

Terms of Business

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This agreement is intended for 'Consumer' (retail) customers rather than 'Commercial' customers; Consumer customers are those that are purchasing cover other than for / within their trade, business or profession. If you are not a Consumer customer, ask us for our Commercial Terms of Business Agreement.

Acceptance

The purpose of this agreement is to set out our professional relationship and detail the services we will provide to you. For your own benefit and protection, you should read all of the information carefully and in particular, we would like to draw your attention to the **"IMPORTANT INFORMATION"** section. If you do not agree to any part of the information, please tell us. We assume that you accept the terms of this agreement unless we hear from you.

Who regulates us?

AIM Risk Services Limited is an appointed representative of James Hallam Limited which is authorised and regulated by the Financial Conduct Authority (FCA). Our firms registration number is 590676 and these details may be confirmed on the Financial Services Register at www.fca.gov.uk or by calling 0800 111 6768.

Company Details

Our Registered Office is: Hailings Hatch, Parkgate Road, Newdigate, Dorking, Surrey RH5 5DY Registered in England No: 08242449; Data Protection Act Registration ZA011845.

Our Service

The activities for which the FCA has given us authority are advising, arranging (bringing about) deals, making arrangements with a view to transactions, dealing as agent, assisting in the administration and performance of a contract and agreeing to carry on regulated activities in respect of General Insurance and Pure Protection products.

We are committed to providing you with a quality service; where we give advice, we will provide quality advice. We only select from insurance products which we have confidence meet the needs of our clients.

As a broker, we normally act as your agent; accordingly we owe responsibilities to you. On occasions we may act as an agent of the insurance company. We have in place management controls to deal with any conflicts of interest that might arise. Unless we advise you otherwise, we are acting on your behalf.

We also act on behalf of insurers when collecting premiums under risk transfer

Our service may be either where 'We Provide Advice' or where 'We Do Not Provide Advice' (see Sections below for details)

We will confirm to you whether we are providing advice or not providing advice as part of our sales process.

If we use the services of another intermediary to place your insurance we will advise you of the name of the intermediary we use and the name of the insurer.

If you mislay your policy at any time, we will arrange a replacement policy document, if you request it.

As your agent and unless we hear from you otherwise:

We will assist in arrangement and administration of your insurances (and on-going changes) including agreeing the terms and conditions of your insurance policy with insurers consistent with your instructions:

Upon receipt of your instruction we will place, amend or renew insurance cover on your behalf with insurers

We will advise you of any inability to place your insurance

We will assist you if you need to make a claim, or where we outsource claims handling facilities to give you an enhanced service.

You should not rely on any insurance policy you have instructed us to place on cover until we have confirmed in writing to you that the insurer has agreed to such insurance cover being in place. (See also Important Information)

Where 'We Provide Advice'

We will ask questions to enable us to assess reasonably your insurance requirements, this may include checking information that we already hold about you and your existing insurance arrangements with us and other parties.

We will make a personal recommendation after we have assessed your insurance needs. This will include the type of cover you require together with the costs involved and recommend a suitable policy based on our experience of dealing with similar risks.

We undertake to explain the main features of the products and services that we offer to you as well as the basis on which we have provided information and/or advice.

We will tell you the basis on which we have Selected Insurers: This will be either 'Fair Analysis'; 'Panel' or 'Single Insurer'.

Fair Analysis

We offer products from a wide range of insurance companies.

Our selection usually involves presenting to a reasonable number of insurance companies that will insure for the risk at hand.

Panel

We only offer products from a panel of insurers, that we have selected as appropriate for the cover you require. On occasion we may only approach two or three insurers and this is a limited Panel. You may request details of the panel we have used.

Single Insurer

We only offer this product from one insurer or we may sometimes only approach one insurer for a particular policy / product.

We will tell you the basis of our selection as part of our sales process

Where 'We Do Not Provide Advice'

We will provide you with as much information as reasonably possible; which may include generic comparisons between different insurers so that you can make your own informed decision. You will need to make your own choice as we will not provide you with any advice or specific recommendations

Law and Jurisdiction

These Terms of Business shall be governed by and construed in accordance with the laws of England and the exclusive jurisdiction of the English courts unless we agree with you otherwise

Unless your policy confirms otherwise, the rights under your policy may only be pursued in an English court.

If you are domiciled in a country other than the UK, the law or regulations in your country of domicile may take precedence over any relevant UK legislation. Therefore references in this document to the FCA or Financial Ombudsman Service (FOS) and any rights or benefits there under may not apply.

Notification of Changes and Alterations

It is your responsibility to provide complete and accurate information to insurers and to us prior to and when you purchase an insurance policy, throughout the life of the policy and when you renew that policy. Please notify us immediately in the event of any change in your circumstances which are detailed in your proposal form or statement of fact.

Please also refer to the **IMPORTANT INFORMATION** section which details your duty to take reasonable care not to make a misrepresentation.

Amendments to policies after inception may be arranged upon receipt of your instructions with full details. Cover is subject to acceptance by insurers and payment of any additional premium required if applicable.

Renewals

Renewals are invited on the basis that there have been no changes to your circumstances or the risk other than those specifically notified to your insurers and for which you have received an acknowledgement and revised documentation. Please see section headed **Notification of Changes and Alterations** which also outlines your duties of care with regards to Disclosure and Fair Presentation.

Quotations

Quotations are valid until the date cover commences up to a maximum of 30 days, unless otherwise stated. Specimen policy wordings are available upon request.

Documentation

Documentation including your policy schedule and certificate (if applicable) will be issued to you in a timely manner.

It is your responsibility to read all documentation upon receipt to ensure that all details are correct and that the cover provided meets with your requirements.

We will arrange cover according to your instructions but only you can identify if it does not meet your intentions.

Any query regarding the accuracy of the information shown or any uncertainty over the content should be raised with us immediately.

Incorrect information may invalidate your policy cover completely or mean that in the event of a claim all or part of it may not be paid.

Insurer Security

Insurers are subject to FCA regulation and are required to have adequate capital resources. We carry out regular checks on all insurance markets used but cannot guarantee the solvency of any individual insurer. Your liability for the premium, whether in full or pro rata, may arise under policies where a participating insurer becomes insolvent. An insolvent insurer may also be unable to meet a proportion or all of any claim made. Consequently we recommend wherever possible insuring with those firms with higher credit ratings. Should you be concerned or require any further information regarding your insurer then we will discuss this with you on request.

Payment of Premium

We must receive your payment, unless it is made by you directly to the insurer, by cheque, credit or debit card, or be in receipt of a completed Direct Debit Mandate (with deposit if required) drawn on a bank or building society or UK financial institution account in the policyholder's name and before cover commences unless we agree otherwise in writing. We do not accept payment by postal order but a bankers' draft or building society cheque is acceptable if it shows the policyholder's name as account holder. A charge may apply to payments made by credit card and this will be confirmed to you in writing at the time of incepting or renewing your insurance. We may ask you additional questions when receiving payments in cash for detecting money laundering and prevention of other financial crimes.

We have no obligation to fund any premium, taxes or fees (if applicable) on your behalf nor do we have any responsibility for any loss you may suffer as a result of cancellation of insurance cover or any other prejudicial steps taken as a result of late or none payment substantially attributable to you. If we decide to retain certain documents whilst awaiting full payment of premium, fees or administration charges we shall provide details of your insurance cover and any information or documents required by law.

We shall be entitled (but not obliged) without providing notice to you to set off any amounts due to us from you, against any amounts which we may receive on your behalf (i.e. claims moneys, refunded premiums and other sums). Please be aware that full or partial non-payment of a premium or default on a credit agreement may result in the cancellation or lapsing of your policy. You will also be responsible for any collection costs, legal fees and court costs we may incur in recovering debts from you.

Transferred Business

When we are appointed to service insurance policies other than at their inception or renewal and which were originally arranged by another party, we shall not be liable during the current insurance period for any loss arising from any errors or omissions or gaps in your insurance cover or advice not supplied by us. Should you have any concerns in respect of a policy which has been transferred to us, or if you require an immediate review of your insurance arrangements, you must notify us immediately. Otherwise we shall review your insurance arrangements and provide advice accordingly as each policy falls due for renewal.

Cancellation

If you wish to cancel your policy you may do so at any time. You may be required to return the policy document and also confirm your instructions in this regard.

Subject to no claim having been made you may be entitled to a refund of premium. Please refer to your policy document which will detail the cancellation terms and charges.

We also reserve the right to cancel this agreement at any time. In any event, we will provide you with reasonably sufficient time to re-arrange your insurance and we will notify you of termination in writing together with an explanation if appropriate.

Claims

We will assist you with advice when you make a claim under your policy but it remains your responsibility to have read, understood or queried all documentation upon receipt. All incidents that could possibly give rise to a claim must be notified to us or your insurer in accordance with the terms of your policy and a claim form completed where required. Delay on your part in notifying a claim and/or completing required forms will risk a loss you suffer not being paid or being paid in part only.

You must not in any circumstances admit liability for a loss or agree to any course of action, other than emergency measures carried out to minimise the loss, as you risk a loss you suffer not being paid or being paid in part only. All correspondence, claims, writs, summonses etc. should be forwarded immediately, unanswered, either to us or to your insurer. You are also reminded of your duty to keep all losses and costs arising from an incident to a minimum and that failure to comply with policy terms and conditions may invalidate cover.

We will remit claims payments received on your behalf to you as soon as practicable after confirmation of receipt of cleared funds in our bank account. In the event that an insurer becomes insolvent or delays making settlement, we do not accept liability for any unpaid amounts. Where we have a delegated authority from an insurer to settle claims on their behalf, we shall make you aware of this on notification of the claim and obtain your informed consent to proceed. We reserve the right to charge for our claims service if you request this to extend beyond our appointment to your policy and this will be confirmed in writing before you incur any charge.

Our Remuneration and Transaction Charges

We are usually remunerated by commission from your insurer. You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your business. Alternatively we may charge you a Brokerage Fee in lieu of commission from the Insurer.

Some insurers will make additional payments to us depending upon the volume of our account with them or the profitability of that account. We may also receive payments from companies other than insurance companies – for example premium finance houses or risk management firms. We may require you to pay an administration fee for any transaction including cancellation but this will be notified to you in advance.

Our remuneration in whatever form and in respect of any policy shall be due on the date of inception or renewal of that policy. We shall be entitled to retain all commission and/or agreed fees in respect of the full policy period including where you appoint another intermediary in our place during the currency of a policy or where a policy is cancelled after inception or renewal.

Client and Insurer Money

Prior to your premium being forwarded to the insurer, and for your protection, James Hallam Ltd will either hold your money as an agent of the insurer (in which case your policy is treated as being paid for), or James Hallam Ltd hold it in a client bank account on trust for you.

The account in which these funds are kept is a non-Statutory Trust Account (as defined by the FCA Rules). This means that we may extend credit to other customers from this account. We may also transfer your money to another intermediary in some cases for the purposes of affecting your policy. However your money will be protected at all times because of the requirements of FCA rules. We also reserve the right to retain interest earned on this account.

By accepting these Terms of Insurance Business document, you are giving your consent for us to operate in this way.

Confidentiality and Data Protection

In our dealings with you, we will comply at all times with all applicable Data Protection Legislation (including, as appropriate, the Data Protection Act 1998, the General Data Protection Regulation, any relevant secondary legislation, and any amendments or replacements to any of these). Please ensure that if applicable your directors, employees, contacts and agents are aware of this section on Confidentiality and Data Protection.

We may collect, use and store personal data relating to you (applicable to individuals only) or where applicable your directors, employees, contacts and agents where necessary in order to:

- (a) (i) Perform insurance contracts with individuals or take steps at an individual's request prior to entering into such a contract
- (ii) exercise our legitimate business interests as an independent insurance broker in order to provide the relevant information and services,

In particular, we will use that personal data, and may disclose some or all of it to other parties, for the purposes of arranging, placing and administering your insurance. These other parties may include the FCA for compliance matters; insurance companies and other agents for underwriting and claims purposes and credit agencies for premium

collections identity checks and anti-fraud protection. We may also monitor and record phone calls in the interests of security and staff training;

- (b) carry out other functions with express consent (which may be amended or withdrawn at any time by notifying us);
- (c) comply with our legal obligations.

We may in addition use personal data for communicating with you about our insurance products and services (and similar products or services provided by us). Communication with you in this regard may include mail SMS text, telephone or email. If individuals do not want us to use their information in this way, they should notify us promptly in writing to that effect or use the unsubscribe option as set out in each communication.

We will never sell personal data or, except as mentioned above, make it available to any third parties without appropriate prior consent (which may be freely amended or withheld) except where required to do so by law or in the event that we sell any part of our business or assets (in which case we may disclose personal data confidentially to the prospective buyer as appropriate in accordance with our legitimate interests in that respect).

Notwithstanding the above, all personal data of a sensitive nature (as defined in the Data Protection Legislation) will be treated as strictly private and confidential and we will not use or disclose it except either with explicit consent or where we are required to do so for legal or regulatory purposes and/or permitted to do so by the Data Protection Legislation.

We implement generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. We will notify you and all relevant individuals promptly in the event of any breach of personal data which might expose you or (if applicable) your directors, employees, contacts or agents to serious risk.

Individuals have the following rights in respect of their personal data held by us:

- (a) to access any personal data which we hold on them. This may be obtained by writing to one of our Data Protection Officers [details as shown below]. Where permitted under Data Protection Legislation, a nominal charge may apply for providing the information;
- (b) to be provided with information about how their personal data is processed (this information is set out in these Terms of Business);

(c) to have their personal data corrected where necessary (they should contact us promptly if they become aware of any incorrect or out-of-date information);

to have their personal data erased in certain circumstances (please refer to the appropriate data protection legislation or consult the Information Commissioner's Office for details);

(e) to object to or restrict how their personal data is processed;

(f) to have their personal data transferred to themselves or to another business.

Individuals also have the right to take any complaints about how we process their personal data to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF <https://ico.org.uk/concerns/> 0303 123 1113.

For more details, please address any questions, comments and requests regarding our data processing practices to our Data Protection Manager namely

Andy Hearn, at Aim Risk Services, 5 Lloyd's Avenue, London, EC3N 3AE

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact Diana Bratt at the above address or email complaints@jameshallam.co.uk. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service (FOS). You will be able to do this if you are a private individual or a micro enterprise. Whether you are so entitled will not affect the promptness and fairness with which we will strive to resolve any complaints. You can contact the FOS by telephone on 0800 023 4567 and further information is available at www.financial-ombudsman.org.uk. If you do decide to refer any matter to the FOS your legal rights will not be affected. (If your complaint cannot be resolved immediately, you may be required to put this in writing for us to investigate further)

A full copy of our complaints procedure is available on request.

Compensation

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 business, the size of your business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim for non-compulsory insurances, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or by visiting www.fscs.org.uk/

Financial Crime

As an FCA regulated company, we work within its regulatory framework designed to prevent financial crime – such as financial sanctions, money laundering, fraud or bribery and corruption. We may need to seek additional information from you to ensure compliance with these obligations

Severability

If any provision of these Terms of Business is found to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Terms of Business and the remainder of the provision in question will not be affected

Assignment

We are entitled to assign the benefits of these Terms of Business (but not the burdens as set out in these Terms of Business) to any other company within the Group of Companies of which we are part but then only for so long as such Company remains a member of such Group.

We are entitled to transfer Client Monies to a similar bank account held in the name of any other company within the Group of Companies of which we are a part but the only for so long as such Company remains a member of such Group

Rights of Third Parties

Unless otherwise agreed between us in writing, no provision of this Terms of Business is enforceable under the Contracts (Rights of Third Parties) Act 1999 by any person other than you or us.

IMPORTANT INFORMATION



YOUR DUTY TO TAKE REASONABLE CARE NOT TO MAKE A MISREPRESENTATION

Under the Consumer Insurance (Disclosure and Representations) Act 2013 you have a Duty to take reasonable care not to make a misrepresentation.'

In arranging insurance cover and in setting the terms and premium, insurers rely on the information you have given us. You must take care when answering any questions we or the Insurer's ask by ensuring that all information provided is accurate and complete.

If it is established that you deliberately or recklessly provided false or misleading information your policy will be treated as if it never existed and all claims declined. If you carelessly provided false or misleading information it could adversely affect your policy and any claim. For example: -

- Your policy would be treated as if it had never existed and all claims refused and the premium paid would be returned. This will only happen if you are provided with insurance cover that would not otherwise have offered
- Insurers may amend the terms of your insurance. Amended terms may be applied as if these amended terms were already in place if a claim has been adversely impacted by your carelessness;
- Insurers may reduce the amount paid on a claim in the proportion the premium you have paid bears to the premium they would have charged you.

**FAILURE TO ANSWER QUESTIONS HONESTLY
AND REASONABLY WHEN ASKED MAY LEAVE
YOU WITH NO COVER AND A CLAIM NOT PAID**

WARRANTIES AND RISK MITIGATION TERMS



The provisions in the Insurance Act relating to warranties apply to you. The Act does not introduce a new definition of "warranty" however:

- Any term which seeks to make information provided when the policy was purchased into an insurance warranty will have no effect.
- Warranties have become a suspensive condition. Cover is suspended whilst you are in breach but will be restored once the breach is remedied.
- Warranties and similar terms which seek to mitigate risk will not be effective if you can show that non-compliance "would not have increased the risk of the loss which actually occurred in the circumstance in which it occurred."

Ref: Consumer TOBA 9.5 MAR18