

COMPTON INSURANCE SERVICES LIMITED

Terms of Business

Authorisation and Ownership

Our offices are situated at 45/51 Wychtree Street, Morrision, Swansea, SA6 8EX

We are authorised and regulated by the Financial Services Authority (FSA) to act as general insurance intermediaries. Our name, address and regulatory status can be checked on the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

Your insurance contract has been sourced as follows:

- Household Buildings insurance is provided from a single insurance undertaking, Zurich Insurance plc (we understand that you are required to insure with Zurich in accordance with the terms of your lease or rentcharge deed relating to the insured property).
- Household Contents insurance is only offered from a limited number of insurers. A list of the insurers will be provided upon request.
- We only offer a product from DAS Legal Expenses Insurance Company Limited for Family Legal Protection cover.

We may give you information (but not advice) on the products listed above.

Complaints

We will endeavour to act fairly and reasonably at all times and provide you with a professional service. If you wish to register a complaint, please contact us:

.... **in writing.** Write to the Complaints Co-ordinator, Compton Insurance Services Limited, P O Box 425, Swansea, SA6 8YH

.... **by phone.** Telephone 01792 315464

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

We are covered by the Financial Services Compensation Scheme (FSCS). 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. Further information about compensation scheme arrangements is available from FSCS.

Client Money

Client money is any money that we receive and hold in the course of arranging or administering insurance on your behalf. Compton Insurance Services Ltd is governed by strict rules pertaining to client money, set down by the Financial Services Authority. We operate a Statutory Trust Client Bank account. Any interest earned on monies held in our client account will be retained by us. By accepting these Terms of Business you are giving your consent for us to operate in this way.

Client Money (Statutory Trust)

Compton Insurance Services Ltd holds its clients' monies on trust. This means that whilst we have legal ownership over client monies, such money remains in the beneficial ownership of our clients. We are not permitted to, and do not, use client money balances to provide credit for clients, or potential clients. We may need to transfer your money to another intermediary. However, your money will be protected at all times because of our requirements under the FSA rules.

Disclosure of Material Information

It is your duty and responsibility to provide complete and accurate information to your insurer when you take out or renew an insurance contract. Failure to disclose material information or any inaccuracies in the information given may lead to serious consequences and your insurance contract could become void or invalidate any potential claim on the contract.

If any circumstances have changed which might affect your insurance you have a duty to provide the insurer with all relevant details. Examples of this would be if you, or anybody, who normally lives with you, have been convicted of any offence (other than a minor driving offence), or if your property is used for any business or profession. If you fail to give this information the insurer has the right to refuse any claim or refuse to renew or to avoid your insurance completely. If you are in any doubt about a particular fact you should disclose it.

If your property is lent, let, sublet or shared or is not your permanent place of residence this should be disclosed to the insurer immediately.

It is a condition of your policy that your property is in a good state of repair and will be maintained in this condition.

The insurer must be informed if your property has been repaired for/or is showing any signs of damage due to subsidence, groundheave, landslip or flooding.

The insurer must also be informed if your property is vacant or is undergoing or is planning to undergo refurbishment, including any structural works

A claim before renewal date may affect the amount of any premium discount allowed.

Completion of Proposal Forms

Your attention is particularly drawn to the importance of the Declaration and Signature on proposal forms. Any failure to disclose facts material to the insurance or any inaccuracies in your answers could invalidate the cover. Please consult us if you are in any doubt on any aspect.

Awareness of Policy Terms

When a policy is issued, you are strongly advised to read it carefully, as it is that document, the schedule and any certificate of insurance that is the basis of the insurance contract you have purchased. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.

Adequacy of Sum Insured

You are responsible for ensuring that you have adequate cover. Your buildings sum insured should represent the cost of rebuilding your property, rather than its market value. The cover under your policy is index-linked (i.e. adjusted) based on details supplied by the Royal Institution of Chartered Surveyors. The index provided is an average for all buildings and over the years may cause a measure of over or under insurance for your property. There is a guide issued by the Association of British Insurers giving a full explanation of rebuilding costs. If you would like information on this, please call us.

Claims

You should inform your insurer immediately in the event of a claim against your insurance policy on the dedicated claim Helpline telephone numbers we have provided to you. Should you have any difficulty contacting the insurer please advise us without delay.

Renewal and Cancellation of Insurance

Where payment for the contract you have undertaken is by regular instalment, for example by direct debit, you give your consent to the contract being automatically renewed, without further reference to you, at the renewal date. This means that the insurance will continue to be provided to you, and you will be obliged to continue to pay for such insurance, unless you specifically contact us at renewal to notify us that you no longer require such insurance.

If any direct debit or other payment due in respect of the credit agreement you enter into with Premium Credit Limited (PCL) to pay insurance premiums is not met when presented for payment or if you end the credit agreement with PCL or if you do not enter into a credit agreement with PCL we will be informed of such events by PCL.

If you do not make other arrangements with us to pay the insurance premiums you acknowledge and agree that we may, at any time after being so informed, instruct on your behalf the relevant insurer to cancel the insurance (or, if this occurs shortly after the start or renewal of the insurance, to notify the insurer that the policy has not been taken up) and to collect any refund of premiums which may be made by the insurer and if any money is owed to PCL under your credit agreement pay it to PCL or if PCL have debited us with the amount outstanding use it to offset our costs.

You will be responsible for paying any time on risk charge and putting in place any alternative insurance and/or payment arrangements you need.

Service Charges

In addition to premiums charged by the Insurer we may, at our discretion, make the following service charges to cover our administrative costs for these specified activities-

Mid-term Adjustments	£ Nil
Renewals	£ Nil
Replacement lost certificates/policies	£20.00
Duplicate policies or certificates requested by you or other parties (Solicitors, banks, etc)	£20.00
Credit Arrangements for monthly premium payments	£9.00
Split payments (subject to prior agreement)	£10.00 per instalment
Mid-term Cancellations	£15.00
Late Payment (more than 30 days after due date)	£15.00
Stopped or returned cheques	£15.00
Handling claims with Insurers	£25.00 (minimum)

Confidentiality

Compton Insurance Services Ltd holds data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance, in order to verify information, or to prevent and detect fraud. No information will otherwise be passed to another party without your prior consent unless we are legally obliged to do so, or to meet our regulatory requirements. We cannot be held responsible for incorrect data held in the event of non-disclosure. We will keep records of all our business transactions for a minimum period of three years. We treat all our clients' records as confidential even when they are no longer a client.

CISLtd/February 2009

Compton Insurance Services Limited, PO Box 425, Swansea SA6 8YH.

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Registered in England & Wales, Number 02691285. Registered Office: 45/51 Wychtree Street, Morriston, Swansea SA6 8EX

Authorised and Regulated by the Financial Services Authority