

TERMS OF BUSINESS

This Terms of Business Agreement ('Agreement') supersedes any similar agreements previously issued by us. It sets out the terms upon which we agree to act for our clients and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities. **Please read it carefully.** Please contact us immediately if there is anything in this Agreement which you do not understand or with which you disagree.

ABOUT US

Cover-More Blue Insurance Services Limited trading as [Annualtravelinsurance.com](https://www.annualtravelinsurance.com), [Blueinsurance.co.uk](https://www.blueinsurance.co.uk), [Carhireexcess.co.uk](https://www.carhireexcess.co.uk), [Carhireexcess.com](https://www.carhireexcess.com), [Greatcover.com](https://www.greatcover.com), [Insureyourpaws.co.uk](https://www.insureyourpaws.co.uk), [Multitrip.com](https://www.multitrip.com), is a private limited company incorporated in Ireland with company number 345681 and with its UK branch office registered at 82 Oxford Road, Uxbridge, Middlesex, UB8 1UX. It is authorised and regulated in the United Kingdom by the Financial Conduct Authority, Firm Reference No. 984290. You can check this information on the FCA website <https://register.fca.org.uk/> or by calling 0800 111 6768 (freephone) or 0300 500 8082. We are also members of the British Insurance Brokers' Association (BIBA).

Our head office is located at Suite 11, Fifth Floor, No. 2 Stemple Exchange, Blanchardstown Corporate Park D15 E4FN, Dublin, Ireland. Our UK branch office is located at Parkview, 82 Oxford Road, Uxbridge, UB8 1UX.

The Cover-More Group Limited owns 100% of our share capital. The ultimate shareholder of Cover-More Group Limited is Zurich Insurance Group.

We are contractually bound to offer you products from the insurer(s) listed at the end of this document only.

WHO DO WE ACT FOR?

Throughout the period of insurance, we act on behalf of both you and the insurer. When sourcing a suitable product and placing the insurance, we will act as your agent. When we issue policy documents to you, we act on behalf of the insurer.

We act as an agent of the insurer, for the collection and refund of premiums. This means that premiums are treated as being received by the insurer when received in our bank account and that premium refund is treated as received by you when it is paid over to you.

We review the position of the insurer periodically to ensure that they still meet the requirements of our customers

DO WE MAKE PERSONAL PRODUCT RECOMMENDATIONS OR OFFER ADVICE?

We neither make personal recommendations nor give advice in relation to the product(s) we have identified as suitable for your demands and needs. You must make your own decision based on the product information provided. A list of the insurers with whom we may and do place business is provided at the end of this document.

HOW WE PLACE BUSINESS?

Depending on the product purchased, will place your insurance directly with the insurer. For certain products we will place your insurance using the services of another intermediary or a managing general agent. Further details on this can be found at the end of this document.

INSURER SECURITY

Whilst we monitor the financial strength of the insurers with whom we place business it should be noted that the claims-paying ability of even the strongest insurers could be affected by adverse business conditions. We cannot, therefore, guarantee the solvency of any insurer or underwriter.

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

RISK INFORMATION

The terms of any insurance that we arrange on your behalf will be based upon the information provided by you to us or to your insurers.

You must take reasonable care to answer all questions put to you about your proposed insurance fully, honestly and to the best of your knowledge. If you do not understand the meaning of any question, or if you do not know the answer, it is vital that you tell us. Once cover has been arranged, you must immediately notify us of any changes to the information that has been previously provided. The most serious consequence of failing to provide full and accurate information before you take out insurance, or when your circumstances change, could be the invalidation of your cover. In that instance it would mean that a claim will be rejected.

You are advised to keep copies of any correspondence you send to us or direct to your insurers.

METHODS OF PAYMENT

We accept payments by debit and credit card only.

Direct Debit Payments: **Insure Your Paws only** – we also offer the ability to pay across a monthly instalment plan through our payment provider GoCardless.

SETTLEMENT TERMS

You are responsible for the prompt settlement of insurance premiums so that we can make the necessary payments to your insurers.

We have no obligation to fund any premiums on your behalf and cannot be held responsible for any loss which you may suffer as a result of a policy being cancelled or otherwise prejudiced due to the late payment of a premium where the delay is attributable to you.

QUOTATIONS

Unless stated otherwise in our documentation, all quotations provided for new insurances are valid only for a period of 24 hours from the time of issue. You should be aware that quotations may change or be withdrawn if the information given to us differs from that provided at the time the quotation was issued.

RECEIPT OF INSTRUCTIONS

We do not consider instructions to arrange or change cover which are sent to us by post, electronic mail/messaging services or facsimile, or left on voicemail, to have been received until they reach the relevant personnel in our offices. We do not accept responsibility for instructions which do not reach us at all due to failures in the postal, electronic or telecommunications systems.

CHANGES TO YOUR COVER

We will normally deal with any requests to increase or amend cover on the day your instructions are received, or the next working day if a weekend or public holiday. Sometimes changes cannot be processed without obtaining additional information. If additional information is required we will contact you as quickly as possible.

We will confirm changes to your policy, once agreed, in writing. We will also advise you of any extra premiums you must pay or premiums we must return to you.

OUR REMUNERATION

Unless we tell you otherwise before you take out or renew an insurance policy with us, we are remunerated for our services in the form of commission from the insurer, which is either a percentage of the total annual premium payable or a reasonable amount determined by us plus any charges (see below) we ask you to pay us in addition to the premium. Our entitlement to commission, where this forms part of or all of our remuneration, arises as soon as you give us instructions to take out or renew a particular policy. We have profit share agreements in place with the insurer whereby if the portfolio is profitable then the insurer will pay us a share of this.

For each policy, including any subsequent renewal, you have a right to request further information about the remuneration we receive as a result of placing your insurance business.

OUR CHARGES

We make the following charges in addition to the insurance premium you are asked to pay. In all cases we will inform you of the exact fee applicable in advance of it becoming due. Where no fee is specified, no fee is being charged. The below charges do not apply to Insure Your Paws customers.

- A non-refundable administration fee of up to £9.95 will be added to all insurances purchased from us (with exception of GreatCover.com where no administration fee will be charged).
- If you purchase a policy via our Call Centre, you will incur a non-refundable call centre fee of up to £11.00.
- You will be charged a single, non-refundable fee of £0.99 for the provision of information about a policy purchase which is sent to your designated mobile telephone number by text (see use of Short Message Services below). Please note that we will not be responsible for any additional charges made by your mobile phone network operator for the provision of this service.
- We reserve the right to charge up to £4.50 for processing any changes which you ask us to make to your policy after the point of purchase.

DOCUMENTATION

Our aim is to provide all relevant documentation and issue correspondence in a clear and understandable format. In the event that clarification is required, we would ask you to let us know immediately.

You should check all policy documentation to ensure that the details are correct and the cover provided meets with your requirements. Any errors should be notified to us immediately.

All policies contain conditions and exclusions and some contain warranties and excesses. It is your responsibility to examine the document to familiarise yourself with these. A breach of a policy condition may result in non-payment of a claim if compliance with that condition would have reduced the risk of the loss which actually occurred. Breach of a warranty may suspend the insurer's liability to pay any claims directly related to such breach, until such time that the breach has been remedied.

We recommend that you keep policy documents for as long as a claim is possible under the policy.

RENEWALS

Applies to Annual Policies for Car Hire Excess, Pet Insurance and Multi Trip Travel only

Automatic Renewal Service: Where we have indicated your policy is subject to the automatic renewal service, we will notify you by email 6 weeks before the renewal date of your policy and tell you about any changes to the premium or the policy terms and conditions. We will collect the premium due two weeks before the renewal date of your policy via the same payment method used the year previous, unless you tell us not to.

If you do not want us to auto-renew your policy just call us on the telephone number stated in your booking confirmation / auto-renewal notice or, where available, logon to your online account and select the option to cancel the auto-renewal from the dropdown menu, otherwise we will collect the renewal premium. You can request cancellation of the auto-renewal by email at least 48 hours before your payment due date however, the most effective way to cancel the auto-renewal is by telephone or via your online account.

You should also note that your renewed policy will only be valid when:

- you have told us about any changes to your policy details. For Travel Insurance this includes any changes in health conditions as you will still be required to contact the medical screening company to declare any pre-existing medical conditions; and
- your credit card or debit card details have not changed.

The auto renewal service relies on the credit/debit card details still being valid. If the credit/debit card details have changed within the last 12 months you must contact us to process the booking over the phone. If you do not receive confirmation of your new policy, you must contact us to confirm/renew cover.

For the facilitation of the auto renewal service we will assume that your details have not changed, and you have the permission of the card holder unless you inform us otherwise.

Standard Annual/Multitrip Renewals: If your policy is not due to be automatically renewed, we will notify you by email 31 days before the renewal date of your policy.

CONFLICTS OF INTEREST

If we become aware of a situation which gives rise to an actual or potential conflict of interest we will inform you of the situation, the options available to you and obtain your consent before we carry out your instructions.

LAW AND JURISDICTION

This Agreement 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 this Agreement we both irrevocably submit to the exclusive jurisdiction of the English courts.

CANCELLATION RIGHT

If you take out a personal policy through us which lasts for more than one calendar month, you may cancel the cover up to 14 days from the later of:

- The policy start date or the date you receive full policy documentation from us
- The renewal date or the date you receive full renewal documentation from us

You will be informed if you have such a Cancellation Right in separate documentation.

Should you decide to exercise the Cancellation Right you will be entitled to a refund of premium. Should any claim occur prior to the exercise of the Cancellation Right, your insurers may not allow a refund of any of the premium paid.

If this Cancellation Right is not exercised within the 14-day period as stated above, and you decide to cancel the policy at a later date, the amount of any premium refund will depend upon the cancellation terms of your insurance policy.

To exercise the Cancellation Right you should contact us by telephone or email.

CANCELLATION OF POLICIES

If you wish to cancel your policy in circumstances other than as described in the section headed Cancellation Right, you may be entitled to a refund of part of your premium as long as no claims have occurred during the time you have been on cover. The refund due may not necessarily be proportionate to the remaining period of cover. Additionally, you should note the following:

- Insurers do not normally allow refunds in cases where a minimum and deposit premium has been charged
- For Pet insurance policies, we do not issue refunds of less than £10.00.
- Cancellation of a monthly payment not necessarily cancel a policy and any balance of premium owing may be requested by the insurers.

When your policy ends or is cancelled, we will send you any documentation and information to which you are entitled on request.

USE OF SHORT MESSAGE SERVICE (SMS)

You consent to us using the mobile telephone number you provide ("the mobile telephone") for the purpose of allowing us to notify you of the key travel insurance policy information if you book online.

You confirm that the mobile telephone number you have provided is your number or that of a traveller name in the booking process and that Cover-More Blue Insurance Services Limited cannot be held responsible for any information which fails to reach you or your fellow traveller if the number is incorrect or is that of an unrelated third party.

You accept that text (SMS) messages are distributed via the Short Message Service systems of third party mobile phone network providers and, therefore, Cover-More Blue Insurance Services Limited cannot be held responsible for the successful and timely arrival of the text message to the mobile telephone.

Cover-More Blue Insurance Services Limited does not guarantee full availability or performance of this service and does not accept any liability for transmission delays.

Cover-More Blue Insurance Services Limited will only use the number of the mobile telephone in accordance with its Privacy Policy, a copy of which is available upon request, and only to send important information in relation to your booking.

COMPLAINTS

We recognise the importance of service and set ourselves high standards. Should there be an occasion when we do not meet your expectations we are equally committed to dealing with any complaint in a thorough and professional manner.

If you wish to register a complaint or request a copy of our complaints procedures please contact us

- In writing, addressed to the Complaints Department, Cover-More Blue Insurance Services Limited, Parkview, 82 Oxford Road, Uxbridge, UB8 1UX
- By telephone to 0333 355 0252
- By email to customercomplaints@covermore.com

If you cannot settle your complaint with us you have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of our final response letter.

You can find out more about this by visiting the FOS web site at www.financial-ombudsman.org.uk.

You can request a copy of our procedures for dealing with complaints at any time.

DATA PROTECTION

We collect and process your personal details in order to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for specific and legitimate purposes. To fulfil these objectives, we may share information with other affiliated professionals. The information and other data provided to the Blue Insurance Group may be used to advise you of products and services we may offer from time to time.

You have the right at any time to request a copy of any personal data within the meaning of the General Data Protection Regulations (GDPR) that our office holds about you and to have any inaccuracies in that information corrected. For further information on how we process your personal data and your rights under the data protection law, please see our Privacy Policy at <https://www.blueinsurance.ie/PrivacyPolicy/UK/> or contact us at dataprotection.blue@covermore.com.

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 insurance transacted and the circumstances of your claim for compensation. Further details about compensation scheme arrangements are available from the FSCS (www.fscs.org.uk).

YOU ARE DEEMED TO HAVE ACCEPTED THIS AGREEMENT AND GIVE YOUR CONSENT FOR US TO OPERATE IN THE WAYS DESCRIBED, UNLESS YOU ADVISE US OTHERWISE WITHIN SEVEN DAYS OF RECEIPT.

COVER-MORE BLUE INSURANCE SERVICES LIMITED HOLDS A WRITTEN APPOINTMENT TO ACT AS AN INSURANCE INTERMEDIARY WITH THE INSURERS, INSURANCE INTERMEDIARIES AND UNDERWRITING AGENTS LISTED BELOW, IN ADDITION TO LISTING THE PRODUCT UNDERWRITERS/INSURERS.

Product Type	Underwriter/Insurer
Travel Insurance	Zurich Insurance Company Ltd
Car Hire Excess Insurance	Newline Insurance Company Limited
Pet Insurance	Burns & Wilcox Global Solutions for and on behalf of SCOR UK Company Limited