

# COMPUTER QUOTE

## TERMS OF BUSINESS AND INFORMATION REGARDING OUR SERVICES

Birch House  
Parklands Business Park  
Forest Road  
Denmead  
Hampshire  
PO7 6XP

(Computer Quote is the trading name of Stride Limited)

Please read these Terms carefully as they apply to the services we provide and to our appointment by you.

### 1) The Financial Conduct Authority (FCA)

Stride Limited (trading as Computer Quote), Head Office Birch House, Parklands Business Park, Forest Road, Denmead, Hampshire PO7 6XP, is authorised and regulated by the Financial Conduct Authority. Our FCA reference number is 304823

Our permitted business is advising on, arranging and administering general insurance contracts.

This information can be verified by checking the FCA's Register on their website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

### 2) What products do we offer?

We offer products from a range of insurers for Home, Motor Insurance and Property Insurance.

We offer products from single insurers for Home or Motor Legal Expenses Insurance, Home or Motor Breakdown Insurance, Replacement Vehicle, Pet, Travel, Boat and Caravan Insurance.

*Please ask for a list of our product providers*

### 3) What service will we provide?

We will advise and make a recommendation to you after we have assessed your needs.

If you take out a policy through ourselves during the life of the policy we will assist in the administration of the policy, make any adjustments if you instruct us to, advise you if you need to make a claim and tell you when the policy is due for renewal. When your policy is due for renewal, we will ensure that your current policy still meets your needs and, if applicable, offer suitable alternatives for your consideration.

In order to assess your application and protect you from fraud, we may use public and personal data from a variety of sources, including credit reference agencies and other organisations. A search may appear on your credit report whether or not your application proceeds. By accepting these terms and conditions you agree to this use of your personal data.

### 4) What will you have to pay for our services?

A service charge of £15.00 applies for arranging Motor, Home, Caravan or Boat Insurance, payable when you accept our quotation or renew your policy.

The Computer Quote Accident Protection costs £24.00, including insurance premium tax (IPT) charged at the current rate and the policy is managed by MSL Legal Expenses Limited. Cover is provided under the MSL KeyStart policy which is underwritten by Financial & Legal Insurance Company Limited.

MSL Extra Cover costs £19.95, including insurance premium tax (IPT) charged at the current rate. The policy is managed by MSL Legal Expenses Limited. Cover is underwritten by Financial & Legal Insurance Company Limited.

Excess Waiver Insurance, which is underwritten by Alpha Insurance A/S and managed by T & R Direct Insurance Services, includes insurance premium tax (IPT) charged at the current rate. The range of premiums is:

| <b>Level of Excess Protection</b> | <b>Total Premium</b> |
|-----------------------------------|----------------------|
| £100.00                           | £15.75 + IPT         |
| £150.00                           | £16.00 + IPT         |
| £200.00                           | £18.00 + IPT         |
| £250.00                           | £21.00 + IPT         |
| £300.00                           | £22.00 + IPT         |
| £350.00                           | £24.50 + IPT         |
| £400.00                           | £26.50 + IPT         |
| £450.00                           | £29.50 + IPT         |
| £500.00                           | £33.00 + IPT         |

Computerquoteinsurance.com Breakdown and Rescue Service costs £93.00 including insurance premium tax (IPT), charged at the current rate, is underwritten by Equity Red Star. If European Cover is not required the premium is £44.00, including insurance premium tax (IPT), charged at the current rate.

Family Legal Expenses costs £19.95 including and insurance premium tax (IPT) charged at the current rate, is supplied by General Legal Protection Ltd and underwritten by Amtrust Europe Limited.

Home Emergency Cover costs £19.95, including insurance premium tax (IPT) charged at the current rate, is managed by T and R Direct Insurance Services, supplied by Home 3 Assistance Ltd and underwritten by Mapfre Asistencia Compania Internacional de Seguros y Reaseguros Sociedad Anonima.

An amendment charge of £50.00 will be applied to any cancellation when the premium has been paid in full. Please note that in the event of sale of the vehicle or total loss where no other vehicle is to be placed on cover prompt cancellation of the policy is essential due to the statutory requirement to keep the Motor Insurer's Bureau Database up to date.

An amendment charge of £25.00 will be applied to any other changes, such as change of vehicle or drivers, payable when you instruct us to make the change.

Your policy may be subject to a negotiation charge, which will be up to 15% of the premium. In the event that a negotiation charge is applied the service charge is waived.

Monthly Payments – Direct Debit Only.

To use the facility you must be over 18 years old and hold a bank or building society account which supports Direct Debit.

For motor policies purchased other than fully on line 20.00% deposit is required, followed by 11 payments and the APR is 29.80% typical, variable.

At renewal no deposit will be required and there will be 12 payments, the APR is 33.20% typical, variable. The first payment will be collected on renewal date.

For household policies 20.00% deposit is required, followed by 11 payments and the APR is 25.70% typical, variable.

At renewal no deposit will be required and there will be 12 payments, the APR is 28.50% typical, variable. The first payment will be collected on renewal date.

Funding may be provided by us or by Premium Credit Limited, Premium Credit House, 60 East Street, Epsom, Surrey KT17 1HB. You will be advised accordingly.

If the above payments are paid into the bank an additional £30.00 handling charge applies. This will be added to your deposit. This facility is not available for premiums over £1,000.00.

A charge of £20.00 will be applied to defaulted direct debit payments and a charge of £10.00 will be applied to any other late or missed instalments. Please ensure you have sufficient funds to meet payments on the due date.

For funding provided by us a signed direct debit mandate will be required. A mandate will be sent out when the policy is set up and if it is not returned within 14 days a charge of £22.00 will be applied to your account.

If you require a duplicate certificate a charge of £10.00 applies.

We use the normal post service for sending out documentation but if you require Special Delivery, to ensure your documents are delivered by 1.00 p.m. the following day, a charge of £6.50 applies.

A £25.00 charge will be applied to the account of any policy cancelled due to default of payments and a further £25.00 charge will be applied if the account is not settled and the debt is referred to a debt collection agency. Please be aware that any debt incurred as result of failure to make agreed payments may make it more difficult to obtain credit in future.

Under the terms of the FCA Insurance Conduct of Business you may cancel a general insurance contract (apart from a short period travel policy) within 14 days of inception or renewal by returning the certificate/cover note and confirming your instructions in writing. The cancellation period begins on the day you received the written details of the contract. Your insurer will make a proportionate charge for the period of cover and a £50.00 fee will be charged by us. If a claim has been reported during this period the policy may be cancelled but the full premium will be due to the insurer.

Any refund of premium given by an insurer following a mid term adjustment or cancellation will be subject to deduction of commission before the refund is issued. Insurers base their cancellation charges on a prescribed calculation, details of which are given in policy wordings. If you wish to cancel your policy please return your certificate of insurance and confirm your instructions in writing. Please note that policies will not be cancelled until the certificate and written instructions have been received by us. The exceptions to this are policies cancelled within the 14 day cooling off period (telephone instructions will result in cancellation but written confirmation and the return of the certificate is still required) and policies where payments have not been maintained. Please note that associated policies will also be cancelled.

No refunds will be given if a policy is voided or cancelled due to reckless or deliberate misrepresentation.

You will be given details of any other charges that may apply to any particular policy.

For your information the premium paid to ourselves for your policy will be held in a non-statutory trust until it is paid to the insurer. This means that the bank or other creditors have no charge on the premium. Money paid by you for your insurance is protected by risk transfer. This means that because we are an agent of the insurer money paid to us is taken as being paid to them. The non-statutory trust may be used to make advances of credit to enable a customer's premium obligation to be met before we have received the premium from the customer. Any interest earned on the account will be retained by us. The commission due to ourselves from your premium is drawn as soon as the premium is paid by yourself or the finance provider. In the event of the sale of this company to another authorised firm you agree, by way of acceptance of this Terms of Business, that any premium we may be holding on your behalf at the time of the sale may be transferred to the purchasing firm for payment to the insurer or, in the event of a credit, to you.

## **5) Professional Indemnity**

We conform to the FCA requirements in respect of Professional Indemnity Insurance. This type of insurance is mandatory.

## **6) Confidentiality**

Unless required by law, public interest, virtue of our being regulated by the FSA or you give your consent all information you supply will be kept confidential to us and parties involved in the normal course of arranging and administering your insurance. Under the Data Protection Act 1998 you have the right to see personal information about you that we hold in our records. Should you have any queries please write to us.

If you choose to pay by instalments your personal information and the bank details you provide will be passed to our third party finance provider, Premium Credit Limited, if they provide the funding. They will send you a welcome pack detailing their full terms and conditions and commence collection of your instalments. A credit agreement will be included for you to sign and return. Premium Credit may begin collecting your Direct Debits before you return your signed credit agreement to pay for any insurance cover you are receiving. If you have any questions about your instalments, contact Premium Credit on 0844 736 9836. On renewal of your insurance policy we will continue to pass your details to Premium Credit unless you instruct us otherwise.

## **7) Important Information**

Under the Consumer Insurance (Disclosure and Representation) Act 2012 it is your duty as a consumer to take reasonable care not to make a misrepresentation to an insurer.

Under the act a consumer is defined as an individual who enters into an insurance contract wholly or mainly for purposes unrelated to the individual's trade, business or profession.

A failure by the consumer to comply with the insurer's request to confirm or amend particulars previously given is capable of being a misrepresentation for the purpose of this act. It is important that you ensure all statements you make on proposal forms, claim forms and other documents are full and accurate and we recommend that you keep a copy of all correspondence in relation to the arrangement of your insurance.

Under the act an insurer has a remedy against a consumer in respect of qualifying misrepresentations in breach of the consumers' duty of reasonable care where the insurer deems the misrepresentation to be deliberate, reckless or careless.

If in doubt about any point in relation to your duty to take reasonable care and subsequent qualifying misrepresentations please contact us immediately or look at the Important Information page on our website.

For training and mutual protection purposes telephone calls are recorded.

## **8) Duty of Disclosure**

If you take out a policy and fall outside the definition of a consumer as shown above you will be a commercial customer and it is your responsibility to provide complete and accurate information to insurers when you take out the policy and through the life of the policy.

It is important that you ensure all statements you make on proposal forms, claims forms and other documents are full and accurate and we recommend that you keep a copy of all correspondence in relation to the arrangement of your insurance.

Please also note that any renewal of insurance will be made in reliance upon the information provided by you in connection with your previous policy and we will assume that such information remains correct unless you tell us otherwise.

Please note that if you fail to disclose any material information to us and your insurers this could invalidate your insurance cover and could mean that part or all of a claim may not be paid. You should take particular care to check the accuracy of all information you provide.

If in doubt about any point in relation to material information please contact us immediately.

For training and mutual protection purposes telephone calls are recorded.

## 9) Insurer databases

To check information you have provided and to prevent fraudulent claims, insurers pass information to:

The Claims and Underwriting Exchange run by Insurance Database Services Ltd

[www.cueuk.org](http://www.cueuk.org)

The Motor Insurance Anti-fraud and Theft Register by the Association of British Insurers

[www.abi.org.uk](http://www.abi.org.uk)

The Motor Insurance Database run by the Motor Insurers' Information Centre

[www.miic.org.uk](http://www.miic.org.uk)

These databases may be searched by the Police to help confirm who is insured to drive and in the event of an accident they may be used by insurers and the Motor Insurers Bureau to identify relevant policy information.

## 10) Your policy terms

A Policy Summary will be issued, where practical, prior to the conclusion of the contract. You are strongly advised to read it carefully, as it is that document, the schedule and any certificate of insurance that is the basis of the insurance contract you will purchase. If you do not have the opportunity to read these documents until after the conclusion of the contract, if you are in doubt over any of the policy terms or conditions, please seek our advice promptly.

There may be occasions when your policy is transferred to a different provider without prior discussion with yourself. In these circumstances the decision will have been taken in your best interests and the cover will remain the same.

At inception you may be required to provide a copy of your driving licence and copies of the licences of other drivers. If you have claimed entitlement to no claims bonus discount proof of this entitlement will be required in the form of your last renewal notice or a letter from your previous insurers. If you have been given an introductory discount based on the level of no claims bonus earned on another current policy a copy of your current schedule will be required.

## 11) Claims

If you have occasion to claim on your policy you must notify your insurer and us immediately. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimize the loss, until you have agreement from your insurer.

## 12) Documents

With your consent we reserve the right to retain certificates or other policy documents at this office until all payments due under the policy have been made or outstanding documentation received. Any agreed facilities for payment of premiums by instalments through us will be the subject of a written agreement, which will include authority to retain certificates of insurance or other policy documents until all payments have been received. By accepting this agreement, you agree that delivery of any certificates of insurance to us shall constitute delivery to yourself in accordance with statute law. Should we withhold any documents we will ensure you receive full details of your insurance cover.

## 13) Quotations

Quotations are valid for a period of 30 days provided that all the information given at the time of the quotation is correct and in full. If any changes, including the advised inception date, have to be made to the quotation this may affect the premium. Insurers reserve the right to change the terms of their policies which may affect the premium.

#### **14) New Business Guarantee**

Computer Quote will refund in full the premium paid for a new policy if the identical policy is found elsewhere at a more competitive price. The following conditions apply.

- a) Applies only to new policies and not renewals.
- b) The price comparison will relate only to the premium charged by the insurance company or underwriter excluding any additional charges in respect of fees, commission or interest.
- c) Evidence must be in the form of a written quotation from the insurance company or underwriter, and must confirm full details of the risk, i.e. vehicle, drivers, driving record, premium and full terms and conditions of the policy. All elements of the policy must be like for like.
- d) Evidence must be produced within 48 hours of inception.
- e) The policy must be cancelled to qualify for money back.
- f) A full refund of the premium paid will be made within 48 hours of cancellation.
- g) Refunds will only be given in the form of a credit to the client's debit or credit card, or by cheque. Refunds will not be given in cash.

#### **13) What to do if you have a complaint**

It is always our intention to provide a first class service. However, should you have any cause for complaint you should in the first instance contact us orally or in writing. Your complaint will be acknowledged, you will be kept informed of progress and the final response advised within eight weeks. If the complaint cannot be resolved within this timescale we will write with an explanation as to the progress and the likely timescale involved.

You will be advised of any further redress available to you, should you believe the matter has not been resolved to your satisfaction.

Your insurer also operates a complaints procedure, details of which are in your Policy.

If you are not satisfied with how your complaint has been handled you may be entitled to refer it to the Financial Ombudsman Service.

Their address is South Quay Plaza, 183 Marsh Wall, London, E14 9SR.  
Telephone Number 020 7964 1000.

#### **14) Compensation Scheme**

We are covered by the Financial Services Compensation Scheme. If we cannot meet our obligations you may be entitled to compensation. This will depend on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS.

Their address is 7<sup>TH</sup> Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN.  
Telephone Number 020 7892 7300.

#### **15) Statutory rights.**

Your acceptance of these terms of business does not affect your statutory rights.