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www.geoffreyinsurance.com/Van-Insurance/Policy-Documents#Business

Van – Terms of Business

Geoffrey Insurance Services, Prospect House, Thanet Way, Whitstable, Kent CT5 3FD

Please read this document carefully. It sets out the terms on which we agree to act for our clients and contains details of our regulatory and statutory responsibilities.

Please contact us immediately if there is anything in these terms of business which you do not understand or with which you disagree.

Geoffrey Insurance Services is a trading name of Markerstudy Direct Limited.

Regulation

Markerstudy Direct Limited, an appointed representative of Markerstudy Insurance Services Limited. Registered in England & Wales No. 03228539 with registered office address: 45 Westerham Road, Bessels Green, Sevenoaks, Kent, TN13 2QB. Markerstudy Direct Limited's Financial Services Number is 801751.

Markerstudy Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA) as an intermediary. The Financial Service Registration number is 475572.

You can check these details on the FCA's Register by visiting the FCA's website <https://www.fca.org.uk/register>.

Our Services

We are an insurance broker who arranges policies through a number of insurers and intermediaries. Our services include finding and arranging insurance for a range of consumer products (for example: motor, van and pet policies). We arrange your insurance cover and help you with ongoing changes.

A detailed description of any insurance policy we arrange on your behalf will be contained in an Insurance Product Information Document (IPID) which will be made available to you as part of the process of you obtaining a quotation from us. We can also supply you with a specimen copy of the insurance policy should you request this.

We do not provide advice or make recommendations. We will provide you with information about a product but you will need to make your own choice about how to proceed.

Markerstudy Direct Limited uses Zenith Insurance Plc as the insurer for all its products except Keycare which is insured by Groupama, Legal Expenses cover which is insured by Interpartner Assurances SA and Breakdown cover which is insured by Ageas Insurance company Limited. This provides a cost efficient solution to meet the needs of our customers.

Quotations are based on the information provided by you at the time of the quotation and are valid for 30 days from that date. All premiums quoted include the government's Insurance Premium Tax at the current rate.

We only arrange policies for risks based in the United Kingdom and all premium transactions are in pounds sterling.

You must pay your premium before we can arrange cover for you. This may be either the full premium due or a deposit amount if we have agreed that the premium may be paid by instalments.

You will be provided with renewal terms in good time prior to the expiry date of the policy, or notified if renewal is not being invited.

HOW WE HOLD YOUR MONEY

Premiums that we collect from you are held in an insurance broking bank account specifically for the purpose of holding customer money. By virtue of agreements held with insurers, we collect premiums as agents of the insurer. Once we have collected the premium from you, under the terms of our agreements with insurers, those premiums are treated as having been paid to the insurer.

Money that we collect from you will be held in a segregated account, separate from our own business account, and will be remitted to insurers in accordance with our agreement with them. If we become insolvent, the terms of the trust dictate that insurers will have a prior claim on the money in the account according to their respective interests.

Relationships

As an insurance intermediary we act as your agent. We are subject to the law of agency, which imposes various duties on us. However, in certain circumstances we may act as agent for and owe duties of care to other parties, for example where we collect premiums on behalf of insurers.

Markerstudy Direct Limited and Zenith Insurance PLC are part of the Markerstudy Group of Companies.

You should not assume cover has been placed unless we have confirmed this to you.

Insurer Security

We do not guarantee the solvency of any insurer we place business with.

A liability for the premium, whether in full or pro rata, may arise under policies where a participating insurer becomes insolvent.

Documentation

Documentation issued by us or by Insurers will be issued in a timely manner.

Your documentation will confirm the basis of the cover, give details of the insurers, and be accompanied by a policy summary and details of the premium due. The date that the premium is due, together with any penalties, will be clearly shown.

Prior to the conclusion of your initial contract you will be provided with a statement of your demands and needs. You should read this carefully. It will set out your demands and needs and confirm whether the contract has been personally recommended and, if so, the reasons for making that recommendation.

Payments

Unless we are told otherwise, any amounts that are due under your existing insurance policy or its renewal will be charged to the credit / debit card used most recently to make payment. If it is not your card that has been used you should ensure the actual cardholder is aware of this.

Refunds

In processing any refunds, we will refund the credit / debit card that was originally used to pay the deposit sum / full payment (whichever applies). In doing so, you agree to release insurers from all liability to you in respect of that refund. If those card details are no longer valid a cheque will be issued to the cardholder and we will send this to you to pass on to the cardholder if that is not you.

Information you give us

Please take reasonable care to answer all the questions you are asked honestly and to the best of your knowledge. If you do not your policy may be cancelled, or treated as if it never existed, or your claim not fully paid

Renewal

We will issue you a renewal invitation in goodtime before your renewal is due (generally 21 days before the renewal date). If we cannot renew your policy will tell you this.

We will automatically renew your policy. If you do not want to renew your policy you will need to notify us of this prior to the renewal date.

Mid-term adjustments

For any mid-term adjustment that you request we will seek the insurer's approval for the change and it will not be made effective until the insurer has agreed to it.

For any mid-term adjustment initiated by us or your insurance we will notify you in good time prior to the change taking effect. Any mid-term adjustment (initiated by any party) will be subject to our administration fee of £25.

Policy Records

It is our policy to retain significant documents for business effected on your behalf in electronic or paper format for up to 7 years.

For some types of insurance cover it is possible that a claim may be made under a policy long after its expiry date and it is therefore important you keep relevant documents safe.

Claims

If you become aware of any claims or circumstances that could lead to a claim being made, you must notify your insurer immediately either by phone or in writing. The phone number and address are shown in your policy booklet. Failure to do so could prejudice your position.

In the event that an insurer becomes insolvent or delays making settlement we do not accept liability for any unpaid amounts.

If claims settlements are made through us, we will remit claims payments to you, or in accordance with your instructions, as soon as possible after they have been received on your behalf.

Remuneration

Our remuneration may be as a fee, or as brokerage, which is a percentage of the insurance premium paid by you and allowed by the insurer with whom the insurance is placed. Brokerage and fees are earned for the policy period and we will be entitled to retain all fees and brokerage in respect of the full policy period in relation to policies placed by us unless in respect of a retail customer, the policy is cancelled within the cooling off period.

In addition to client fees and/or brokerage payments we may receive remuneration by way of administrative fees or commissions for services provided to underwriters or other relevant parties such as finance providers. We may also act as reinsurance brokers to underwriters with whom we have placed insurance or reinsurance.

Interest on Customer Money

Any interest earned on customer money held by us and any investment returns on any segregated designated investments will be retained by us for our own use.

Cancellation Clause

'Cooling off period'

If you are a retail customer you have a right to cancel an insurance policy. In order to exercise this right of cancellation you must advise us or your insurer within 14 days of either the start date of your policy or (if later) the day on which you receive the policy documentation and supporting information.

If you exercise your right to cancel the insurance policy, you will be required to pay 'pro-rata' rates for the period of time you have had insurance cover. Additional charges may include a proportion of any commission paid to us and a proportion of any fees charged by us, sufficient to cover our costs.

Other cancellation provisions

Your insurance contract may include a cancellation clause. In the event of cancellation of the insurance contract, insurers may return a premium to you. Alternatively this may be returned to premium financiers in accordance with any premium finance agreement. Once our remuneration has been earned, in the event that the insurance is cancelled after inception or in the case of a retail customer, after the cooling off period, our fees or brokerage will not usually be returnable. In the event that you fail to pay your premium by the due date, the insurance may be cancelled by us or by the insurers. We, or the insurer, will give you 7 days' notice of the cancellation.

Cancellation of this Agreement

This agreement will be terminated in the event that you cancel the insurance policy(s) we have arranged for you and we will be entitled to receive any fees or brokerage payable.

Summary of Fees and Charges

Cancellation Fee	Price Comparison Site	Direct	Renewing Customers
First 14 Days	£25	£25	£25
Day 15 – Month 3	£50	£45	£45
Months 4 – 6	£45	£40	£40
Months 7 – 9	£40	£35	£35
Months 10 – 12	£35	£30	£30
Mid-term Adjustment Fee		£25	
First Failed Direct Debit Fee		£10	
Second Failed Direct Debit Fee		£20	
Monthly Instalments Fixed Interest Rate		13.51%	
Monthly Instalment APR		26.90%	

Complaints

We take all complaints seriously. If you wish to make a complaint then please contact:

Telephone: 01227 284020

Email: contact@geoffreyinsurance.com

Address: Prospect House, Thanet Way, Whitstable, Kent, CT5 3FD

We will acknowledge your complaint within five working days of receipt.

If we are unable to resolve your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at Exchange Tower, London E14 9SR. We will provide you with relevant details at the appropriate time.

Response Time

Where we are unable to resolve your complaint by the end of the third business day after receipt, you can expect the following from us:

- acknowledgement of your complaint in writing within 5 business days after receipt. This will state who is handling the complaint;
- we will aim to resolve your complaint within 4 weeks of receipt, unless the matter is complicated, or where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a final response;
- our goal is to ensure that you receive a final response letter within 8 weeks of receipt of your complaint. If we are still unable to provide you with a final response at this stage, we will write to you explaining why, and inform you when you can expect a final response.

The Financial Ombudsman Service

You may initially go directly to The Financial Ombudsman Service with your complaint, but the Ombudsman will only review your complaint at this stage with our consent. However, we are still required to follow the procedure as stated above in the Response Time section.

If more than 8 weeks from the date of your complaint has passed and you have not received a final response, you may refer your complaint to the Financial Ombudsman Service.

If you have received a final response but are dissatisfied, you have the right of referral to the Financial Ombudsman Service within 6 months of the date of the final response letter. You may refer to the Financial Ombudsman Service beyond this time limit if we have provided our consent in the final response letter.

The Financial Ombudsman Service will let you know that they have received your complaint and what the next steps will be.

Contact Details:
The Financial Ombudsman Service,
Exchange Tower
London
E14 9SR

Telephone: 0300 123 9123
Website: www.financial-ombudsman.org.uk
Email: Complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman Service will consider your complaint impartially and we are bound by their decision. If you are dissatisfied with the way your complaint has been handled, you can use the Online Dispute Resolution Platform (ODR) to submit your complaint for an independent assessment.

Financial Services Compensation Scheme

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. This depends on the type of business and the circumstances of the claim.

Full details and further information on the scheme are available from the FSCS.

How we use your information

Introduction

We believe in keeping your information safe and secure. Full details of what data we collect and how we use it can be found in our privacy policy which you can access via <https://www.geoffreyinsurance.com/privacy-policy> or by requesting a copy from our Data Protection Officer (contact details below). This section provides you with some basic information and explains:

- What we do with your information
- How we may check the information you have provided to us against other sources such as databases
- Who we share your information with, and
- How we may use your information.

We are governed by the Data Protection legislation applicable in both the United Kingdom

How we may collect your information

We may collect details about you from

- Information you give to brokers
- Information you give us in online forms and other forms
- Other sources such as Google Earth and social media
- Third parties and other sources
- Telematics systems.

What information we may collect about you

We collect details including details about your health, personal circumstances, claims history, credit history, motoring history and other relevant details. We may collect information on you from databases such as the electoral roll and county court judgment records.

How we may share your information

In order to provide our services to you, we may share your information with other insurance companies, solicitors, regulators, business partners and suppliers. We may also have a legal obligation to provide your information, in certain circumstances, with regulators, police and other public bodies. Information you supply may be used for the purposes of insurance administration by us and third parties. These third parties may share your information with their own agents.

How we may use your information

We may use your information for a number of purposes. These include:

- Providing you with our services
- Dealing with your claim
- Carrying out checks such as fraud checks and credit checks
- Providing you with information about our products and services.

We give details about some of these processes below.

Driving Licence checks

We may also provide your (or any named third party) driving licence number (DLN) and other details to the DVLA to confirm licence status, entitlement and relevant restriction information and endorsement/conviction data.

Searches may be carried out prior to your policy commencing and at any point during your insurance policy including any mid-term adjustment and renewal stage. For details relating to information held about you by the DVLA please visit www.dvla.gov.uk.

The DVLA may also be used to search your (or any named third party's) no claims discount (NCD) details against a no claims discount database to obtain information in relation to your NCD entitlement.

We may pass details of your no claims discount to certain organisations to be recorded on a NCD database.

Providing you with details on our Products and Services

Where you have given us your consent to do so, we will send you information about products and services of ours and other companies in our Group which may be of interest to you. We may contact you by telephone, letter or email (as you have indicated)

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Group.

If you no longer wish to be contacted for marketing purposes then please contact our Data Protection Officer (contact details below).

Motor Insurance Database

Your policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers' Bureau (MIB). MID and the data stored on it, including your personal details, may be looked at and used by certain statutory and/or authorised bodies including the Police, the DVLA, the Insurance Fraud Bureau and other bodies permitted by law. If you are involved in an accident (in the UK or abroad), insurers and/or the MIB may search the MID to obtain relevant information. Persons pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID. It is vital that the MID holds your correct registration number. If it is incorrectly shown on the MID you are at risk of having your vehicle seized by the Police. You can check that your correct registration details are shown on the MID at www.askmid.com

Fraud Prevention and Detection

We carry out fraud checks on our customers. We do this in order to prevent fraud and also to help us make decisions about the provision, pricing and administration of insurance. When carrying out these checks, we will search against fraud detection databases. We may pass details about you to some of these databases. Law enforcement agencies, financial service providers, fraud prevention agencies, police and other organisations may also access these databases.

Claims History

We may process data relating to your claims history for the purposes of assessing any claim you may make. The aim is to help us to check information provided and also to prevent fraudulent claims. When you tell us about an incident we will pass information relating to it to these databases. We may search these databases when you apply for insurance, in the event of any incident or claim, or at time of renewal.

Credit Searches and Accounting

In assessing an application for insurance or policy renewal, we may search files made available to us by credit reference agencies. They keep a record of that search. Credit reference agencies share information with other organisations, enabling applications for financial products to be assessed or to assist the tracing of debtors, or to prevent fraud.

Transfers

Sometimes your information may be transferred outside the European Economic Area by us, by the organisations with whom we share your information or by the servants and agents of these organisations. If we do this we will ensure that anyone to whom we pass it provides an adequate level of protection.

Your Rights as a Data Subject

Under Data Protection Laws you have certain rights; these include for example, a right to understand what data we hold on you and a right to ask us to amend that data if it is incorrect. If you would like to exercise any of your rights please contact our Data Protection Officer (contact details below).

Data Protection Officer

If you have any questions about how we use your data, or to exercise any of your data rights please contact our Data Protection Officer at
Data Protection Officer
Markerstudy Direct Limited
45 Westerham Road
Bessels Green
Sevenoaks
Kent
TN13 2QB

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 we both irrevocably submit to the non-exclusive jurisdiction of the English courts.