

# Solar Insurance Services (Medway) Ltd

## Terms of Business

Solar Insurance Services (Medway) Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA Number is 459582. Solar Taxwise is a trading name of Solar Insurance Services (Medway) Ltd. Our permitted business is advising, arranging, dealing as an agent and assisting in the administration and performance of general insurance contracts. You may check this on the FCA's register by visiting the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768

### Services We Provide

We act as your agent (except to the extent that Insurers have given us permission to incept cover and issue documents on their behalf) and can offer a wide range of Insurance products from leading insurers in the market place.

We offer products from a range of insurers for Motor, Household, Commercial Insurance & Life Assurance (all non-investment contracts).

We only offer products from a limited number of insurers for Travel, Marine, Pet and other Personal Insurance contracts. We will be happy to provide a list of Insurers for each product type on request. Ask us for a list of insurers we offer insurance from.

We offer the following products from a the following Insurers:

1. Tax Investigation Insurance from Croner Taxwise Ltd & Qdos Vantage Ltd
2. Legal Expenses products from Auto Legal Protection Services Limited
3. Online purchases of Professional Indemnity Insurance from Tokio Marine HCC

All of our Internet sales are offered by a single insurer on a non-advised basis, this involves our firm providing information only to the potential customer, leaving him/her to make a choice about how he/she wishes to proceed.

Optional Extra Insurances: - We will from time to time, and when appropriate, offer you optional insurance contracts with your main Insurance Policy. When this occurs, we will ensure the following:

1. You can clearly see the price for this optional policy.
2. It will be appropriate and you will be able to find out information on the Optional Insurance.
3. You will be able to clearly select not to take the Optional Policy up.

### Disclosure/Your Responsibilities

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. If you fail to disclose any material fact or information pertaining to your insurance, or any inaccuracies in information given, this could invalidate your insurance and mean that claims may not be paid.

It is important that you ensure all statements you make on proposal forms, claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any questions are true and accurate before signing the document. You should also read your Statement of Fact to ensure we have understood your insurance needs accurately. You should read all insurance documents issued to you and ensure that you are aware of the cover, limits and other terms that apply. Particular attention should be paid to any warranties and conditions as failure to comply with them could invalidate your policy.

You should take note of the required procedures in the event of a claim, which will be stated in the policy documentation. Generally, insurers require immediate notification of a claim or circumstances that might lead to a claim. You should inform us immediately of any changes in circumstances that may affect the services provided by us or the cover provided by your policy.

You are reminded that it is an offence under the Road traffic Act to make any false statements or withhold any relevant information to obtain a Certificate of Motor Insurance.

You are advised to keep copies of any correspondence you send us direct or to your insurer. If you are in any doubt about whether information is material, you should disclose it.

### Confidentiality and Data Protection

All personal information is treated by us as confidential and is processed in accordance with the relevant legislation. We will not use or disclose personal information without your consent, other than in the normal course of arranging and administering your insurances, except where we are compelled by law (including Regulators or law enforcement agencies) to disclose such information. In such instances personal information held by us may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to such parties. We may use information held about you, to provide you with information about other products and services which we may offer, and which we feel may be appropriate to you. You may exercise your right to give notice to stop data being processed for the marketing purposes by contacting us at any time. Please contact us at the above address. In the event of a claim on a Motor or a Household policy, the information you supply on the claim form, together with any other information relating to the claim, will be put on the Claims and Underwriting Exchange Register, and the Motor Insurance Anti-Fraud and Theft Register, by your insurer, to aid the prevention of fraudulent claims.

Insurers are legally required to provide details of motor insurance policies to the Motor Insurance Information Centre. The information, describing your insurance will be added to the Motor Insurance Database (MID) to which the police and other Government Agencies have access. This helps the pursuance of claims and aids detection of those who are in contravention of the law by not taking out insurance.

### Complaints & Compensation

We aim to provide you with a high level of customer service at all times, but if you are not satisfied, please contact us:

**In writing to:** Solar Insurance Services (Medway) Ltd, The Studio, Cold Harbour Lane, Bobbing, Kent ME9 8NN

**By phone:** 01795 841310

**By email:** [info@solarinsurance.co.uk](mailto:info@solarinsurance.co.uk)

If you are not satisfied: You may refer the matter to the Financial Ombudsman Service (except in the case of commercial customers with a group turnover of £1 million or more, or trustees with a net asset value of £1 million or more)

**The Financial Ombudsman Service (FOS)** Should you be dissatisfied with the outcome of your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. Contacting the FOS does not affect your right to take legal action.

The FOS's contact details are as follows: Financial Ombudsman Service, Exchange Tower, London E14 9SR Email:[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Telephone: +44 (0)30 0123 9123 Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**The European Commission Online Dispute Resolution Platform (ODR)** If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online Dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>. This platform will direct insurance complaints to the Financial Ombudsman Service. However, you may contact the FOS directly if you prefer, using the details as shown above.

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 insurance, size of the business (if a Commercial Customer) and the circumstances of the claim. Further information about compensation scheme arrangement is available from the FSCS.

### Cancellation of Insurances

You should make any request for the cancellation of a policy in writing and any relevant Certificate of Insurance should be returned to us or to the insurer concerned. The terms of your policy may allow the insurers to retain the premium in full or charge short-period premiums in the event of cancellation. If a policy is cancelled we will refund any return premiums due after the deduction of the commission due back to the insurer.

### Termination of Authority

You may terminate our authority to act on your behalf with 14 days notice without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to these terms of business. You will be liable to pay for any transactions or adjustments effective prior to termination and we will be entitled to retain any and all fees or brokerage payable in relation to policies placed by us prior to the date of cancellation.

### Payment for our Services

We normally receive commission from the insurers or product providers. You will receive a quotation which will tell you the total price, showing any fees, taxes or charges, before your insurance arrangements are concluded. We can arrange credit facilities through independent providers. We are registered under the Consumer Credit Act and our License No. is: 596648

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.

### Administration Charges

In addition to the premiums charged by insurers we normally make charges to cover the administration of your insurance. Any charges for New Business or Renewals will be advised to you in advance and confirmed in writing in our Statement of Price. Typically we will charge £10.00 admin fee for a home or motor policy with other types of policy attracting different amounts. The amount will depend on certain factors such as, net premiums applied from insurers and extensive research for products and or providers

### Handling Client Money and/or Insurer Money

All monies received by us as your broker (Risk Transfer Monies) will be held by us as though it were client money for the purposes of CASS and maybe co-mingled with other clients and insurers monies. We will hold Risk Transfer Monies in a non-statutory or statutory trust account except for the deduction of commission properly due to us, such monies will not be applied for any other purpose than for remittance to insurers or the policyholders as appropriate.