

## Client Agreement - How we are regulated

**Insync Insurance Solutions Ltd trading as Phew! Cover, 9 Albany Park, Cabot Lane, Poole, Dorset, BH17 7BX, 0800 975 5202, hello@phewcover.com.**

### The Regulator

The Financial Conduct Authority (FCA) is an independent watchdog that regulates financial services.

Our Financial Services Register number is 766691 and you can check our status and permissions at <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance policies. We also have permission to provide credit broking service.

### Our Service

We are an independent insurance intermediary and we will act on your behalf in arranging your insurance requirements. However, in certain circumstances we may act for, or owe a duty of care to, other parties such as insurers. We will inform you should this occur and you will be made aware of any possible conflict.

In respect of policies purchased through our website you will not receive advice or a recommendation from us and you will then need to make your own choice regarding the suitability of products offered and about how to proceed. Guidance on the circumstances in which any policy is likely to meet customer's needs, will be confirmed in a demands & needs statement with the quotation.

### Whose products we offer

In respect of products purchased via our website, this will be from a single insurer for each event, who will be clearly identified in the quotation. This insurance is offered over a 12 month free period, with the option to renew the policy on request.

### Money

We will hold money that is paid to us in accordance with the regulators rules or under a risk transfer agreement with insurers. This will include holding money in one of the following ways:

A **statutory trust client bank account** that only allows us to use the money held in trust on behalf of a customer for paying that customers' premium to an insurance company and to pay premium refunds or claims we receive from that insurance company to the customer, once the premium has been received from that insurance company. We cannot use that customer's money to pay another customers premium or refund. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance, unless, in the case of consumer transactions we receive more than £20 per transaction, and then we will ask for your permission to retain the interest. Unless you tell us otherwise, you are consenting to us holding the money in this way.

**By holding money in this way, means that in the event that this firm becomes insolvent your money remains protected.**

### How we are paid

We usually receive a commission from the insurance provider with whom we place your business, and in such a case, the commission will be paid to us either when we are in receipt of cleared funds from you (or the premium finance company, if one has been used) or, when the insurer has received cleared funds from us in respect of the premium due under your policy. The individual agreements we have with each insurer will determine which of the two methods above is used to make this transfer of commission. We also receive commission for arranging finance agreements for the payment of insurance premiums and this is usually expressed as a percentage of the individual loan and is paid to us directly by the premium finance provider. We may also receive a commission or fee for passing introductions to other professional firms.

We do not make any additional charges for administering your insurances.

If you make a change or cancel your policy mid-term that results in a return of premium, we will retain any commission and/or fee amount to cover our administration costs. This amount will be specified to you during the transaction process.

If you would like details of how much commission we earn for arranging your policy, please let us know.

### Complaints

Our aim is always to provide our customers with a first-class service; however we are aware that, occasionally, it is possible that we may fail to meet your expectations. If for any reason we have not met your expectations, let us know as soon as possible, by calling our main office telephone 0800 975 5202, or write to Fallon Sweetman at [complaints@insyncinsurance.co.uk](mailto:complaints@insyncinsurance.co.uk) or by post to 9 Albany Park, Cabot Lane, Poole, BH17 7BX.

If we are unable to resolve the issue to your satisfaction by the end of the next business day, we will formally investigate the matter. You will receive an acknowledgement of the matter together with a copy of our complaints process promptly and certainly within 5 working days. We will then aim to investigate and provide a resolution as quickly as possible, informing you of a final response no later than 4 weeks.

If you are not happy with our response, or the position after a period of 4 weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) for an independent assessment and opinion.

The FOS Consumer Helpline is on **0800 023 4567** (free for people phoning from a "fixed line" (for example, a landline at home) or **0300 123 9123** (free for mobile-phone users paying monthly charge for calls to No's starting 01 or 02). Alternatively, you can contact them at Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If your insurance is provided by Underwriters at Lloyd's, and you are unhappy with our response, you may be entitled to refer the matter to the complaints team at Lloyd's. Lloyd's will investigate the matter and provide a final response. Full details of Lloyd's complaints procedures are available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints).

**A full copy of our complaints procedure is available on request.**

### Financial Services Compensation Scheme (FSCS)

If we are unable to meet our obligations, you may be entitled to compensation from the FSCS. If we have advised or arranged insurance for you this will be covered for 90% of a claim, without any upper limit, however claims under compulsory insurance, professional indemnity insurance and certain claims for injury, sickness or infirmity of the policyholder are protected at 100%. Further information is available from the FSCS helpline on 0800 678 1100 or 020 7741 4100 and [www.fscs.org.uk](http://www.fscs.org.uk).

The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms. Compensation is usually payable if an authorised firm is unable or unlikely to pay claims usually because it has ceased trading or become insolvent.

### Claims Service

In the event of a claim, or any circumstances which you believe may give rise to a claim, it is your responsibility to notify your insurers and your Policy documentation will include the required procedures and contact information. Normally insurers require immediate notification of a claim and any delay on your part in notifying and/or completing any required forms could result in a loss not being paid.

We may, on occasion, be required to act on your behalf in respect of a claim. Should we be required to provide (at your request) a claims handling service, this may be subject to payment of a reasonable fee.

### Governing law

This agreement will be governed by and construed in accordance with English Law and dispute arising under it shall be subject to the exclusive jurisdiction of the English courts.