

Terms of Insurance Business - November 2009 Edition

About us

Keysafe (UK) Limited, PO BOX 141, Whitchurch, Shropshire, SY13 3AG is a tenant referencing agency authorised and Regulated by the Financial Services Authority (FSA) in respect of its insurance activities only. We are permitted to arrange and advise on general insurance, act as an agent of Insurers and assist in claims handling. Please note that we use the trading name of 'Keysafe Insurance Services' for all insurance related matters and Keysafe Insurance Services is a trading style of Keysafe (UK) Ltd. You can check our details on the FSA's Register by visiting the FSA's website: <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234. Our Register Number is 315206.

Basis of advice

We have identified the benefit to all landlords of taking out certain insurance covers, we therefore offer cover for:

Legal Costs to you if your tenants pass our referencing process. You may then opt to take out additional cover for Rent Protection Insurance cover as detailed to you.

We will not assess your personal circumstances or provide advice or a recommendation to you, it is for you to decide whether the cover offered meets your requirements. We have selected a single insurer for Legal Costs and Rent Protection being Inter Partner Assistance Limited (part of the AXA global group) and administered by Arc Legal Assistance Limited (ARC). ARC have appointed JBI International Insurance Brokers Ltd (JBI) to issue policy documentation on their behalf and provide appropriate advice regarding policy coverage. Legal costs & rent protection claims are administered by ARC.

Any other insurance policy / service offered by JBI on behalf of Keysafe Insurance Services will be subject to JBI's own Term of Business, a copy of which is available upon request.

Your duty of disclosure

Your insurance is based upon the information provided to the insurance company and you must ensure that all such information is complete and accurate, and that any facts that may influence the insurer's decision to accept and pay a valid claim are disclosed.

Failure to disclose material information may invalidate your insurance cover and could mean that part, or all, of a claim may not be paid.

How to cancel

You have a statutory right to cancel your policy within 14 days of receiving your policy if you decide it does not meet your requirements. Please refer to your policy summary, policy document or renewal notice for further details. Please write to us at the above address if you wish to cancel during this period.

Cancellation in other circumstances will be subject to the terms and conditions of your policy document.

Fees

We are remunerated through commission payments from insurers and, in addition, reserve the right to add a fee to cover our administration costs. Any fee applicable will be notified to you before you purchase cover.

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service in respect of insurance matters, you should contact the Managing Director at the address below or call us on 01948 780800. You may be entitled to subsequently refer to the Financial Ombudsman Service. Further information is available at <http://www.financial-ombudsman.org.uk>

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.

Protecting your information

All personal Information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request or with your consent in relation to administering your Insurance, and except where law requires us. the FSA may ask us to provide it with access to our customer records in order that it may carry out a review of our activities.

Some or all of the information you supply to us in connection with your insurance proposal may be passed to Insurance companies for underwriting and claims purposes. Under the Data Protection Act 1998 you have a tight of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to Managing Director at the above address.

Protecting your money

JBI hold your money as agent of your insurer and your insurance is treated as being paid for as soon as JBI receive payment from you.

Compensation arrangements

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 £2,000 and 90% of the remainder of the claim, without any upper limit. For compulsory classes of insurance, 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 at <http://www.fscs.org.uk>