

Terms and conditions of business for Commercial Customers

W E Bedford Insurance Services (Wimbledon) Limited

Please read this carefully as it sets out the terms of business between ourselves and contains important information

Who are we?

W E Bedford Insurance Services (Wimbledon) Limited (Argent House, Argent Court, Hook Rise South, Tolworth, KT6 7LD) is authorised and regulated by the Financial Conduct Authority in respect of insurance distribution and credit broking: FRN 305737. This can be checked on the FCA's Register by visiting the FCA's website <https://register.fca.org.uk/s/firm?id=001b000000MfUKaAAN> or by contacting the FCA on 0300 500 0597

Whose products do we offer?

For commercial insurances we usually carry out a fair analysis of the market. We will tell you if we are offering products of a single insurer. Where we are using a limited number of insurers, where appropriate we will provide you with a list of the insurers we may and do place business with for the type of cover requested.

Our service

We are an Insurance Intermediary and as such we act as the agent of our client. However, in certain circumstances we may act for and owe duties of care to other parties. We will advise you when these circumstances occur so you will be aware of any possible conflict of interest.

We shall not give you any advice or make a recommendation. We shall ask you some questions to narrow down the choice and provide you with sufficient information to make an informed purchasing decision. It will then be up to you to decide how best to proceed.

What will you have to pay us for our services?

We receive commission from insurers which is a percentage of the premium paid by you and allowed by the insurers. In addition, we may charge a professional fee which is paid by you to cover the placing and ongoing handling of your insurance. We normally make the following standard charges to cover the administration of your insurance:

New Policies and / or Renewals	You will be advised of any charges prior to inception.
Alterations, Corrections and/or Additions	£25 plus 20% of any insurer additional or refunded premium.
Duplicate documents	No charge
Cancellation of Policy	£90.00 (£50 if cancelled within 14 days from commencement)

A discount may have been applied at the inception of your policy and will be reclaimed in full in the event of cancellation. This will be over and above any other charges that may apply.

You are entitled at any time, to request information about earnings that we, or any other intermediary we have used, receive as a result of placing your business. In addition to commission from insurers, we may also receive payments from insurers based on volumes of business or profitability of the account placed with them. These

payments can vary from year to year. Such remuneration is only earned on the basis that it does not detract from our obligation to act in our customer's best interests at all times.

What will happen if you cancel?

Any cancellation of your policy will be in accordance with the policy terms and conditions. In most cases you will only be charged for the cover you have had and the insurer's administration fees. Any charges we make are separate and will not be refunded and are clearly stated above. We will refund any pro rata return premium received from insurers net of our full commission. If you wish to cancel your policy, we require written confirmation from the policyholder by post or email.

Payment options

Instalments

We are a credit broker in that we introduce those wishing to pay by instalments to firms that are able to lend money under a regulated credit agreement by way of business.

If you choose to spread your payment by instalments, we can arrange this for you through a third party finance provider. For those wishing to pay by instalments we only introduce clients to Close Brothers Premium Finance Ltd. We will advise you if competitive credit terms are available through your Insurer or, you have the option of sourcing your own credit agreement.

In the event of a claim, instalments must continue to be paid until the full premium and charges have been settled.

Credit / Debit Card

If you choose to pay by credit or debit card, any refunds will only be made back to that card.

Documents, credit terms and direct debit

Any agreed facilities for payment of premiums by instalments through Bedford Insurance or a third party finance house will include our right to cancel your policy or policies if full payment is not met and all premiums not paid in full in agreement with the terms and conditions of the agreed instalment facility. We reserve the right to retain certificates at this office until all payments due under the policy have been made and any cheques cleared through our bank account. By accepting this agreement you agree that delivery of any certificate to us (including certificates of motor insurance) shall constitute delivery to yourself in accordance with United Kingdom law.

Your Responsibility

It is your statutory duty before entering into a contract of insurance, prior to an alteration and at renewal to make a fair presentation of the risk to be insured and to ensure that information is provided in a clear and accessible format. Once we have collated the information about the risk copies of the information will be sent to you for checking. Where practical every material circumstance should be disclosed. We will expect firms to make reasonable enquiries and proactively gather information however, where this is not practical you must make us aware, as your broker, that further enquiries are needed to accurately underwrite the risk. Any questions put to you in a proposal form or otherwise must be answered honestly, accurately and in good faith.

For your protection, insurers maintain databases to prevent fraud and the information you give us may be subject to checks.

What should you do with your policy?

When a policy is issued you are strongly advised to read it carefully, as this document, the Schedule and any Certificate of insurance is the basis of the cover you have purchased. If you are in doubt over the policy terms or conditions please seek our advice promptly or if any of the policy documentation is incorrect please inform us immediately.

What you should do if you wish to make a claim

If you have any occasion to claim on your policy you must notify us immediately. We will issue you with a claim form, if appropriate and pass all details to your insurer. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from your insurer.

If you have a complaint

First speak to Mark Hare on **0208 543 6347**, email us at complaints@bedfordinsurance.co.uk / markhare@bedfordinsurance.co.uk or write to us at:

Complaints Officer, W E Bedford Insurance Services (Wimbledon) Ltd.

Argent House, Argent Court, Hook Rise South, Tolworth, Surrey, KT6 7LD.

We make every effort to maintain high standards of service, but if we let you down, we will try to put things right immediately. If, however, we cannot, your complaint may be referred to the Financial Ombudsman Service <https://www.financial-ombudsman.org.uk/> alternatively, other out of court complaint and redress procedures may be available.

Financial Services Compensation Scheme (FSCS)

We are covered by the 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 and further information about compensation scheme arrangements is available from the FSCS. <https://www.fscs.org.uk/how-we-work/>

Protecting your money

Insurers have granted us risk transfer, which means that when you pay us, your premium is safe and held in a trust bank account for the insurer.

In arranging your insurance, we may employ the service of other intermediaries who are authorised and regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers.

The company has established a Trust Fund to provide an incentives scheme for customers and suppliers. Awards from the funds may be made from time to time at the discretion of the Trustees.

Governing law

The laws of England and Wales govern this agreement and any dispute is subject to the jurisdiction of the English courts.