

## TERMS OF BUSINESS AGREEMENT

### This document

This contract is between Insurecarhire.co.uk and you, our customer.

### Who we are

Insurecarhire.co.uk is a trading name of Ramasis Limited, a general insurance intermediary.

We are authorised and regulated by the Financial Conduct Authority (FCA), and you can search for us on the financial services register. Our firm number is 469048. You can find out more by going to

[www.fca.org.uk](http://www.fca.org.uk) or calling the FCA on 0800 111 6768.

Our address is: 28 Station Close, Potters Bar, Herts, EN6 1TL.

Our telephone number is: 01707 708 405

Our website is: [www.insurecarhire.co.uk](http://www.insurecarhire.co.uk)

Our email address is:

[admin@insurecarhire.co.uk](mailto:admin@insurecarhire.co.uk)

### The products we offer

When an insurance policy is offered to you, we act as agent of the relevant insurer or service provider. We only deal with a select panel as detailed below. We are however, not contractually bound to do business this way:

<u>Product Name</u>	<u>Provider</u>
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Self-drive Hire insurance (PAYG)	Xpekt
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Collision Damage Waiver Insurance	Universal Insurance Company (Guernsey Limited)
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We are connected for the purposes of the Insurance Companies Regulations 1994 to Universal Insurance Company (Guernsey) Limited. We do, however, act totally independently in the day-to-day running of our business and in deciding which insurers to place business with. Wherever we arrange a policy underwritten by Universal Insurance Company (Guernsey) Limited we will inform you.

We will receive payment of your premium from you as agent for the relevant insurer. Any refund of premium we receive from the insurer in respect of your insurance is also received by us as agent of the insurer. If you purchase an insurance policy, and for all subsequent transactions, we will be paid a commission by the relevant insurer as agreed between that company and us.

### Your information

Your information will be kept private and confidential. There are certain times when we need to share your information with business partners, insurers, credit providers and other third parties. We do this when they are directly involved in administering your insurance.

We also use your information to keep you up to date with developments at insurecarhire.co.uk and our other companies. We might need to do this for legal reasons, to help you find your insurance policy or collect payment. We record all calls.

We hold data in line with the Data Protection Legislation. This means you have the right to see the personal information we hold about you. If you want to know what information we hold about you, please let us know. There is no charge for this information. There may be a charge if the request is onerous, but this will

only cover the cost to us.

We also use information that is publicly available to help check who you are and protect against fraud. This includes things like credit referencing and checking the financial sanctions lists. Credit checks may appear on your credit report, even if you don't take the policy out. If you have any queries don't hesitate to call or write to us.

For more information on how we hold and process your information please refer to our privacy notice which is available on our website. Universal Insurance Company (Guernsey) Limited also have a privacy notice, which can be found [here](#).

#### What you will have to pay for our services

We do not charge for any quotation.

You are advised that the total price quoted to you may include a fee/ service charge; these will be presented to you separate from the insurance premium and are non-refundable.

Arrangement Fee	A one off non-refundable administration charge of £500 to open an account.
Cancellation Fee	If you or we cancel your account, you will have to pay a cancellation fee of £50
Cancellation by insurecarhire	We reserve the right to cancel your policy giving 7 days' notice via recorded delivery. The 7 days starts from the date of the letter not the date received.
Monthly site charge	We will deduct £10 from your account balance for every month a hire is not processed and paid for through the system. If there is less than £10 in the account, the amount remaining in there will be deducted. If there is no money in the account, it will not go overdrawn

#### Card Payment

We do not make any charge for credit/debit card transaction.

#### Daily Car Hires

We reserve the right to adjust your daily rates at any time giving 7 days written notice electronically.

#### Cash Hires

Cash hires are not permitted for single hires or account customers. All payments taken in relation to the hire

must be made by credit/debit card & paid for by the hirer or a family member. The hire company is not permitted to pay on behalf of the hirer. Failure to comply with these requirements will result in any own damage claim being repudiated & any third-party outlay being recovered.

#### Claims Procedure

Please note that you are required to report all claims to us within 24hrs. All validation documents

are also required within the same time frame (please refer to the documents library for further information on what documents are acceptable). Failure to do this can result in your account being suspended. We constantly monitor accounts to make sure the loss ratio (premium vs claims) is at a satisfactory level. If this creates a cause for concern, then we will look to increase the daily rates & excess & in the worst-case scenario close the account. 7 days written notice via e-mail will be given for either scenario.

### **Audit**

Regular audits will be conducted to ensure that validation documents are being taken for all hires.

### **Motor Insurance Database (MID)**

All vehicles on the insurecarhire system must be on the MID all year round under an "off hire" policy. We are to be supplied with a valid/in date copy of the certificate of insurance or cover note for this policy otherwise the account will be suspended until such time that do. If a vehicle does not show as insured, then it will be removed until such time that it does.

### **The service we will provide you with**

The products we sell are sold on a non-advised basis. This means that we will provide you with information about the policy and you will need to make your own choice as to whether it is suitable for your needs before you buy.

### **Your right to cancel your insurance and your cooling off' period**

If your insurance is lasting less than 29 days, you do not have a statutory 'cooling off' period. You will however be refunded for any full unused days (providing there has not been a claim), The monies will be refunded back onto your insurecarhire account immediately after cancellation of the cover. Cancellation of the insurance policy will also cancel any associated Collision Damage Waiver Insurance Cover you have purchased.

### **Account Closure**

If the account goes a prolonged period of time (maximum 6 months) without being used, we reserve the right to close the facility. Notification of this will be sent via a 7-day recorded delivery letter to the last known address we have on record.

### **Introducer Arrangements**

A third party may have introduced you to us and for this the introducer may be paid a fee by us.

### **How you can buy insurance from us**

You can get a quote from our website and buy the insurance cover online using a credit or debit card. You cannot buy insurance cover from us over the telephone.

### **Protecting your money**

We hold your premium (payment or refund) in a trust account as agents of the insurers until it is passed to the insurers or refunded to you. While it is in the account, your money cannot be used for any other purpose other than paying the insurer or any brokers through whom we may have arranged your insurance. We will retain any interest earned on the account.

As a broker, we cannot and do not guarantee an insurers' solvency or continued ability to trade throughout the duration of your insurance policy, it is for you to decide on the suitability of an insurer and whether you wish to proceed.

We're covered by the Financial Services Compensation Scheme (FSCS). The FSCS steps in when financial services firms go into default. In the unlikely event that happened to Ramasis,

you may be able to claim. Insurance advising is covered for 100% of the first £2,000 of any losses and up to 90% of any additional amounts claimed, with no upper limit. Compulsory insurance is protected in full. You can find out more at [www.fscs.org.uk](http://www.fscs.org.uk). Credit broking is not covered by the FSCS.

#### **What to do if you have a complaint**

Our aim is to provide the best possible service to our clients always. In the unlikely event that you should wish to complain, please submit your complaint in writing or telephone us on 01707 708 405

. We will reply to your complaint within 5 days of receipt of your letter or your telephone call. Please address any correspondence in relation to a complaint to the ICH Customer Services Manager, 28 Station Close, Potters Bar, Hertfordshire, EN6 1TL. If your complaint is about your insurance company, their complaints information will be in their policy booklet.

#### **Applicable law**

English law applies to your relationship with us. Similarly, unless you and your insurer agree otherwise, English law applies to your relationship with your insurer and your insurance contract.