

TERMS OF BUSINESS/CUSTOMER CHARTER

This document contains important information about the services we provide and how we transact business with you. This includes a £5m limitation of Burrow Humphreys liability. Please read carefully and retain.

- 1. Regulation.** Burrow Humphreys Limited is authorised and regulated by the Financial Conduct Authority (FCA) to sell general insurance products. We are an independent company owned by the directors, no outside organisations or individuals having a holding, direct or otherwise. Our Financial Services Register number is 308504 and you can check this by visiting the FCA's website, www.fca.org.uk or by contacting the FCA on 0800 111 6768.
- 2. Commission.** You are entitled **at any time** to request information regarding commission we receive as a result of placing your insurance business plus income we earn in connection with arranging instalment facilities.

We usually receive a commission based on a percentage of the premium you pay from the insurance provider with whom we place your business, and, in such a case, this will be paid to us either when we are in receipt of cleared funds from you (or the premium finance company, if one has been used) or, when the insurer has received cleared funds from us in respect of the premium due under your policy. The individual arrangements we have with each insurer will determine which of the two methods above is used to make this transfer of commission. We also receive commission for arranging finance agreements for the payment of insurance premiums and this is also a percentage of the individual loan and paid to us directly by the premium finance provider. We may also receive a commission or fee for passing introductions to other professional firms.

Other Earnings. We may also earn income in a number of different ways. Some insurers may provide efficiency fees or production over-riders periodically to reflect the benefit of receiving large amounts of business from a single source that has been handled promptly and efficiently. Occasionally certain insurers may wish to reflect the profitability of our account with them by way of payment to us. Burrow Humphreys Limited may also earn interest in the processing and collection of premiums.

- 3. Our Service To You.** In arranging insurance for our customers we act as an independent intermediary and act on your behalf when advising on and arranging your insurance. Our service includes:-
 - Advising you on your insurance needs. N.B. All sales include advice as to the suitability of the contract. We do not offer information only. Advice is based on a fair and personal analysis of a sufficiently large number of insurance contracts available on the market to enable us to make a personal recommendation.
 - Arranging your insurance cover with insurers to meet your requirements.
 - Helping you with any ongoing changes you have to make.
 - Providing you with a claims service as described in Paragraph 13.

We offer general insurance products and have access to a wide range of insurers for most commercial and personal insurance policies. We will give you details of these insurers when we discuss your individual requirements.