



Terms of Business

About Us

SilverLine Insurance of 10 Lanark Square, London E14 9RE is authorised and regulated by the Financial Conduct Authority. We are permitted to arrange non-advised sales as an agent of insurers and clients and assist in claim handling with respect to non-investment insurance policies. Our Firm reference number is 599381, which may be verified on the FCA's register by visiting the FCA website at <http://www.fca.org.uk/> or by contacting the FCA on 08001116768. All sales are conducted on a non-advised basis. You will not receive any advice or recommendations from us. We will provide details about the products or policies from which you can make a decision about their suitability for you.

Product Providers

We only select insurance products from a limited number of insurers; you may ask for the list of the insurers we deal with for your requested product. We will not in any circumstances act as an insurer nor guarantee or warrant the solvency of any insurer.

Complaints

It is our intention to provide a high level of service at all times. However we do recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly. If you wish to register a complaint first please contact us, we will try to put things right immediately. You can complain by letter at the above address, telephone 02033060026 or email. In all cases please quote your reference number or other reference we have given you. If you cannot settle your complaint with us you may be entitled to refer your matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman service by telephoning 08450801800 and further information is available at <http://www.financial-ombudsman.org.uk/>. If you decide to refer any matter to the financial Ombudsman service your legal rights will not be affected.

Compensation Arrangements

We are covered by the Financial Compensation Scheme (FSCS). You may be entitled to compensation from that we are covered by the Financial Service 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 and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For Compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, also without any upper limit. Further information about compensation scheme arrangements is available from the FSCS on 08006781100 or 02077414100 or by visiting <http://www.fscs.org.uk/>

Your Duty of Disclosure

Consumers:

You must take reasonable care not to take misrepresentation to the insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

Commercial Customers:

If the insurance is arranged wholly or mainly for purposes related to your trade, business or profession you have a duty to disclose all material facts whether or not the insurer asks for specific information. This duty applies throughout the life of your policy, and when you renew your insurance. Material facts are any facts that may influence the insurer's decision to accept the policy and/or what terms are applied. Failure to disclose a material fact may invalidate your insurance and could mean that part of or all of your claim may not be paid.

How to Cancel

You may have a statutory right to cancel a policy you take out through us within a short period. Please refer to your policy summary or your policy documents for further details. We consider taxis to be commercial business and as a right no statutory rights to cancel (cooling off period) applies. If you cancel within the statutory cancellation period (where this applies) you will receive a pro rata refund of premium from the insurer. Insurers are also entitled to make an administrative charge. In addition, we may keep an amount which reflects the administrative costs of arranging the cancellation of the policy. Details of these amounts are given in our fees and charges below. If you wish to cancel outside of the statutory cancellation period (where this applies) you may not receive a pro rata refund of premium. In addition we may also keep an amount that reflects the administrative costs of arranging and cancelling the policy (see our scale of charges below). If your policy is cancelled you are required to surrender the certificate of motor insurance. If you have lost the certificate of motor insurance you must complete a lost certificate declaration. Please contact us for further information.

Short Term Policy Cancellations

In the event of cancellation of any policy which is issued for a period of less than 12 months, there will be no return of premium due from the insurer. This does not affect your statutory rights.

As per our business policy we advise all our clients to take out third party insurance. However clients have the right to choose from any type of insurance and make a decision on their own.



Fees and Charges

In addition to premiums charged by insurers we make the following charges

- New business and renewals up to £78.75
- All mid-term adjustments- £25.00
- Issuing of duplicate documents- £15.00 per document
- Cancellation of policy- £25.00
- Payment by credit card- 2.5% of the total due
- Unpaid cheque £15.00
- Postage Charge £2.50
- Orbit Finance default Charge £25.00

Please note that these are not refundable in the event of cancellation.

If an annual policy is cancelled we will deduct the commission due from any refund. This is due from the percentage we receive from each insurer. Prior to acceptance, charges payments and frequency of collection will be explained to you in full. No cover will be incepted until the agreed payment has been received. We accept payment in cash, cheque and most forms of credit card and debit cards with the exception of Amex and Diners Club. Please note for cash transaction we may need two forms of ID.

Consumer Credit

SilverLine Insurance is a credit broker- this means that we can offer you premium finance products provided by lenders and can arrange instalment facilities but we are not a lender. One of the lenders we deal with is Orbit Finance Limited. We may take a fee from customers for this credit broking service and any charges imposed by the lender will be explained in the Consumer Credit Agreement provided by them. It is important that you read through this document carefully to ensure you are fully aware of any fees or charges which may apply and when these may be payable eg: if your premium is paid by direct debit, any payments not made by direct debit (such as over the phone and by telephone) and any payment defaults will incur a late payment/manual administration fee of £25.00 per transaction and they may impose additional charges.

Documents sent by email

If you agreed to receive your policy by email we will send all documentation, including certificate of insurance to the email address you have supplied to us. Please note that your insurer has the right to cancel a policy by giving you seven days' notice which would be communicated by email. Please contact us if you change your email address. Please note the request for us to post documentation to you may incur a charge of up to £2.50.

Protecting your money

Prior to your premium being forwarded to the insurer and to be protected we hold your money as an agent of the insurer in an insurer trust account. We may need to transfer your money to another intermediary in some cases. However your money will be protected at all times because of the requirements of the FCA rules. We also reserve the right to retain interest earned on this account. By accepting this terms of Insurance Business Document, you are giving us consent for us to operate in this way.

Protecting your Information

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 or with your own consent in relation to administering your insurance, and except where law requires us. The FCA may ask us to provide it with access to our customer records in order that it may carry out a review of our activities.

Some or all of our insurance you supply to us in connection with your insurance proposal may be passed to insurance and other companies for underwriting, claims and premium collection purposes. Your data will be held in accordance to the data protection act 1998, under which you have a right to see personal information about you that is held in our records, whether electronically or manually. We and/or the insurer and/or credit providers may use publically available data from a variety of sources, including credit reference agencies and other external organisations to verify your identity or creditworthiness, to avoid fraud, and to obtain beneficial quotes and payment options on your behalf. Each of your searches may appear on your credit report whether or not your application proceeds. If you have any queries, please write to our managing director at the address shown above.

How to claim

Please refer to your policy summary or your policy document if you need to notify a claim. You should contact the insurer within 24 hours using the contact details provided. Failure to report any accidents within 24hours may result in an increased excess being applied by your insurer for a late report. If in doubt about whom you should contact, please contact us on 02033060026

Awareness of policy terms

All of our policies are underwritten by leading insurers please visit our website at <http://silverlineinsurance.co.uk/> or contact us to obtain policy wordings, key facts and find out more information about companies that we use and the services that we offer. You are strongly advised to read your policy wordings carefully, as it is that document, the schedule of cover and any certificate of insurance which forms the basis of the contract of insurance you enter into. If you are in any doubt over the policy terms and conditions, please contact us promptly. The insurer's policy wordings provide important details about your policy. Please refer to your policy wordings which are available on our website but if you prefer for us to download your policy wordings then please call to request.

Webpay and Tonepay Facility

Please note for our short term 7 day or 30 day taxi policies you may be able to use our Tonepay or Webpay facility to purchase another short term new business policy subject to no changes, we are unable to guarantee the services as they operate on several software's which are not within our control. Should you wish to utilise these system please do so in advance of your last policy expiring to ensure you have time to check receipt of your documents and to call us if these are not received during our opening hours.

Sign.....

Date.....