# BIG Warranties - Terms of Business

**Please read this document carefully**. It sets out the terms upon which we agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities. Please contact us immediately if there is anything in these Terms of Business that you do not understand.

## About our company

BIG Warranties Ltd is an insurance intermediary which is authorised and regulated by the Financial Conduct Authority (FCA) to transact general insurance business. Their FCA registration number is 798998. You can check this information on the FCA's register by visiting their website at www.fca.org.uk or by contacting the FCA on 0800 111 6768 or +44 (0)207 066 1000.

## Our address

You can contact us at the following address, which is also our registered address: Unit 17 Branksome Business Park, Bourne Valley Road, Poole, Dorset, BH12 1DW.

## Our products and services

We provide insurance products underwritten by various insurance providers. We do not give advice or make personal recommendations in connection with any of the insurance products offered. However, we will ask you questions in order to provide you with a quotation, leaving you to make your own decision as to how you wish to proceed and whether this product fulfils your specific insurance requirements.

## Capacity in which we are acting

We will undertake various activities as we arrange and administer your insurance and, in this capacity, will act as agent of the insurer at all times.

## Our Remuneration

When we sell you a policy the insurer pays us a percentage commission from the total premium.

## Disclosure

Before you enter into a policy with us, you will be asked questions which are relevant to our decision whether to accept the risk of insurance and if so, on what terms.

You must take reasonable care to answer questions carefully and accurately as the information provided will determine whether you pose an increase in risk to us and could influence us in the assessment, acceptance, or continuance of your insurance.

Please note if you fail to answer the questions accurately, this could invalidate your insurance cover. It is very important that information given to us when buying a policy, when completing a claims form and giving declarations to the insurer is correct. If a policy is purchased, or a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete. You are advised to keep copies of any correspondence you send to us or direct to your insurers.

## Insurance premiums & fees

We collect and hold premiums as an agent of the insurer. When we provide you with a quotation, we will tell you about any fees which may apply in addition to the insurance premium.

## Quotations

We collect and hold premiums as an agent of the insurer. When we provide you with a quotation, we will tell you about any fees which may apply in addition to the insurance premium.

## Cancellation right

You can cancel your insurance policy at any time if you decide it is not right for you by giving notice of cancellation via letter or email.

If you decide for any reason that is policy does not meet your insurance needs within 14 days from either the date of issue or receipt of your policy terms and conditions, we will refund to you any premium you have paid, and we will recover from you any payments we have made.

If you cancel outside this period for policies paid on a monthly basis there will be no refund of premium. For policies paid annually a pro rata return premium will be given less an administration charge of £30. If You have made a claim no refund will be due.

## Renewal

For Monthly Policies - Your policy will automatically renew each month. We will notify you at least 21 days before this policy is due for its annual review (and each subsequent anniversary) of any changes in terms and conditions or to the premium that will apply to your policy.

For Annual Policies - We will contact you at least 21 days before the date this policy is due for renewal (and on each subsequent anniversary thereof) to notify you of any changes in terms and conditions or to the premium that will apply to your policy. Your policy will renew automatically, and we will take payment for the renewal premium unless you ask us to not renew this policy prior to the renewal date.

If you do not wish your policy to renew, please contact us at any point before your renewal date via telephone or in writing.

**In Writing:** BIG Warranties, Unit 17 Branksome Business Park, Bourne Valley Road, Poole, Dorset, BH12 1DW.
**By Phone:** 0333 733 0733

If you opt out of auto-renewal you will not receive any notice of renewal, and your cover will cease on your renewal date.

If we cannot continue to cover, you for any reason, we will write to you before your policy ends and tell you why it cannot be renewed.

## Complaints procedure

Should there be an occasion when we do not meet your expectations, we are equally committed to dealing with any complaint in a thorough and professional manner. If you wish to register a complaint regarding the sale of your insurance, please contact us in the following ways:

**In Writing:** Unit 17 Branksome Business Park, Bourne Valley Road, Poole, Dorset, BH12 1DW.
**By Telephone:** 0333 733 0733
**By Email:** complaints@bigwarranties.co.uk

If you remain dissatisfied after receiving our final response to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of receiving our response.
If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

## Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. Insurance advising and arranging is covered at 90% of the claim, without any upper limit.

## Law and Jurisdiction

These Terms of Business shall be governed by and construed in accordance with English Law. In relation to any legal action or proceedings arising out of or in connection with these Terms of Business, the parties submit to the non-exclusive jurisdiction of the English courts.