

# Terms of Business



This booklet sets out our Terms of Business, which govern how we operate. Please read it carefully and retain it for future reference.

## About us

A-Plan Holdings offers insurance to meet the needs of a wide range of individuals and companies. The Group's divisions include A-Plan Insurance, White House, Motor Direct, Home Direct, Caravan Direct, Liability Direct, Insurance for Holiday Homes, Golfplan, Look Insurance Services, Cherished Vehicle Insurance Services, TR Register Insurance Services, and A-Plan Fleet & Commercial. A-Plan Holdings is an independent intermediary authorised and regulated by the Financial Conduct Authority (FCA) to arrange, advise on and administer insurance. You can check our registration by visiting the FCA website at [register.fca.org.uk](https://register.fca.org.uk) and quoting our registration number of 310164. Alternatively, you can contact the FCA by phone on **0800 111 6768**.

## What we do

We act on your behalf arranging insurance for both individual and corporate clients. We offer insurance policies from a range of insurers. These policies cover motor cars, motorcycles, commercial vehicles, buildings and contents for homes and commercial premises, public and employers' liability and travel insurance as well as other risks. So when we advise you about what insurance policy is right for you, we will be able to recommend the policy that most closely matches, in cover and price, your insurance needs at the time we prepare the quotation. (These needs sometimes change; please see 'Changes to your policy' below for more about that.) Please note that for Golfplan Insurance we offer information only and do not offer advice or make any recommendations. Golfplan has been designed to meet the demands and needs of clients who wish to protect their golf equipment against theft, accidental damage and third party liability.

We also offer extra optional insurance policies. These include:

**Legal Expenses** – placed with Platinum Assist (underwritten by Royal & Sun Alliance Insurance plc), DAS Legal Expenses Insurance Company Ltd, Proximo Ltd (underwritten by Brit Insurance), Slater Gordon Solutions (underwritten by UK General Insurance Ltd), ARAG plc (underwritten by Brit Insurance), or Arc Legal Assistance (underwritten by AmTrust Europe Ltd).

**Vehicle Breakdown Recovery** – placed with AXA Assistance (UK) Ltd (underwritten by Inter Partner Assistance SA UK branch), DAS Legal Expenses Insurance Company Ltd, Silverknight Rescue (underwritten by AmTrust Europe Ltd) or Proximo Ltd (underwritten by Ageas Insurance Ltd).

**Tools Insurance** – placed with Royal & Sun Alliance Insurance plc.

**Total Loss Plus** – placed with Business & Domestic Insurance Services (underwritten by Acasta European Insurance Company Ltd).

**Home Emergency** – placed with DAS Legal Expenses Insurance Company Ltd or AXA Assistance (UK) Ltd (underwritten by Inter Partner Assistance SA UK branch).

**Accidental Death Benefit** – placed with Covea Insurance plc.

**Excess Protect** – placed with Business & Domestic Insurance Services (underwritten by Acasta European Insurance Company Ltd) or Proximo Ltd (underwritten by Brit Insurance).

Whenever our branches offer any optional cover, the policy will generally be offered from one insurer only, dependent on product, and sold as a separate policy – full details will be provided at the point the product is recommended. Travel insurance will also be offered from one insurer – placed with AXA Insurance UK plc except for more complex cases (medical conditions, extended trips, older clients etc), which will be referred to our Farnham branch. For accidental death cover and policies purchased direct from our website, we offer information only and do not offer advice or make any recommendations.

If you purchase any of the following direct from our websites then cover will generally be offered from one insurer only:

**Pet Insurance** – placed with Allianz Insurance plc.

**Travel Insurance** – placed with AXA Insurance UK plc.

**Holiday Homes Insurance** – placed with Canopius Managing Agents Ltd.

**Golf Insurance** – placed with Canopius Managing Agents Ltd.

**Marine Insurance** – placed with Canopius Managing Agents Ltd.

**Temporary Standalone Car or Van Insurance** – will be introduced to Tempcover Limited.

**Vehicle Breakdown Recovery** – placed with AXA Assistance (UK) Ltd.

Policies purchased for the following schemes will be offered for one insurer only by contractual agreement i.e.

**Golfplan** – placed with Canopius Managing Agents.

**TR Register Insurance Services** – via Worcester branch placed with KGM Underwriting Services.

This list of policy types is current at the time of printing. Any amendments or additions to this list can be found on our website at [www.aplan.co.uk/a-plan/terms-of-business](http://www.aplan.co.uk/a-plan/terms-of-business) or please ask your branch for further details.

## Treating clients fairly

Meeting your needs is at the heart of everything we do at A-Plan. We always aspire to treat you, our client, fairly and to give advice and recommendations that meet your insurance needs. To this end, we constantly review our processes and procedures to ensure we offer the highest standards of advice and service. All our communications (brochures, letters, emails etc) are designed to be clear and easy to understand and we aim to keep you informed of all developments with your insurance both before you buy and afterwards. And if you need to make a claim, we will guide you through the process and liaise with the insurer on your behalf. (Please see 'Making a claim' below for more details.)

## Contacting you

We will usually contact you by phone or post. In certain circumstances, we may agree to correspond with you by email or SMS. By providing your email address, you are agreeing that we can contact you by email. If you email a request to arrange insurance cover or to amend any details under an existing policy, insurance cover will not be in force until your insurer has agreed to provide cover and we have confirmed this with you. Basically, emailing us to tell us about a change won't mean it will automatically happen! You must take reasonable steps to ensure that email messages are complete and accurate, free of harmful viruses and secure.

We may record telephone calls for training purposes and for your and our protection.

## Arranging a policy

### **Disclosure**

You must take care to answer all questions fully and accurately and to the best of your reasonable knowledge. This must include anything that may affect an insurer's decision to issue a policy or to continue cover. If you are unsure whether a fact is relevant, please tell us anyway. For vehicles, you must tell us all relevant facts relating to the vehicle or to anyone who will drive the vehicle. In the case of home insurance, you will need to tell us all relevant facts about the property as well as about everyone who lives there.

We cannot maintain a permanent record of all information disclosed to us and it is your responsibility to take care to:

- Re-disclose all relevant facts when asked.
- Ensure that all statements made to insurers, whether in the proposal (application) form or elsewhere, are correct.
- Ensure the accuracy of the information supplied.

If you have policies with different branches of A-Plan, you must tell each branch separately of any changes.

Inaccurate or undisclosed information may invalidate your insurance cover. We do not accept liability for any errors or omissions where a member of staff has completed (or assisted in completing) the proposal form. A copy of this form is available on request.

If you have received your documents electronically we will be pleased to provide paper copies on request and at no additional charge.

## Cooling-off period

If having examined your policy documentation you decide not to proceed with the Golfplan insurance, You may cancel Your Policy within the first 14 days of You buying this insurance or within 14 days of when You receive Your Policy documents whichever is later. Your Insurers will provide a full refund of the premium paid if You have not made a claim on this Policy – see 11.3.2.3 for details. If You have made a claim, Your Insurers will not refund any premium.

If You wish to cancel after this period, You may cancel Your Policy by giving prior notice to Golfplan. There will be no return of premium except in the event of Your death, A pro-rata return premium will be paid to the estate/executor/next of kin as applicable, a copy of the death certificate would be required as evidence of the Your passing away. Your Insurers will not refund any premium if You have made a claim on Your Policy. You have the right to cancel any insurance policy you buy from us. To do this, you will need to contact Golfplan who arranged your policy to tell them to cancel your insurance within 14 days of the date you've received your policy documentation.

## Premiums, refunds and payment

We collect premiums as the agent of the insurer. This means that once we have received the premium from you it is treated as if it has been paid directly to the insurer. Where an insurer refunds all or part of a premium (for example when a policy is cancelled), the refund will be paid to us and we will then pay it to you. Before you agree to a policy, we will send you a quotation.

This will tell you what the policy will insure you against and how much it will cost you. In order for a policy to be valid, you must pay your premium by the date specified on your quotation. You can pay your premium by cheque, credit card, debit card or direct debit. Where your premium is paid by direct debit – and provided your insurer is willing to renew your policy – we will automatically renew your existing policy, unless you tell us not to do so. Automatically renewing your policy is for your protection, because without an up-to-date policy you will not be insured. (Please see 'Renewing a policy' below for more details.)

## Fees and charges

When we sell you a policy the insurer pays a percentage commission from the total premium. In addition there might be further remuneration based upon the amount and profitability of business placed with insurers and/or service providers over a specific period. We may also make a service charge to cover the administration of your insurance. These charges are advised to you in advance.

## Introducers

If you have been introduced to us by a third party they may receive a remuneration from ourselves for that introduction.

## Making a claim

If you think you may need to make a claim, please let us know immediately. After all, we're here to help you and to act on your behalf. We will guide you through what can often be a difficult time and ensure your insurance company fulfils all its obligations to you.

We will normally monitor the progress of your claim, and provide guidance where appropriate. Should there be any significant changes to your claim, we will notify you as soon as possible.

## Changes to your policy

You should notify us immediately of any changes to the details used to arrange any of your insurance policies (see the list below). Please do not wait until the renewal date of your policy, as changes to these details could make your policy invalid. Basically, insurers don't just need to be told about the changes: they have to accept them, too.

Examples of changes include (but are not limited to):

- If you need to increase the total sum insured for your golf equipment/buggy.
- Change of address.
- Change of Golf Club at which you are a member of.

It is important that you are adequately covered at all times. If you change your equipment/buggy, please make sure that your total sum insured on your schedule and the single article limits which apply to the policy still meet your needs. If you need to increase your cover level, it is important that you contact us as soon as possible.

## Renewing a policy

For policies with a renewal date, we will normally contact you to tell you in advance what the premium and terms for the next period of insurance will be. For your insurance cover to continue, you must instruct us on or before the date on which your policy is due to expire. There are no 'days of grace' and you are responsible for making sure your insurance is valid and in force.

For your protection, where your premium is paid by credit or debit card, and you have agreed that we can retain your card details so that any future renewal payments can be collected as they become due, and provided your current insurer will invite renewal, we will automatically collect your renewal premium and renew your existing policy (whether we have recommended a change of insurer or not), unless you tell us not to do so. However, if following an attempt to take payment we are unable to do so, we will not be able to renew your policy, and will endeavour to contact you right away.

If you pay by direct debit and your insurer is happy to renew your policy, we will automatically renew your policy, unless you tell us otherwise.

However your policy is renewed, you must remember to tell us of any changes that may affect your cover (for example criminal convictions, accidents since your policy was last renewed) before the date on which your policy is due to be renewed, otherwise your cover may become invalid. (See 'Changes to your policy' above.)

It is your responsibility to ensure your insurance remains valid and in force and that you have done nothing which may invalidate it.

## Records and documents

Our files are confidential. Without your permission, we will not share information about your insurance with anyone other than you and your legal representatives, the insurer to whom you apply for insurance or any party as may be required for the proper performance of our or your insurer's service to you, unless we are required to do so in order to meet any legal obligations under statute. We may keep digital and/or paper records of personal information you have provided, including information of a sensitive nature, but we will not disclose it to third parties (other than those listed in the previous sentence). You are entitled to a copy of all information held on file about you. If it is incorrect, you have the right to have the data corrected. We will normally keep your records for at least six years after your most recent insurance policy has expired.

### **Data Protection Act**

We take protection of your data very seriously and will always seek to abide by the spirit and principles of the Data Protection legislation at all times. We are registered with the Information Commissioner as Data Controller and Processor. Details of the Data Protection Act can be viewed on the Information Commissioner's website at [www.ico.gov.uk](http://www.ico.gov.uk)



You may request a copy of the personal data which we hold on you or raise any queries about the data we hold about you by writing to:

Data Protection Officer  
A-Plan Insurance  
2 Des Roches Square  
Witney  
OX28 4LE

Details of how we will use the information we hold on you can be found in the Privacy Policy on our website **[www.aplan.co.uk](http://www.aplan.co.uk)**

We will only use information we hold about you in the normal course of arranging and administering your insurance.

With your consent we may use your personal data to inform you about other products and services that we feel may be of interest to you, via mail, telephone, fax, email or other electronic messaging services. If you do not wish to receive marketing information from us by these methods or if you have any queries about how we use your information then please let us know by emailing the Data Controller at **[datacontroller@aplan.co.uk](mailto:datacontroller@aplan.co.uk)**

All insurers provide details of their policies and policyholders to databases accessed by other insurers and the police. This helps to detect uninsured drivers and reduce fraud and assists when dealing with claims. When you agree an insurance policy with us, you confirm that you agree to having details of your policy placed on these databases.

In the course of arranging and administering your insurance, we must pass on your details to your insurer. All our business partners adhere to the Data Protection legislation, are registered with the Information Commissioner and as such are directly responsible to the Commissioner for the way in which they manage their data.

## Insurer security

We place your business with insurers whom we believe to be reliable and of good financial standing. However, we cannot be held liable if an insurer we recommend subsequently cannot meet their obligations. You are still responsible for paying any premium or part premium due.

## Financial Services Compensation Scheme

We subscribe to The Financial Services Compensation Scheme (FSCS). In the unlikely event that we cannot meet our obligations to you, you may be entitled to compensation from the FSCS. Eligibility for compensation from the FSCS depends on:

- The circumstances of each claim; and
- The type of person or organisation making the claim.

For most non-compulsory general insurances, compensation of 90% of the claim is available, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk)

In the unlikely event of an insurer being placed into administration and we assist in meeting your claim, you agree to co-operate with us in any further possible recovery from the FSCS.

## Applicable law

All dealings with us are subject to English Law.

## Credit searches

Certain insurers do external data searches before calculating a premium or offering to renew one of your existing policies.

This will include a credit check, which will appear on your credit history whether you proceed or not.

## Conflicts of interest

Occasions may arise when we or one of our clients have some form of interest in the business being transacted for you. If this happens, or we become aware that our interests or those of one of our other clients conflict with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

KGM Underwriting Services Limited and A-Plan Holdings are part of the same group of companies.

## Making a complaint

We work hard to provide our clients with a first-class service. If you are not happy with any aspect of the service you have received, we want to know and will do all we can to resolve the situation. In the first instance, please contact your local Branch Manager, who will try to resolve matters for you.

If you are unhappy with the response from the Branch Manager, you can refer the complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)). If you wish, you can also refer your complaint to our Chief Executive at A-Plan Insurance, 2 Des Roches Square, Witney OX28 4LE, who will investigate and make every effort to resolve the issue for you.

The Financial Ombudsman Service will deal with your complaint provided that you are one of the following at the time of your complaint:

- You are a consumer (i.e. a private individual).
- You represent a micro-enterprise (an enterprise which employs fewer than 10 people with a turnover or annual balance sheet that does not exceed €2 million).
- A small business, irrespective of legal form, which is not a micro-enterprise and which has an annual turnover of £6.5 million and employs fewer than 50 persons or has a balance sheet total of less than £5 million.
- A charity with a group turnover of less than £6.5 million.
- A trustee of a trust with a net asset value of less than £5 million.
- A guarantor.

Your claim will be investigated for free.

If your policy is provided by an insurer operating from Lloyd's of London then you will be referred to Lloyd's before you are referred to the Financial Ombudsman Service.

## Online Dispute Resolution (ODR)

If you wish, you can make a complaint via the European Online Dispute Resolution platform (ODR platform). The ODR platform **ec.europa.eu/odr** is a website which helps customers who've bought something online in the EU if a dispute arises. The platform will send your complaint to a certified Alternative Dispute Resolution Provider who works to solve the problem. In the UK that would be the UK Financial Ombudsman Service whose website details are shown above.

## Third-party rights

The headings in these Terms of Business are for convenience only and shall not affect their interpretation. These Terms of Business shall be governed by and construed in accordance with English law. If any of the provisions of these Terms of Business are held to be invalid or unenforceable in whole or in part, the validity of the other provisions shall not be affected thereby. Our staff are not authorised to vary these Terms of Business but they may be varied by us in writing from time to time.

