

10. **Charges.** We may apply an administration fee (min £30) to each policy arranged or renewed (details will always be advised to you in advance). We may also charge a £10 fee for handling mid-term amendments or mid-term cancellations. We do not, however, make a charge for duplicate Certificates or duplicate No Claims Bonus proofs.
11. **Cooling Off Period.** We will give you enough information and help so you can make an informed decision before you make a final commitment to buy your insurance policy. However, you will have 14 days to change your mind and cancel the insurance contract from the date you receive the policy documentation. **N.B. This does not apply to Commercial Customers or mixed use policies (i.e. policies covering both private and commercial risks).**
12. **Premiums and Financial Aspects.** In order to be able to offer you credit facilities, we are regulated by the Financial Conduct Authority, from whom we have permission to conduct Credit Broking and Debt Administration.

We accept payment by cheque, BACS or cash. Cash payments are, however, limited to a maximum of £1,000. Payment terms will be agreed prior to cover commencing, subject to a maximum of 30 days.

You may also be able to spread your payments through insurers' instalment schemes or a credit scheme that we have arranged with a third party finance provider. We will give you full information about your payment options when we discuss your insurance in detail. It should, however, be noted that, if cover is withdrawn because an instalment has not been paid, we do not accept any liability arising from this action.

We may keep certain documents, such as your insurance policy documents or Certificate, while we are waiting for full payment of premiums. In these circumstances, we will ensure that you receive full details of your insurance cover and will provide you with any documents that you are required to have by law.

We hold monies received from customers in an FCA approved statutory trust account, interest earned on the account being retained by ourselves. We then remit such monies to insurers in line with our agreements with them. On a return premium, we repay commission on the amount to your insurer and this may be deducted from the final amount refunded to you. If a policy is cancelled, we will refund any return premium due (after deduction of commission).

A statutory trust client bank account only allows us to use the money held in trust on behalf of a customer for paying that customer's premium to an insurance company and to pay premium refunds we receive from an insurance company to the customer, once the premium has been received from that insurance company. We cannot use that customer's money to pay another customer's premium or refund. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance, unless, in the case of consumer transactions we receive more than £20 per transaction, and then we will ask for your permission to retain the interest. Unless you tell us otherwise, you are consenting to us holding your money in this way.

In arranging your insurance we may employ the services of other intermediaries who are regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers. These firms are also required to hold clients' money in a separate trust account. We will also inform you if at any time we are required to pass your premium to firms that operate outside the UK where the protection may be different. Should you not wish us to pass premiums to a firm outside the UK, please inform us.

13. **Claims.** When we receive notification of an incident that may give rise to a claim under your policy, we will inform the insurer as soon as possible. We will also offer a service to assist you with any claim you need to make, including, if required, the recovery of any uninsured losses you may incur.