

CLIENT TERMS OF BUSINESS AGREEMENT



www.christieinsurance.com

Trading Name: Christie Insurance
Address: 10 Finsbury Square,
London EC2A 1AD

Introduction

We set out below our terms of business.

Regulation and Permitted Business

Christie Insurance is the trading name of RCC Insurance Brokers plc which is authorised and regulated by the Financial Services Authority (FSA). Our FSA Register number is 121547. Our permitted business is introducing, advising on and arranging non-investment insurance contracts and assisting in their administration and performance.

You can check the above information on the FSA's register by visiting their website www.fsa.gov/register or by contacting the FSA on 0845 606 1234. The FSA is the independent watchdog that regulates financial services. It requires us to give you certain information to decide if our services are right for you.

Client Protection

We maintain Professional Indemnity Insurance for the protection of our clients.

Client Monies

We are authorised to handle client monies which will be held in an appropriate client money Statutory Trust Account.

Client money will only be held as agent on behalf of an insurer or underwriter in accordance with a written agency agreement. You will be notified if this will affect your policy.

We may transfer client money to another person, such as another broker or settlement agent, for the purpose of effecting a transaction on your behalf through that person.

Any interest earned on client money held by us for customers will be retained by us for our own use, rather than paid to you.

The premium is due within 30 days of you instructing us to either renew or incept an insurance policy. Failure to pay the premium within this time period could result in a policy charge being made.

We will give you full information about your payment options when we discuss your insurance policy in detail.

Our Service

Our service includes:

- + Advising you on your insurance needs and acting on your behalf to arrange your insurances.
- + Arranging your insurance cover with insurers to meet your requirements.
- + Helping you with any ongoing changes you have to make.
- + Assisting you with any claim you need to make, including if required, the recovery of any uninsured losses.

We offer products and place insurance with a range of insurers for property owners and other commercial insurance products. We will advise and make a recommendation for you after we have assessed your needs. This will include the type of cover together with the costs.

We shall seek to avoid conflicts of interest, but where we identify a conflict; we will explain to you the conflict and obtain your agreement before continuing to act.

We will also advise you should we place your insurance through any other intermediary regulated by the FSA.

In the normal course of our business, we are obliged to state that we are charging an arrangement fee for our services in addition to the commission we receive from the insurance company. If you subsequently cease to pay the premium(s) for the policy, and in consequence we are obliged to refund the commission paid to us, we reserve the right to charge or retain our fee, based on the time spent in advising you and arranging the policy.

However, we will not charge a fee if you exercise your right to cancel the policy in accordance with the cancellation notice sent to you by the insurance company.

If we recommend to you any policy to which this paragraph applies, we will at the same time inform you in writing of the maximum amount of any such fee and of the latest time at which we would charge it.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

Your Duty of Disclosure

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

It is important that you ensure all statements you make on proposal forms, claim forms and other documents are full and accurate.

It should be noted that failure to disclose any material information to your insurers may entitle insurers to void cover from inception and seek repayment of paid claims.

Claims

If you have occasion to claim on your policy, you must notify us immediately and we will promptly advise you and, if appropriate, issue you with a claim form before passing all the details to your insurer. You should not admit liability or agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from your insurer.

Complaints

If at any time you have a complaint about the service which we provide for you and wish to register a complaint, please contact us either:

- + In writing at the address given overleaf or
- + By phoning 0844 4124924

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

Data Protection Act

All personal information about you will be treated as private and confidential.

We follow the rules of the Data Protection Act 1998 when dealing with your personal information. Your personal information is confidential and protected against unauthorised people who may try to obtain access to it. You have the right to see personal information that is held by us.

Any information given will be retained on computer for reference purposes and will be used and disclosed in the normal course of arranging and administering your insurance. It may also be used by Christie Insurance to provide you with the details of other products that may be suitable to you. If you do not wish to receive details of our other products, please write to us.

Other Relevant Information

In order to enhance and personalise our reports and presentation to you and relevant insurers, we may use your firm / company trademark and / or logo. If you do not agree to us using your trademark and / or logo in this way, please contact us.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS and 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 £2000 and 90% of the remainder of the claim, without an upper limit. Where there are compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without an upper limit.

Further information about the compensation scheme arrangements is available from the FSCS.

