

Important Information

Howden UK Brokers Limited takes its obligation to provide appropriate advice and information to its clients very seriously. As such we highlight the below points for your information which you should read.

The following standard charges (which are in addition to the insurer's premium) apply to the types of transactions listed below:

Quotations	No charge
New Business Administration Fee	£25
Renewal Administration Fee	£25
Adjustments to Policy Fee	£25
Policy Cancellation	£25

Commission

Please note that at inception or at any time during the term of the policy, including each subsequent renewal, you have the right to be informed of the level of commission we receive from Insurers.

Advising Howden UK Brokers Limited of important information that might affect your insurance

YOU ARE RESPONSIBLE FOR ANSWERING ANY QUESTIONS IN RELATION TO ANY PROPOSAL FOR INSURANCE COVER HONESTLY AND TO THE BEST OF YOUR KNOWLEDGE, PROVIDING COMPLETE AND ACCURATE INFORMATION WHICH INSURERS WILL REQUIRE.

This also applies to your responses in relation to any assumptions you may agree to in the process of applying for insurance cover. This is particularly important before taking out a policy but also at renewal or if you make a mid-term amendment to your policy.

If you fail to disclose information, or misrepresent any fact which may influence the insurer's decision to accept the risk or the terms offered;

- Insurers may cancel your policy and refuse to pay any claim, or
- Insurers may not pay any claim in full, or
- Insurers may revise the premium and/or change any excess, or
- The extent of the cover may be affected

Examples of insurer remedies for fraudulent claims:

- Where an insured commits any fraud in relation to a claim the insurer will no longer have liability to pay the claim
- Any payments paid in relation to the claim are recoverable
- On giving notice, the insurer may treat the contract as having been terminated with effect from the time of the fraudulent act
- Upon termination an insurers liability under the contract for claims occurring before the time of the fraudulent act is unaffected but it may refuse liability for a claim that occurs after the fraudulent act
- If the contract is terminated premiums are non-refundable at the discretion of the insurer

You must check all details on any proposal form or Statement of Fact and pay particular attention to any declaration you may be asked to sign. It is important that you read all insurance documents issued to you and ensure that you are aware of the cover, limits and other terms that apply.

You must inform us immediately of any changes in circumstances which may affect the services provided by us or the cover provided by your policy.

Warranties and Conditions Precedent

Particular attention must be paid to any warranties and conditions as failure to comply with them could invalidate your policy or mean that claims may not be paid.

A warranty typically means that you must comply with terms in order that your insurance protection remains operative.

Warranties are not always referred to as such within a policy and schedule. They may be referred to as conditions, endorsements, special terms as well as warranties.

It is important that you look out for these and if you have any doubt about a particular statement, please ask us for advice.

Conditions Precedent: Some conditions do impose a responsibility on you to have done something or completed something before a certain section of the policy will operate. If you do not do the thing stated, cover may not be in place (see insurer documents for options available to them dependent on the type of condition not met).

FAILURE TO COMPLY MAY LEAVE YOU WITH NO COVER AND A CLAIM NOT PAID

Policy cover

Basic details of cover, including information you have provided to us, the sums insured (where applicable) and sections of cover which operate are detailed within the attached documentation. The information you have declared will form the basis of rating and the underlying foundation on which your insurance will be arranged. This means your insurance will only operate based on this information and the premium has been calculated on this basis.

Cover is subject to the policy exclusions, terms and conditions, supplementary benefits and maximum specified claims limits all of which can be found in the policy wording.

The policy is designed to pay an amount up to the sum insured/benefits and limits (where applicable) in the event of a claim subject to the exact cause of loss being covered and subject to you complying with all terms and conditions.

Adequacy of your sums insured

It is important that you check the adequacy of your sums insured and limits of indemnity (where applicable). Your sum insured needs to be adequate to either rebuild or replace as new your material assets (unless otherwise indicated within your policy documentation). In the event of a claim, if these are found not to be sufficient, Insurers may apply Average.

This means that the amount claimed under the policy will be reduced in proportion to the under-insurance, resulting in only part of your claim being settled. In the case of severe under-insurance, the Insurer could (dependent upon the reason for under-insurance); cancel your policy from inception subsequently resulting in no claims settlement being made.

Credit Checks

As part of assessing your application for insurance, Howden UK Brokers Limited and Insurers, including any insurance company we recommend to you, may be required to undertake a credit check as part of the application procedure.

Cancellation Rights

For certain policies you have a legal right to cancel your policy within 14 days of receiving your policy documentation. Should you decide to cancel and you have not made a claim on the policy, you will receive a refund of any premium paid. The associated costs incurred by us or the insurer will generally be waived, however in some cases we may seek to apply a nominal charge.

Should you require clarification as to whether this applies to your policy please contact us.

Financial Strength

It is our normal practice to regularly assess the financial strength of the insurance companies that we deal with. Whilst we observe the financial ratings applied by independent agencies along with other readily available information, we are unable to guarantee the financial strength of an Insurer.

If a participating insurer becomes insolvent you may still be liable for the premium, whether in full or pro-rata. We shall not be responsible for any losses that you may incur as a result of any solvency difficulties experienced by insurers.

Making a claim

Your policy document details all the claims conditions and we would recommend that you familiarise yourself with these. One of the conditions is the requirement to notify any losses promptly, as failure to do so may lead to the insurer declining to make any payment. Certain claims, e.g. theft, loss of money or malicious acts must be immediately reported to the Police and you will be provided with a Police incident reference.

When you become aware of an incident that might give rise to a claim, it is important that you either inform us as your Brokers or your Insurers via their Claims Helpline Number, as soon as practically possible.

The Enterprise Act 2016

This Act was passed on 4 May 2016 as an extension to the Insurance Act 2015, and it gives policyholders a potential right to claim damages for any financial loss you suffer arising from the late payment of a claim if such delay is found to be unreasonable. It will apply to insurance policies placed or renewed on or after 4th May 2017, and is subject to the laws of England and Wales, Scotland, or Northern Ireland.

Insurers have a duty to advise us/you if they choose to 'opt out' of the part of the Act that relates to the Late Payment of Claims, and we will let you know how this may affect you.

For further information see our website [here](#) or contact us and we will be happy to tell you how this may impact you

Optional Extra Covers and Products (Add-On's)

With effect from 1st April 2016 the Financial Conduct Authority (FCA) introduced new requirements in relation to the sale of 'Add-on' products to consumers and businesses. Along with the primary insurance product, anyone involved in arranging optional additional products or extra covers on your behalf needs to make sure that you fully understand the products or extra covers offered and that you specifically choose to purchase them by an 'opt-in' method rather than 'opting-out' of products that have automatically been included

What do we mean by an 'Optional Extra Cover' or 'Optional Product'?

An 'Optional Extra Cover' are not separate products but extensions to the core cover provided under your primary product (e.g. Protected NCD, Business Use, Commuting, Buildings or Contents Accidental Damage or Winter Sports).

An 'Add-On' is an 'optional additional product' which relates to a separate product that you may have chosen to purchase alongside your primary insurance product that does not form part of your primary product (e.g. Motoring Legal Solutions, Household Legal Expenses, Keycare or Commercial Legal Expenses).

We would like to take this opportunity to remind you to check the cover currently provided, in particular in relation to any optional additional products or extra covers purchased. The purchase of these products or extras is optional. If you no longer require any of them because they no longer meet your needs, or if you are uncertain whether the cover you have reflects your current requirements, please contact us as soon as possible so we can discuss this with you and explain how any changes you wish to make may affect you and the cover provided.