

## Customer Insurance Service Information

### Introduction

This information applies to our business insurance policies and should be read in conjunction with our Privacy Policy (available on our website) as well as the applicable insurance policy documents. Please bear in mind, the insurance policy terms and conditions will prevail over any of the terms below should any contradiction arise.

Terms for Military Kit & Contents Insurance can be found at <https://go.servicesfamily.insure>

### Who we are

Services Family Ltd (“we”, “our” or “us”) is a company registered in England and Wales, Company Number 09079706. Our registered office is at 22 St Peter’s Street Stamford PE9 2PF.

Services Family and Services Family Insurance are trading names of Services Family Ltd which is an appointed representative of Tapoly Limited, a company authorised and regulated by the Financial Conduct Authority under firm reference number 783637 to carry on insurance distribution activities. You can verify these details by visiting the FCA’s website ([www.fca.org.uk/register](http://www.fca.org.uk/register)) or by contacting the FCA on 0800 111 6788.

You can contact us by emailing [support@servicesfamily.insure](mailto:support@servicesfamily.insure) at any time or, by telephone on **0800 029 3585** between the hours of 08:00 – 17:00 Monday to Friday excl. Bank Holidays.

### Our Insurance Service

We are an insurance intermediary and not an insurance company. We have entered a contractual agency relationship with the insurers, detailed in the table at the end of this document, that enables us to collect the premium and distribute each of the insurance products listed. When providing our business insurance service, we act for and on behalf of MGAM Limited as the insurance provider. MGAM Limited in turn acts on behalf of the insurers who underwrite the policy.

Neither we nor any of the insurers we deal with have any direct or indirect shareholding in each other representing more than 10% of the voting rights or capital.

Any insurance claims you make must be notified directly to the insurer or their nominated claims representatives. For more information, please refer to the policy documents.

### Helping you make an informed decision

We are not authorised to offer any advice or make a personal recommendation regarding the suitability of an insurance policy. However, the policy summaries are designed to provide you

with the information needed to help you make your own informed decision on whether this policy suits your needs. These are available through the website and during the quote process.

### **How are we paid for arranging the insurance?**

When we sell you a policy the insurer pays us a percentage commission from the total premium. If the policies we sell reach specific long-term profit targets, the insurer may also pay us an additional bonus. We do not charge for policy administration, but the insurer may include an element for administration costs in the premium we are able to offer.

### **Special Terms for Consumers:**

**If you purchase a policy in your capacity as a consumer, which means you are a person acting for purposes which are outside your trade or profession, the following terms apply:**

#### **1. Consumer disclosure**

Please be aware that it is your sole responsibility to take reasonable care to provide accurate and complete information and not to make a misrepresentation in response to any questions asked during the application process, when amending or renewing your policy and when making a claim.

Remember careless answers, non-disclosure, and/or reckless or deliberate misrepresentation can result in claim(s) being denied and/or policy cancellation.

Misrepresentation is a serious matter with serious consequences, for both the cover offered, as well as the likelihood of obtaining cover in future.

#### **2. Insurance Policy Cancellation**

You may have the right to cancel a policy within 14 days of the policy start date or after you receive your policy documents, whichever is later. For details please refer to the policy documents.

### **Special Terms for Commercial Customers:**

**If you purchase your policy in your capacity as a commercial customer, which means you are a person acting for purposes in connection with your trade, business or profession, the following terms apply:**

#### **1. Commercial Customer disclosure**

You owe a legal duty to make a fair presentation of the risk to the insurer. You have a legal duty to disclose to the insurer every material circumstance which you know or ought to know after a reasonable search or which is sufficient to put the insurer on notice that it needs to make further enquiries for the purpose of revealing those material circumstances. In addition, you have a duty to disclose information in a clear and accessible manner.

A circumstance is material if it would influence a prudent insurer's judgement in determining whether to take the risk and, if so, on what terms.

Failure to disclose a material circumstance may entitle an insurer to:

- in some circumstances, avoid the policy from inception and in this event any claims under the policy would not be paid;
- impose different terms on your cover; and/or
- reduce the amount of any claim payable

This duty applies:

- before your cover is arranged;
- when it is renewed; and
- at any time that it is varied.

## **2. Commercial Customer Remuneration Disclosure**

You are entitled, at any time, to request information regarding the amount of remuneration we have received as a result of arranging your policy.

## **3. Services Family Additional Benefit - Insurance Cancellation Rights**

Services Family has agreed with its insurers that commercial customers may have the right to cancel a policy within 14 days of the policy start date or after they have received the policy documents, whichever is the later. Details can be found in the policy documents.

## **Insurance Premium**

We have entered into a written agreement with the insurers that we deal with so that all premiums you pay to us are held on trust as an agent of the insurer. In accordance with this agreement, premiums are treated as being received by the insurer when received into the Services Family Ltd 'trust' bank account and any premium refund is treated as received by you only when it is actually paid over to you.

## **Awareness of policy terms**

When a policy is issued, you are strongly advised to read it carefully, as it is that document, the schedule and any certificate of insurance that details the cover that you have in place. If you are in doubt over any of the policy terms and conditions, please contact us as soon as possible.

## Law

English law will apply to these Terms & Conditions, as well as to legal arbitration of any other aspect of your relationship with us. Insurance documentation is provided in electronic formats. Please contact us if you would like us to send you paper copies which are available free of charge.

## Complaints

We strive to offer an excellent level of service in all aspects of our business, but if you are not happy, please contact us as soon as possible. Our complaints procedure is available on request or on our website.

## Financial Services Compensation Scheme

As an Appointed Representative of Ambant we are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our obligations, you may be entitled to compensation from the scheme depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk). Their telephone number is 0800 678 1100 or 020 7741 4100.

## Insurer Table

Insurance Product	Insurer
<ul style="list-style-type: none"> <li>• Public Liability Insurance</li> <li>• Employers Liability Insurance</li> <li>• Personal Accident Insurance</li> <li>• Tools and Business Equipment Insurance</li> </ul>	Convex Insurance UK Limited, 52 Lime Street, London, EC3M 7AF (This policy is provided by MGAM Limited and underwritten by Convex Insurance UK Limited).