underwriting cancellation fees are £100.
- * Early Cancellation charge within 14 day cooling off period £15.00.
- * Instalment Charge (where payment is direct debit): If you pay your premium by instalments we shall inform you of any additional fees, charges or interest as part of your credit arrangements.
- * Recorded Delivery Post: £5.00 This fee is charged in any case a recorded delivery letter is issued. This includes cancellation letters.

Our payment terms are immediate on invoice. We require payment to terms. Payments must be made on time, in full and without deductions, set off or counterclaim.

No fees are levied by us for arranging, amending or cancelling cover for tools in transit when this is sold without a vehicle insurance policy.

INTRODUCER ARRANGEMENTS

A third party may have introduced you to us and for this the introducer may be paid a fee by Vanarama Insurance Services. Similarly with your consent, we may introduce you to other third parties, for which the third party may pay us a fee.

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 contact the Head of Insurance at the address overleaf or call 01442 838 174 you may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 0 234 567 and further information is available at <http://www.financial-ombudsman.org.uk/>. If you do decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected.

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 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, also without any upper limit. The scheme does not apply to consumer credit. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1 100 or 020 7741 4100 or by visiting <http://www.fscs.org.uk/>.

DATA PROTECTION AND FAIR OBTAINING NOTICE

This notice explains how we may use the details you provide us with. You should show this Data Protection Notice to anyone covered or proposed to be covered under your policy or prospective policy.

By proceeding with your application for insurance and providing us with the information we request in connection to that application, you authorise us to use your data, including sensitive personal data to pass this data to insurers and other third parties for the purposes set out in this Data Protection Notice. You also confirm that you have the consent of any named drivers, for motor insurance, for their data to be used as set out below.

Your data will be used for insurance underwriting purposes, i.e. to examine the potential risk in relation to your prospective policy and for anti-fraud purposes i.e. to detect and prevent fraudulent and prevent fraudulent claims and/or activities.

We will ask you to provide your driving License Number ("DLN") and that of any named driver, and to obtain a MyLicense Code from the DVLA database to share your license details with us, for the purpose to confirm each license status, driving entitlements and relevant restrictions and any endorsements / convictions. This check may be undertaken at any point throughout your policy duration including at mid term adjustment and at renewal stage. You can obtain a 'Your Check Code' by accessing www.gov.uk/view-driving-license and you will need to provide your DLN, National Insurance Number and postcode.

'No claims Discount' details may also be checked by us against a No Claims Discount database to obtain information in relation to your 'No claims Discount' entitlement. Such searches to be undertaken against your DLN, name, date of birth, vehicle registration number and or post code of you, and any named drivers.

Your personal data will not be used for marketing purposes, but we may contact you to discuss your quote. Your data will only be shared with organisations involved in the administration of your insurance policy or as otherwise set out in this Data Protection Notice.