

# CFN Insurance Services Limited Trading as Bridle Insurance

## Leisure Terms of Business

### INFORMATION ABOUT US

CFN Insurance Services Limited also trading as Bridle Insurance has one trading addresses: Tamarisk House, North Leigh Business Park, North Leigh, OX29 6SW. The firm is authorised and regulated by the Financial Conduct Authority ("FCA"). Our permitted business is advising, arranging and assisting in the administration and performance of general insurance contracts. We may also act as agents of Insurers. Our FCA Register Number is 307818. These details can be checked on the FCA's Register by visiting the FCA's website: [www.FCA.gov.uk/register](http://www.FCA.gov.uk/register) or by contacting the FCA on 0845 606 1234. **Please read this agreement carefully** as it sets out the terms on which we agree to act for you and contains details of our regulatory and statutory responsibilities. Please contact us immediately if there is anything in these terms of business that you do not understand or with which you disagree.

### CLIENT CLASSIFICATION

The FCA regulations set out two types of customer, Consumers and Commercial, and different levels of customer protection apply to each. We have classified you as a **Commercial Client**.

### RELATIONSHIPS

CFN Insurance Services Limited also trades as Bridle Insurance. We are registered in the United Kingdom; our registered office is Jamesons House, Compton Way, Witney, Oxon, OX28 3AB; our Companies House registration number is 05132465.

### OUR SERVICES

We are an independent intermediary and act on your behalf when arranging insurance for you. Our service includes: -; arranging your insurance cover with insurers to meet your requirements and helping you with any ongoing changes you have to make, we do not give advice. We offer a range of insurance products on the basis of fair analysis and have access to a number of insurers with whom we place your insurance, however, in some circumstances we may only deal with a limited panel or a single insurer. We will give you details of these insurers when we discuss your individual requirements. If we are unable to place your insurance(s), we will advise you of this.

### SECURITY

We have regard to the financial standing of any Insurers with whom we place insurance. However we do not guarantee the solvency of any insurer we place business with. Your liability for the premium, whether in full or pro rata, may arise under insurances even where a participating Insurer becomes insolvent or goes into administration.

### POLICY DOCUMENTATION

We aim to produce evidence of cover in a timely manner. This will confirm the basis of the cover, give details of the Insurer(s), and include a debit note. Prior to the conclusion of the contract you will be given a statement of demands and needs. You should read this carefully. It will set out your demands and needs and confirm whether the contract has been personally recommended and if so, the reasons for making that recommendation.

You will be provided with renewal terms in good time before expiry of the policy, or we will notify you that renewal is not being invited. You will be given an explanation of any changes, where necessary and in good time, which might appear in your policy.

### DUTY OF DISCLOSURE

We would remind you that you are responsible, both now and throughout the duration of the cover to provide us with any material facts that are likely to affect the assessment of your insurance that we arrange on your behalf. Facts material to the insurance are matters or information which may influence your insurer as to acceptability or otherwise of your proposal or renewal and must be disclosed immediately. Failure to provide full and accurate information both now and throughout the duration of the cover may mean that your insurance becomes invalid. If you are in any doubt as to what facts are considered to be material then you should disclose them to us.

### CLAIMS

You must notify us as soon as possible of a loss, claim or circumstances that may give rise to a claim in accordance with the notification provisions contained in your policy. We will provide you with all reasonable assistance in submitting a claim and seeking to obtain reimbursement or indemnity.

Should your claim relate to damage of your property you must not instruct any repair work until we or your insurers have authorised you to. Please also take care not to dispose of any damaged items. If your claim relates to a third party i.e. damage or injury to a third party or their property then please forward to us all relevant correspondence immediately, please do not attempt to answer any such correspondence yourself. Your cover could be jeopardised if you attempt to negotiate or respond to any incident without the prior notification / authorisation of us or your insurers.

### PREMIUM

You must provide the premium due in cleared funds in accordance with the amounts and payment dates specified in our debit notes. Failure to meet the payment date may lead to Insurers cancelling your policy. Where Insurers have specified that the premium must be received by a certain date, failure to comply can result in the automatic termination of your insurance contract. We may provide you with details of how to spread your payment through a credit facility. We will give you full information about these options and the interest payable.

## REMUNERATION

Our remuneration may be as a fee, and, or commission which is expressed as a percentage of any insurance premium payable by you and allowed by the Insurer with whom the insurance is placed, or a combination both. We reserve the right to retain any earned fees and commission in full in respect of the period of the insurance in relation to insurances placed by us.

You are entitled to request that we notify you of the level of remuneration we receive from insurers. In the event of a policy being cancelled prior to the full term we reserve the right to deduct any commission or fees from any premium rebated by the insurers to cover our costs.

## FEES

We shall apply fees on the following scale:

1. New business, mid term adjustment, or renewal of your policy:
  - i) £35 in respect of premiums between £1 - £499
  - ii) £50 in respect of premiums between £500 - £999
  - iii) £100 in respect of premiums over £1000, or as otherwise stated within our quotation.
2. Any return premium £50

## CLIENT MONEY

Client Money is money that we receive and hold in the course of carrying on insurance mediation on behalf of our clients (including you as our Client) or which we treat as "Client Money" in accordance with the FCA's Client Money rules. We only hold Client Money on behalf of an Insurer in accordance with a written agency agreement with the insurer, as the majority of insurers that we use have granted us risk transfer. This means that when we receive premium from you or when we receive a return premium or claims monies from the insurer that are due to you, we will be holding this money as an agent of the insurer and under the risk transfer agreement the insurer will bear the risk for any losses or claims in relation to the client money. Occasionally we may use another intermediary to arrange your insurance and your premium will be passed to these intermediaries for payment to the insurer. Where this is the case the firm will use appropriate skill, care and judgment in selecting third parties in order to ensure adequate protection of client money.

## STATUTORY TRUST

Where client money is not held under a risk transfer agreement, client money is segregated from the firm's money in a statutory trust account. This means that in the event of the firm's failure, client monies are protected against claims of general creditors whose entitlements will be subordinated to those of the clients'. All client money is held at an approved bank and in accordance with FCA Rules. By accepting these terms of business you consent to us holding your money in this way.

## PAYMENT TO THIRD PARTIES

We may transfer Client Money to another person, such as another broker for the purpose of effecting a transaction on your behalf through that person.

This may include brokers and settlement agents outside the UK. The legal and regulatory regime applying to a broker or settlement agent outside the UK may be different from that of the UK and, in the event of a failure of the broker or settlement agent, this money may be treated in a different manner from that which would apply if the money were held by a broker or settlement agent in the UK. You may notify us if you do not wish your money to be passed to a person in a particular jurisdiction. Where client money is transferred to third parties the firm will use appropriate skill, care and judgment in their selection process to ensure adequate protection of client money.

## BANK ACCOUNTS

We will always deposit money with an approved bank, which will generally be Barclays Bank plc. Please let us know immediately if you do not wish us to use this bank or if there are any other banks you would not wish us to use. A list of banks we currently use is available on request.

## COMPLAINTS

It is our intention to provide you with a high level of customer service at all times. If there are occasions where we do not meet your standards please contact us, either in writing to The Compliance Officer, Tamarisk House, North Leigh Business Park, North Leigh, OX29 6SW by telephone on: 0845 034 9637. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London, E14 9SR; telephone 0845 080 1800; website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **COMPLAINTS IN RELATION TO LLOYD'S POLICIES**

In respect of any complaints received by Pardus relating to Lloyd's business written on behalf of Underwriters, when a complaint is received, Pardus will log the complaint on its internal systems and promptly notify Underwriters within 24 hours who will take over the responsibility of dealing with the complaint. To the extent required, Pardus will cooperate with Underwriters to ensure the fair and consistent handling of the complaint. Lloyd's will aim to conclude the majority of complaints received within 8 weeks in accordance with the FCA Handbook. This operates under a 'two stage' complaints process.

### **Stage 1**

Any complaint, whether verbal or written, that cannot be resolved within 24 hours must be referred to Underwriters who will have 14 days, including the time Underwriters spend trying to resolve a complaint, to issue a Stage 1 response.

### **Stage 2**

Lloyd's obtains the documentation from the Underwriters and undertakes a full review of the complaint. When the review is complete a Final response will be issued by Lloyd's detailing the outcome of these investigation.

If the complainant remains dissatisfied at this point, the matter can be referred to the Financial Ombudsman Service "FOS" (if eligible) provided it is done within 6 months of the date of the Final Response. The FOS can only consider the complaint following consideration by Lloyd's."

## **COMPENSATION**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation up to 90% of the claim with no upper limit. Compulsory insurance is protected with no upper limit, if we cannot meet our obligations. This will depend on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS at 7th floor, Lloyds Chambers, Portsoken Street, London, E1 8BN ; telephone 020 7892 7300; Fax: 020 7892 7301; email [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

## **MONEY LAUNDERING/PROCEEDS OF CRIME ACT**

UK money laundering regulations require us to obtain evidence of the identity of clients for whom we act at the start of a business relationship. Claims payment will be made in favour of you. If you require a payment to be made to a third party then you must confirm the required payee name and details and provide a brief explanation for your request.

## **CONFLICTS OF INTERESTS**

The firm will manage conflicts of interests fairly. Where a conflict of interest exists which cannot be resolved, the firm will inform you of the conflict and obtain your consent before proceeding any further.

## **CONFIDENTIALITY**

All information about you and your insurances is confidential. We will use and disclose the information we have about you in the normal course of arranging and administering your insurance, or where we are required to do so by law, or by virtue of our regulatory requirements. We may also use your information to provide you with details about other products and services available within our Group of Companies. You have the right to request that we do not do so if you wish. We may pass information about you to credit reference agencies for the purposes of arranging payments by instalments and may also pass these details of your payment record with us. We will not give anyone else any personal information except on your instructions or authority. We are registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data.

## **LAW AND JURISDICTION**

These terms of business shall be governed by and construed in accordance with English law and practice and any disputes arising under it shall be determined in the English Courts.