



Terms of Business for General Insurance Mediation Business

European Insurance Brokers Limited is a Jersey registered company No: 41839 formed in 1992 which is wholly owned by Jersey resident shareholders.

We are regulated for both General Insurance Mediation Business (GIMB007) and Investment Business (IB0008) by the Jersey Financial Services Commission (www.jerseyfsc.org).

We are an independent insurance intermediary and offer a range of products and services from a range of insurers and third party service providers. We are not tied to any single insurance company or underwriter and act totally independent and in your interest when arranging your insurances.

Our services:

The service we provide includes:

- Advising you on your insurance requirements
- Arranging cover with insurers
- Amending your cover as and when you require
- Assisting you with any claims that occur
- Reviewing your insurances upon your request

We do not provide advice on the adequacy of sums insured of any sort.

Security of Insurers and Other Intermediaries:

We assess the financial soundness of the proposed insurers and markets we recommend using public information, including that produced by recognised rating agencies. However we will not in any circumstances act as an insurer, nor will we guarantee the solvency of any insurer or market used for your requirements. If you have any concerns regarding any insurers chosen for your insurance requirements we will be pleased to discuss them with you. If your insurance is placed via another insurance intermediary located outside Jersey your premium may be passed to that intermediary and will be subject to a different regulatory regime. In the event of failure of the insurance intermediary, your premium may be treated differently than it would be if it were held by an insurance intermediary in Jersey.

Your Duty of Disclosure:

Your insurance is based upon the information provided to the insurance company and you must ensure that all such information is complete and accurate and that any facts which may influence the insurer's decision to accept the risk or the terms offered have been disclosed. The duty to disclose information continues during the life of the policy and at renewal you must make sure you inform your insurer of any changes affecting your insurance.

You are responsible for all answers or statements on proposal forms, claim forms or other material documents and you should ensure that these are full and accurate. Failure to disclose material information at the start of the policy or advise the insurer of changes to the risk during the period of insurance may invalidate your insurance cover and could mean that part or all of a claim may not be paid.

Your Duty to understand your Insurance documents:

It is imperative that you read and understand the contents of your insurance policies, cover notes and other documents and correspondence you receive from us or insurers. Having read such documents we will be pleased to help clarify any issues or questions that arise. We will not accept any liability whatsoever from a client's failure to read and fully understand the contents of policies, cover notes and other documents and correspondence.

Complaints:

It is our intention to provide a high level of service at all times. If however you have reason to make a complaint about our service, we have internal procedures for handling complaints fairly and promptly. In the first instance you should contact:-

The Director/s, European Insurance Brokers Limited
2nd Floor, Osprey House, Union Street, St Helier, Jersey JE2 3RF.

Your complaint will be acknowledged within 5 business days. Wherever possible your complaint will be dealt with within 20 business days and if compensation or redress is felt appropriate, details of this will be provided. If it is felt that your complaint is not justified you will be provided with full reasons for this decision. If it is not possible to respond to your complaint within 20 business days you will be advised of the reasons in writing and given a note of when you may expect a final response.

If you are dissatisfied with our response, you may be able to refer the matter to **The Channel Island Financial Ombudsman (CIFO)**. You can contact the CIFO at PO Box 114, Jersey, JE4 9QG or by email complaints@ci-fo.org (full details are noted on the web site, www.ci-fo.org)

Confidentiality:

All personal information about you will be treated as private and confidential (even when you are no longer a customer) except where the disclosure is made at your request with your consent in relation to arranging your insurance or where we are required to by law.

Some or all of the information you supply to us in connection with your insurance proposal will be held on computer and may be passed to insurance companies for underwriting and claims purposes. In addition, we may use some of the information to advise you of other products and services offered by insurance companies. If you do not wish to receive such details please contact our Director/s as above.

We may pass information about you to credit reference agencies for the purpose of arranging payments by instalments and may also pass to them records of your payment history with us. Information about you may be exchanged by your insurer with other insurance companies for underwriting and claims handling purposes. Under the Data Protection (Jersey) Law 2005 you have a right of access to see personal information about you that is held electronically in our records. If you have any queries please write to the Director/s as above.

Bank Interest:

Any bank interest on your insurance premium whilst held in our insurance broking client account will be retained by us.

Charges:

European Insurance Brokers reserves the right to make administration charges or charge additional fees up to the following (unless specifically otherwise advised):-

New policy or renewal administration fee	£50.00
Mid-term adjustment fee	£50.00
Mid-term cancellation fee	£50.00
Duplicate certificate charge	£50.00
Duplicate windscreen disc charge	£50.00
Duplicate employers liability certificate	£50.00
“Returned” cheque due to lack of funds	£50.00