



STEPHEN LOWER INSURANCE SERVICES LTD

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TERMS AND CONDITIONS FOR DIRECT CLIENTS

If you arrange your insurance policy directly with Stephen Lower Insurance, or via any intermediary which is not FCA-registered (or formally deemed as "Exempt" by the FCA), then the following clauses and declarations apply to you. These are in addition to the contractual terms laid out in the relevant Policy Wording(s).

Should you have any doubt as to whether these Terms and Conditions apply to you, then please contact SLIS Ltd as soon as is reasonably practicable, using the contact information shown above.

1. Status Disclosure

Stephen Lower Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.

Our Financial Services Register number is 628613. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

2. Our Products

SLIS Ltd products are underwritten by only one, or a limited number, of Insurers for each product and we have not therefore sought competing terms from any other Insurers. Each product is designed to meet your demands and needs as detailed on your separate Statement of Facts document. Please note that this Statement does not constitute advice or personal recommendation about the suitability of the product to meet your particular needs.

3. Our Services

As an intermediary, we owe duties to you and unless you instruct otherwise, our services include:-

- I) Placing insurances on your behalf with Insurers as instructed by you or your agent.
- II) Making amendments, at your request, to insurance policies we have issued.
- III) Handling claims on the Insurer's behalf on policies we have issued (unless arrangements for direct notification to Insurers have been agreed between us).
- IV) Retaining documents relating to the placement of your insurances and of claims made for an appropriate period but in accordance with regulatory requirements as a minimum (following which documents may be destroyed).

We shall assume, unless you advise to the contrary, that you authorise us to agree with Insurers the terms and conditions of your insurance policies consistent with your instructions to us. You should not rely on any insurance policy you have instructed us to place until we have confirmed to you in writing that the insurance policy is in force.

The Insurer has authorised us to underwrite and settle claims on its behalf within agreed guidelines. Accordingly, in issuing your insurance policy(ies) and handling claims, we will act as an agent for the Insurer as well as for you.

4. Language Used

The language used in the policy(ies) and any communication relating to it will be English.

5. Premiums, Fees and Charges

Premiums include Insurance Premium Tax at the current rate (and VAT in respect of Engineering Inspection policies). A non-refundable Underwriting Fee is levied at policy inception & renewal. Policies paid in instalments via Direct Debit may be subject to an additional charge.

6. Cancellation of Policy

A proportionate return of premium will be paid upon cancellation during any insurance year, subject to a minimum premium payable of £50.00 plus IPT (subject to there having been no claims).

7. Amendments to cover - additional premium, return of premium

SLIS Ltd will not charge for any amendment during the insurance year which produces an additional premium of less than £25.00 plus

IPT. However no refund is available should an amendment or cancellation render a return of premium of less than £50.00 plus IPT, nor if the policy is paid by monthly instalments on our own Direct Debit scheme.

8. Settlement of Premium

In order for your policy to be in place, then we must have received FULL payment of the premium, including all associated taxes & fees, BEFORE the Cover Start date. Post-dated cheques and multiple payments will not normally be acceptable, unless with our prior, written agreement.

In the event that we have agreed that you may pay your premium in instalments using our Direct Debit facility, then we must have received a valid, completed and signed Direct Debit Mandate (DDM) BEFORE the Cover Start date.

Failure to have provided either full payment or a suitable DDM before the Cover Start date may have serious consequences, including a claim not being paid.

9. Handling of Monies

Owing to our arrangements with the Insurers, we will hold premiums received from you, premium refunds or claims monies, as an agent for that Insurer.

You will be treated as having fulfilled your obligation to pay the premium to the Insurer, when you have paid the full premium to us.

The Insurer will not have fulfilled its obligation to pay claims or premium refunds until we pay those claims or premium refunds to you.

10. Single Point of Contact

Whilst there may be many parties associated with an individual insurance policy (for example individual leaseholders within a Block of Flats), unless agreed by us in writing, we expect there to be a designated single point of contact for each policy, responsible for making payments to, and communicating with, us. In turn, this point of contact will be the sole recipient for all policy documentation and will be responsible for liaising with other interested parties in the policy.

11. Claims

If you have occasion to make a claim, please notify us as soon as is reasonably practicable. For emergencies occurring outside of office hours please contact the SLIS Ltd Claims Line on 01303-247047. Clause 10 notwithstanding, any freeholder or leaseholder with an insurable Interest in the policy may contact us to make a claim.

12. Complaints

Should you have cause to complain, please contact the Operations Director using the contact details shown in the header above, or via email to complaints@stephenlower.co.uk

If we cannot resolve your complaint by close of business on the next working day following receipt of your complaint, then we will send you a copy of our complaints procedure. Additionally, should your complaint relate to an aspect of your insurance policy, then we will refer the matter to the relevant Insurer for a separate review.

If you remain dissatisfied having received the final response, you may then refer the matter to the Financial Ombudsman Service. Further information is available at www.financial-ombudsman.org.uk.

13. Data Privacy and Data Retention

Our General Insurance Privacy Notice and Insurance Data Retention and Record Keeping Policy describe how we deal with your data. These documents will be sent with your policy documentation and can also be obtained via our website or by contacting us using the details shown above.

14. Remuneration

Unless we have agreed with you otherwise, payment for our services will be in accordance with our separate 'Important Information' document.

Our remuneration in respect of any policy will be due on the date of inception or the date of renewal of that policy.

Commercial customers as defined by the FCA, are entitled at any time to request information regarding our remuneration which may have been received as a result of our placing their insurance. Any enquires in this respect should be addressed to the Operations Director.