

ROBISON & CO LTD TERMS OF BUSINESS AGREEMENT

Park House, 7 North Street, Midhurst, West Sussex GU29 9DJ Tel; 01730 816022 Fax; 01730 815526

Registered in England no 4663937

Accepting our Terms of Business

By asking us to quote for, or arrange or handle your insurances, you are providing your informed agreement to these Terms of Business. We draw your particular attention to the section headed 'Use of personal data', and specifically the paragraph explaining how 'sensitive personal data' will be used. If you are unsure about any aspect of our Terms of Business or have any questions regarding our relationship with you, please contact us at the above address.

The Financial Services Authority

Robison & Co Ltd is authorised and regulated by the Financial Services Authority (FSA). Our FSA Register number is 310756. Our permitted business is advising, arranging, dealing as agent and assisting in the administration and performance of general insurance contracts. You may check this on the FSA's register by visiting the FSA website www.fsa.gov.uk/register/ or by contacting them on 0845 6061234. The FSA is the independent watchdog that regulates financial services.

Our service

Typically our role is to advise you and, after we have assessed your needs, to make a suitable recommendation. In some circumstances we do not provide advice and we will therefore confirm in separate documentation whether or not advice or recommendation has been made before finalising your insurances. We select personal and commercial insurances from a range of insurers, but for certain products, we may only deal with a single insurer or select from a limited number of insurers. We will give you further information about this before we finalise your insurance arrangements. Where we select products from a limited number of insurers you may ask us for a list of the insurers that we deal with for these products. We will not in any circumstances act as an insurer nor guarantee or warrant the solvency of any insurer.

In certain circumstances cover may be placed through a specialist intermediary rather than direct with the insurer. Should this be the case you will be advised prior to cover being accepted. In this instance there may be variation in terms of business e.g. terms of credit. Once again this will be advised prior to cover being placed. In providing our service, we may sometimes act as an agent of the insurer. We will confirm the capacity in which we will act for you before undertaking any relevant transactions on your behalf.

Complaints and compensation

We aim to provide you with a high level of customer service at all times, but if you are not satisfied, please contact the Managing Director at the address above or by email to information@robison.co.uk.

When dealing with your complaint, we will follow our complaint handling procedures; a summary of these procedures is available on request. If you are still not satisfied, you may be entitled to refer the matter to the Financial Ombudsman Service (except in the case of a business with a group annual turnover of £1m or more, a charity with an annual income of £1m or more or trustees of a trust with a net asset value of £1m or more).

Access to the FOS is available for complainants coming within one of the following categories at the time we receive their complaint:

- Consumers (e.g. private individuals)
- Before 1st November 2009 - businesses with a group annual turnover of under £1 million
- From 1st November 2009 - businesses employing fewer than 10 persons and with a turnover or annual balance sheet total not exceeding €2 million
- Charities with an annual income of under £1 million
- Trustees of a trust with a net asset value of under £1 million

We are covered by the Financial Services Compensation Scheme (FSCS). 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. If you are eligible to claim from the FSCS, compensation is available as follows:

- Until 31st December 2009 - Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit
- From 1st January 2010 - Insurance advising and arranging is covered for 90% of the claim, without any upper limit
- For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising and arranging is covered for 100% of the claim without any upper limit

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or www.fscs.org.uk.

Payment for our services

Our main form of remuneration is from commission paid by insurers or product providers with whom we place your insurances. Alternatively we may charge you a fee, equivalent to a reasonable rate of commission in the appropriate insurance market sector. There may be instances where we may charge a fee in addition to commission remuneration as explained above. You will receive a quotation which will tell you the total price to be paid, showing any fees, taxes and charges separately from the premium or premiums, before your insurance arrangement are concluded.

Standard administration fees will be levied in accordance with the following TARIFF:

New Business	£10.00	Duplicate Documents	£10.00
Mid Term Alteration	£10.00	Represented or dishonoured cheque	£25.00
Renewal	£10.00	Policy Issue	£10.00
Copies of Personal Data we hold about you	£10.00 per request		

We consider that all our commission, fees/charges, are earned at the time we arrange or renew you policy/ies. Any return premium/s allowed by insurers or product providers following midterm cancellation or alteration will be passed to you after retention of our commissions, fees/charges.

Typically the commission we would normally expect to receive from insurers ranges from 5% to 20%. You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

Payment Arrangements

All premiums are normally due in full before the relevant cover commences. We will accept payment by cash, cheque or BACS payable to Robison & Co. Ltd or we can arrange finance facilities either with the insurer themselves or with a third party provider which may attract interest or service charges. Premium financing arrangements are made available to you on the strict understanding that you will indemnify Robison & Co. Ltd in respect of any losses, charges or costs incurred by us directly attributable to action or failures on your part to comply with the terms and conditions of such arrangements whether attributable to your failure to make due payments or otherwise. In the event of your failure to pay all or part of any premium or instalment due it is agreed that Robison & Co. Ltd as your insurance broker and having authority as your agent, may at our discretion cancel all or any of your insurance policies and use the credit generated to reduce the balance of premiums owing.

We also draw your attention to the sections headed 'Cancellation of insurances' and 'Ending your relationship with us'.

Handling money

Our financial arrangements with most insurance companies are on a 'Risk Transfer' basis. This means that we act as agents of the insurer in collecting premiums and handling refunds due to clients. In these circumstances such monies are deemed to be held by the insurer(s) with which your insurance is arranged. However, if Risk Transfer does not apply, such monies will be held by us in a Statutory Trust account set up in accordance with FSA rules. Interest earned on monies held in such a Statutory Trust account will be retained by us. For the purpose of some transactions, client money may pass through other authorised intermediaries before being paid to the insurer.

Cancellation of insurances

You should make any request for the cancellation of a policy in writing and any relevant certificate of insurance must be returned to us or to the insurer concerned. In the event of cancellation, charges for our services will apply in accordance with the Tariff of Fees overleaf.

The terms of your policy may allow insurers to retain the premium in full or to charge short-period premiums in the event of cancellation before the policy expires.

Ending your relationship with us

Subject to your immediate settlement of any outstanding premiums and fees, you may instruct us to stop acting for you and we will not impose a penalty. Your instructions must be given in writing and will take effect from the date of receipt. In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days notice.

Unless otherwise agreed in writing, if our relationship ends, any transactions previously initiated will be completed according to these Terms of Business. You will be liable to pay for any transactions concluded prior to the end of our relationship and we will be entitled to retain commission received for conducting these transactions, together with all fees charged by us for services provided

Your responsibilities

You are responsible for providing the complete and accurate information which insurers require in connection with any proposal for insurance cover. This is particularly important before taking out a policy and at renewal, but it also applies throughout the life of a 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, this could invalidate the policy and mean that claims may not be paid. You must check all details on any proposal form or Statement of Facts 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. Particular attention must be paid to any warranties and conditions as failure to comply with them could invalidate your policy.

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. If you are unsure about any matter, please contact us for guidance.

Use of personal data

We will process any personal information we obtain in the course of providing our services to you in accordance with the Data Protection Act 1998. In administering your insurances it will be necessary for us to pass such information to insurers and other product or service providers which may also provide us with business and compliance support.

We may also disclose details to relevant parties, as necessary, to comply with regulatory or legal requirements. We may contact you or pass your details to other companies associated with us in order to promote products or services which may be of interest to you. We will not otherwise use or disclose the personal information we hold without your consent.

Some of the details you may be asked to give us, such as information about offences or medical conditions, are defined by the Act as sensitive personal data. By giving us such information, you signify your consent to its being processed by us in arranging and administering your insurances.

Subject to certain exceptions, you will be entitled to have access to your personal and sensitive personal data for which you will be charged a fee of £10. If at any time you wish us, or any company associated with us, to cease processing any of the personal data or sensitive personal data we hold, or to cease contacting you about products and services, please write to the Managing Director at the address overleaf..

Conflict of interests

Occasions can arise where we, or one of our associated companies, clients or product providers, may have a potential conflict of interest with business being transacted for you. If this happens, and we become aware that a potential conflict exists, we will write to you and obtain your consent before we carry out your instructions and we will detail the steps we will take to ensure fair treatment.

Claims handling arrangements

You should take note of the required procedures in the event of a claim, which will be explained in the policy documentation. Generally, insurers require immediate notification of a claim or circumstances which might lead to a claim. We will employ due care and skill if we act on your behalf in respect of a claim.