

Terms of Business Agreement

This document details our services and our arrangements for dealing with Your insurance. Please read it carefully and retain a copy for Your records. The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to You, before and during the duration of the contract and this agreement shall be subject to English Law (Scottish Law where issued in Scotland).

The Financial Conduct Authority is the independent watchdog that regulates financial services. GM Insurance Brokers Ltd t/a Store Insure is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 306130. You can check our status at <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768. Our permitted business includes arranging, dealing in and assisting with the placing & administration of General Insurance policies.

How we treat Information You give to us (Our Privacy Statement)

We are a data controller and our data protection officer is Gavin Mead

We act as Your agent and will collect data, including personal information and risk details, solely to enable us to obtain and provide insurance quotations, arrange and administer Your insurance. Data collected by us is contractual, and for Our legitimate business interests as an insurance broker and We will be unable to offer any quotation or insurance if You refuse to provide certain personal data, including health, financial and criminal records data which is collected under the lawful basis of public interest, where these would affect the provision of cover and/or performance of insurance contracts.

Your information will be held securely by us and shared with insurers, and anyone else involved in the normal course of arranging and administering Your insurance which could include reputable providers outside the EU, to enable them to provide accurate terms and they will also obtain data about You and Your insurance history from various insurance anti-fraud databases, such as the Claims and Underwriting Exchange (CUE) as well as publicly available websites and credit referencing agencies.

We will also share Your contact information with Brief Your Market and Mailchimp who provide Our clients with newsletters and updates on Our service and other products available, but We will not give anyone else any personal information except on Your instructions or authority, or where We are required to do so by law, or by virtue of Our regulatory requirements. Information about You and Your insurances will be held while You are a client and for a minimum of three years, and in certain circumstances up to six years, after expiry of Your policies. Under the Data Protection Act data subjects have the right to see, and correct, personal information about them that We hold. Please write to our data protection officer at our usual office address if You wish to exercise Your rights or have a complaint about our use of Your data.

We are an independent insurance intermediary, who acts on our customers' behalf in arranging insurance. Our services include: arranging Your insurance cover with insurers and helping You with any ongoing changes You have to make. For Storage Insurance purchased via www.store-insure.co.uk we only offer products from one insurer and We will notify You of the insurer at the point of sale. Although We will not provide You with advice if You purchase a product on line – You can call us to discuss the product and We can assist You to ascertain if the policy is likely to meet Your needs. In these circumstances, We are not offering advice, but We are answering any questions that You may have regarding the policy.

Our Service to You and the Products we Offer

Information on Payment Options and How we will treat Payments You make to Us

We only accept payment by credit/debit cards – this payment method is available at the point of sale.

Under the terms of our agreements with the Insurance companies with whom we place business, we normally receive premiums You pay to us as Agent of the Insurer. All insurance premiums You pay to us are protected in a specific Risk Transfer account on behalf of the insurer or a Non-Statutory Trust Client Account until we pay insurers. We may use premiums kept in this account to provide credit to our customers, and, as a result we maintain additional capital resources and strict credit-control and monitoring procedures, as required by the FCA. We do not pay any interest on premiums held by us in the course of arranging and administering Your insurance.

Our Fees and Charges for providing Our Services to You

We usually receive commission from the insurer, which is taken from the amount You pay us, on the insurance with whom we place Your business. Insurer commission could typically be up to 35% and we also make the following charges to cover the administration of Your insurance:

Arranging a New Policy via Store Insure (this is identified at quotation stage, the point of sale and at the point of payment)	£5.00
Cancelling Policies, when the policy is cancelled outside of the 14 day cooling off period	£10.00

We also receive additional remuneration based on the volume or profitability of our account with the insurer details available on request.

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Our aim is to provide a first class service, however, if You wish to register a complaint, please contact us **by writing** to Gavin Mead, GM Insurance Brokers Ltd, 5 Mulberry Court, Lustleigh Close Matford Business Park, Exeter, Devon. EX2 8PW or, **by phone** on 01392 426799, **by email** at sales@gm-insurance.co.uk.

How You can
Complain

If You cannot settle Your complaint with us, You may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment. The FOS Consumer Helpline is on **0800 023 4567** and their address is: Financial Ombudsman Service, Exchange Tower, London E14 9SR Their website is at: <http://www.financial-ombudsman.org.uk/> or, if Your complaint relates to a policy sold online or via email can register the complaint using the European Online Dispute Resolution platform at <http://ec.europa.eu/consumers/odr/>

The Financial Services Compensation Scheme (FSCS) We are covered by the Financial Services Compensation Scheme (FSCS). Insurance advising and arranging is covered for 90% of the claim, without an upper limit. For compulsory insurances (eg., motor insurance and employers' liability insurance), insurance advising and arranging is covered for 100% of the claim, without an upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Your
Responsibility to
Provide
Information

You must take reasonable care to answer all questions honestly and to the best of Your knowledge, and if You volunteer any other information, You must ensure that the information is not misleading.

If any information that You have provided to us changes before You take out Your insurance, during the life of the policy, You must inform us of the change. If You deliberately, recklessly or carelessly misrepresent any information in relation to this insurance then Your policy may be cancelled without refund, or treated as if it never existed, or Your claim rejected or not fully paid.

Reporting Claims: As part of our service, we will assist You with any claim You need to make and tell You what Your responsibilities are in relation to making claims.

All incidents which could lead to a claim must be reported as soon as practicable. Your insurer's claims procedure is shown in Your policy Wording.

You have a legal right to cancel Your policy for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. **If You wish to cancel a policy You must advise us in writing, prior to expiry of the 14-day cancellation period, to our usual office address.**

Your Right
to Cancel