



UK Landlord Insurance Services - Terms of Business

About us

Butlin Property Services Ltd, trading as UK Landlord Insurance Services of 40 Howard Road, Clarendon Park, Leicester LE2 1XG is an Appointed Representative of Irvine Commercial Insurance Brokers Ltd which is authorised and regulated by the Financial Services Authority (FSA). Irvine Commercial Insurance Brokers Ltd are permitted to arrange, advise on, deal as an agent of insurers and assist in claims handling with respect to non-investment insurance policies. You can check these details on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

Products we offer

We only offer products from Aviva Insurance

Your duty of disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out an insurance policy, throughout the life of your policy, and when you renew your insurance.

It is important you ensure that all information, statements or answers made by you to us or on proposal forms, claim forms and other documents are full and accurate and must be correct. If a form is completed on your behalf, you should check that the answers shown to any questions are true and accurate before signing the document.

Your attention is particularly drawn to the importance of the declaration and signature on Insurer's Proposal Forms as failure to disclose facts material to the insurance or any inaccuracies in your answers may invalidate your insurance cover in part or in whole. Facts material to the insurance are matters of information which may influence your insurer as to the acceptability or otherwise of your Proposal or Renewal and must be disclosed at the earliest opportunity and certainly at renewal.

You are also reminded that it is an offence under the Road Traffic Act to make any false statements or withhold any relevant information to obtain an Insurance Certificate. You are advised to keep copies of any correspondence you send to us or direct to your Insurer. Please consult us if you are in doubt on any aspect.

If you are in any doubt as to whether information is material, you should disclose it.

How to cancel

You may have a statutory right to cancel this insurance within a short period. Please refer to your policy summary or your policy document for further details. If you cancel you will receive a pro rata refund of premium from the insurer. We may also keep an amount that reflects our administrative costs of arranging and cancelling the insurance.

If you wish to cancel outside this period you may not receive a pro rata refund of premium. We may also keep an amount that reflects our administrative costs of arranging and cancelling the insurance.

If your insurance is cancelled after your insurer has become aware of an accident or loss that may result in a claim, no refund will be made

Fees and charges

We may charge a fee according to the work done on your behalf. This fee is payable once you instruct us to arrange cover, even if you change your mind before cover takes place.

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 managing director at the above address. You may be entitled to refer it subsequently to the Financial Ombudsman Service. Further information is available at <http://www.financial-ombudsman.org.uk/>

How to claim

Please refer to your policy summary or your policy document if you need to notify a claim. If you have occasion to claim on your policy for any other reason, you must notify us immediately and we promptly advise you and, if appropriate, issue you with a claim form and pass details to your insurer. You should not admit liability or agree to any course of action, other than emergency measures to minimise your loss, until you have agreement from your insurer.

Protecting your information

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 administering your insurance, and except where law requires us. The FSA may ask us to provide it with access to our customer records in order that it may carry out a review of our activities.

Some or all of the information you supply to us in connection with your insurance proposal may be passed to other insurance companies for underwriting and claims purposes. Under the *Data Protection Act 1998* you have a right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to the managing director at the address overleaf.

Protecting your money

Prior to your premium being forwarded to the insurer, and for your protection, we either hold your money as an agent of the insurer (in which case your insurance is treated as being paid for), or we hold it in a client bank account on trust for you. We may extend credit to other customers from this account and we may need to transfer your money to another intermediary in some cases. However your money will be protected at all times because of our requirements under the FSA rules. We also reserve the right to retain interest earned on this account.

By accepting these Terms of Insurance Business you are giving your consent for us to operate in this way.

Compensation arrangements

Irvine Commercial Insurance Brokers Ltd is 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 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at <http://www.fscs.org.uk/>

Note

Your acceptance of these Terms of Business does not affect your normally legal rights.

This Terms of Business is subject to English Law.