

# GAP Disclosure Document

## **Our service to you**

The product quoted and offered to you is from a fair analysis of the insurance market. Because of our wide range of providers we are able to discuss your needs and establish a product best suited to you.

## **Your duty to us**

We will ask for and seek all relevant information from you in order to recommend an appropriate policy. You must supply us with the requested information, as failure to do so, or to provide incorrect information may lead to you buying an inadequate product or worse, the Insurer may not pay a claim.

Insurer's request all "material facts" to be disclosed, which may be described as any fact, if known, which may be likely to influence their decision to accept a risk and on what terms. If any information supplied changes during the course of the policy period, you must notify us immediately as this may influence the cover and policy terms and conditions.

## **Confidentiality / Data Protection Act**

We will treat all customers' personal information in a confidential manner and we will ask a series of questions to ensure that we are speaking to our customer and not a person who is not authorised to ask questions or to give instructions to us.

We can only take instructions to effect or to alter a policy in some way from the Policyholder or their legal representative. Your data is held in compliance with the legislative requirements.

## **Our Quotation to You**

All premiums quoted are inclusive of HM Government Insurance Premium Tax.

We reserve the right to withdraw premium indications before they are taken up and to apply any changes notified to us by underwriters after the indication has been given.

## **Cancellation**

You have certain rights of cancellation in the early stages of a policy life and these are shown in the insurer's policy details document.

Policies vary between insurers but be aware that cancellation refunds are not given after a claim and are otherwise calculated on a short period scale weighted in favour of the insurers as their costs are similar whether a policy has run for one day or for one year.

Also please be aware that we do not refund commission since this is earned for arranging the policy (unless you are replacing the policy through our agency with another insurer).

## **Our charges**

We receive our income from insurers who pay us commission for arranging your insurance.

## **Instalments**

If your payment is arranged by instalments a credit agreement is issued. Your attention is drawn to the terms and conditions of the agreement as charges are made for interest and administration.

## **Ownership**

There is no ownership between ourselves and any insurer.

## **Premiums received**

Your premium paid to us is held by us as agent of the insurer.

## **Complaints Procedure**

Should you have any cause for complaints, please contact me in the first instance, in order that the situation may be resolved to your satisfaction.

In the event that we are unable to resolve your complaint, we will acknowledge within five working days advising you of the person who will be investigating the circumstances. In the event that it still remains outstanding after a further 20 days, we will write to you again advising you of the reasons for the delay and giving a timescale in which you will hear from us again.

Should you wish to take the matter further you may refer your complaint to the Financial Ombudsman Service at South Quay Plaza, 183 Marsh Wall, London E14 9SR.

## **Financial Services Compensation Scheme**

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## **Law**

This agreement shall be governed by the Laws of England, Wales or Scotland and the parties agree herewith that any dispute arising out of it shall be subject to the (non) exclusive jurisdiction of the relevant Court.

## **Regulation**

**Ashmore Insurance Services, 100 High Street, Epsom, Surrey KT19 8BJ** is authorised and regulated by the Financial Services Authority. Our FSA authorisation number is **304273** and our permitted business is arranging general insurance contracts. You can check this on the FSA's register by visiting the FSA's website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 6061234.