

## Terms of Business

### About us

i-Partners Insurance Management Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our permitted business is to advise on, arrange and assist in the administration and performance of general insurance contracts as an independent insurance intermediary. Our FCA Register number is 612866 and these details can be checked on the FCA's Register by visiting the FCA's website <http://www.fsa.gov.uk/register> or by contacting the FCA by telephone on 0800 111 6768.

Our registered address is 11 Leadenhall Street, London EC3 1LP and our **Company Number is 06607674**.

i-Digital Insurance, i-Digital Insurance Services, Student Gadget Insurance and i-Digital Mobile Phone & Gadget Insurance are trading styles of i-Partners Insurance Management Limited.

We are required to comply with the FCA's Regulations relevant to an insurance intermediary. These include the following:

- A firm must conduct its business with integrity, and pay due regard to the interests of its customers and treat them fairly.
- A firm must conduct its business with due skill, care and diligence.
- A firm must pay due regard to the information needs of its clients and communicate information to them in a way which is clear, fair and not misleading.
- A firm must act with due care, skill and diligence when acting for a customer in relation to a claim, and avoid conflicts of interest.
- A firm which holds client money has to meet certain specified conditions.
- A firm must take reasonable care to establish and maintain such systems and controls as are appropriate to its business.

**Please read this document carefully.** It sets out the terms on which we agree to act for our clients and contains details of our regulatory and statutory responsibilities.

Please contact us immediately if there is anything in these terms of business which you do not understand or with which you disagree.

### Relationships

As an independent insurance intermediary we act as the agent of our client. We are subject to the law of agency, which imposes various duties on us. However, in certain circumstances we may act for and owe duties of care to other parties.

We do not offer a selection of insurers for each product we offer but a single insurer as shown in the Policy Summary. You will be provided with a Policy Summary including the main benefits and main exclusions and limits of the cover.

i-Partners Insurance Management Limited has no direct, or indirect, holding in any insurer and no insurer has any direct, or indirect, holding in i-Partners Insurance Management Limited.

## Security

We do not guarantee the solvency of any insurer we place business with.

A liability for the premium, whether in full or pro rata, may arise under policies where a participating insurer becomes insolvent.

## Policy Documentation

Policy documentation will be issued in a timely manner. This will normally be within 48 hours of the contract of insurance being concluded and the policy will be sent to the email address supplied by you. Your policy documentation will confirm the basis of the cover, give details of the insurer, and be accompanied by a policy schedule including details of the premium.

Attached to your policy documentation will be a statement of demands and needs. You should read this carefully. We do not provide you with a personal recommendation as to whether this policy is suitable for your specific needs, so you must decide whether it is or not. You should make a reasoned decision on the basis of the information provided in the Policy Summary.

We will endeavour to provide you with renewal terms in a durable medium up to 30 days before expiry of the policy, or notify you that renewal is not being invited. Attached to the renewal terms will be a statement of any changes to the terms of the policy, and changes to directive-required information (information required under the EU Directives), statement of price and information about cancellation.

Mid-term changes to your policy will be provided in good time, prior to the change taking effect.

It is our policy to retain documents for business effected on your behalf in electronic or paper format for up to 5 years. For some types of insurance cover it is possible that a claim may be made under a policy after its expiry date and it is therefore important you keep such documents safely.

## Claims

In the event of a claim you should immediately contact the claims administrator for your policy. Contact details and claims procedures are clearly stated in each Policy and Policy Summary. For theft and loss claims it may also be necessary to contact the Police (and in the case of Gadget or Mobile Phone insurance to also contact your Airtime Provider) within stated time periods.

You will need to provide details of your Policy the claim and any other contract, guarantee, warranty or insurance that may apply to the claim.

The claims administrator will provide you with every assistance in submitting a claim and seeking to obtain reimbursement for you. However in the event that an insurer becomes insolvent or delays making settlement we do not accept liability for any unpaid amounts.

## Duty of disclosure to Insurers

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:

- supply accurate and complete answers to all the questions we, the insurer or the administrator may ask as part of your application for cover under the Policy;
- to make sure that all information supplied as part of your application for cover is true and correct;
- tell us of any changes to the answers you have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that your Policy is invalid and that it does not operate in the event of a claim.



## **Premium**

You must provide the premium due in cleared funds in full prior to the inception date of the Policy or by the due date in respect of renewal or by the due date for a monthly payment Policy. Failure to meet the payment date may lead to insurers cancelling your Policy. Where insurers have specified that the premium must be received by a certain date, failure to comply can result in the automatic termination of your insurance contract.

## **Remuneration**

The remuneration we receive for our services is normally in the form of brokerage, which is a percentage of the insurance premium paid by you and allowed by the insurer with whom the insurance is placed. However, there may be occasions where we will charge you a fee for services in addition to any insurance premiums. Where this is the case, we will fully explain the basis of our charging and agree with you what the fee is for and when the fee is payable before charging that fee.

Any other fees relating to any particular insurance will be included in the Policy you receive.

In addition to such brokerage or agreed fees, we may also benefit from earnings which we are able to generate due to the weight of our account placed with certain insurers and its underwriting performance which is not identifiable to any specific account. We may receive remuneration by way of administrative fees or commissions for services proved to insurers. We may also act as reinsurance brokers to insurers with whom we have placed your insurance.

If you wish to know the amount of commission we earn in respect of your insurance contract, this information is available on request.

## **Client Money**

i-Partners Insurance Management Limited is governed by strict rules pertaining to Client Money as set down by the Financial Conduct Authority. We may earn interest on monies held in our Client Account, for which you consent to our retaining. We keep Client Money separate from our own money. We do this by paying it into a client bank account with an approved bank. The monies paid by you to us are held by us as agents of insurers.

We may transfer Client Money to another broker for the purpose of effecting the transaction where we have used another broker to place the insurance on your behalf.

## **Cancellation**

Your insurance contract may include a cancellation clause or a cooling off period. In the event that you fail to pay your premium by the due date the insurance may be cancelled forthwith by insurers giving notice of the cancellation. In the event of cancellation of the insurance contract, insurers may return a pro rata premium to us.

Once our remuneration has been earned, in the event that the insurance is cancelled after inception, our fees or brokerage will not usually be returnable.

## **Cancellation of these Terms of Business**

These Terms of Business may be terminated by one of us giving 30 days' notice in writing to the other. In the event that our services are terminated by you we will be entitled to receive any fees or brokerage payable.



## **Complaints**

i-Partners Insurance Management Limited is proud of its reputation for fairness in treatment of its customers. However, occasionally disputes or misunderstandings can arise. If you have any questions or concerns about this insurance or the handling of a claim please contact the appropriate party detailed in the Complaints section of your Policy.

To make a complaint about the sale of the insurance policy, please contact the Chief Operating Officer, i-Partners Insurance Management Limited, 11 Leadenhall Street, London EC3V 1LP.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,  
South Quay Plaza,  
183 Marsh Wall,  
Docklands,  
London,  
E14 9SR.

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

## **Compensation**

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

Full details and further information on the scheme are available from the FSCS.

## **Money Laundering/Proceeds of Crime Act**

We are obliged to report to the Serious Organised Crime Agency any evidence or suspicion of money laundering at the first opportunity and we are prohibited from disclosing any such report.

## **Data Protection**

We are registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data.

Your personal information will be kept secure.

## **Law and Jurisdiction**

These Terms of Business shall be governed by and construed in accordance with English law. In relation to any legal action or proceedings arising out of or in connection with these terms of business we both irrevocably submit to the non-exclusive jurisdiction of the English courts.

