

These Terms of Business shall be governed by the Laws of England and Wales and supersede all previous versions.

The Regulator

Geoffrey Simmons Insurance Consultants LLP, 35-36 Windmill Street, Gravesend, Kent DA12 1AS is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 304298. You can check this on the FSA Register by visiting www.fsa.gov.uk or by telephone to 0845 606 1234. Our permitted business is arranging General Insurance Contracts.

Paramount Insurance and **GSI Online** are trading names of Geoffrey Simmons Insurance Consultants LLP.

Our Service

We are independent insurance brokers acting on your behalf in arranging insurance.

We will usually make a recommendation to you after we've assessed your needs and will explain the features and benefits of the products and services we offer. However, where you arrange insurance via our website, www.gsonline.co.uk or via www.paramount-performance.co.uk we **do not** provide any advice and you should satisfy yourself that the product meets your requirements before proceeding.

- For **motor, household** and **travel** insurance we offer products from a range of Insurers - please ask us for a list of the Insurers used.
- For **legal benefits** we offer products from a single Insurer (LV Highway)
- For **breakdown** cover we offer products from a single Insurer (Broker Direct)
- For **GAP** cover we offer products from a single Insurer (Pinnacle Insurance)
- For **private medical** insurance we offer products from a single Insurer (Pruehealth)

Remuneration

In the normal course of our business we receive commission from Insurance Companies with whom we place business. We shall only withdraw commission after we have received the premium from you, and in accordance with FSA regulations and agreements held with Insurers.

We will retain any interest earned on monies held in the client money bank account. We will advise you if this is likely to amount to more than £20 in respect of monies held on your behalf in relation to any single transaction.

We normally make the following charges:

- policy fee £10,
- mid term adjustment & cancellation £20,
- renewal £10
- duplicate documents £15
- credit finance fee £10,
- electronic submission fee £10,
- late payment fee £12.50,
- unpaid cheques £20.

Other taxes, costs or both may exist in respect of products and services that we offer which are not paid through or imposed by us.

We accept payment by cheque, Debit Card or by Premium Finance arrangement and are registered under the Consumer Credit Act under reference 558629

For return premiums (usually arising if insurance is cancelled) we repay commission to your Insurer and this amount will be deducted from any refund due to you.

Your Duty to Disclose Information

It is your responsibility to provide complete and accurate information to Insurers when you take out an insurance policy, throughout the life of the policy and when you renew your insurance. It is important that you ensure that all statements that 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. If a form is completed on your behalf, you should check that the answers given to any questions are true and accurate before signing the document. **By signing the document you acknowledge that the information contained therein is fully accurate and complete.**

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

Please also note that if you fail to disclose any material information to your insurers this could invalidate your insurance cover and could mean that part or all of a claim may not be paid. If you are in any doubt about whether information is material, you should disclose it.

Documentation

It is our normal practice to provide full policy documentation once any outstanding premiums have been paid in full.

Solvency of Insurers

We subscribe to Standard & Poor's rating service and, where information is available, monitor the solvency of the Insurers we use. However, we cannot guarantee the solvency of any Insurer with which we place business. This means that you may still be liable for any premium due and not be able to recover the premium paid, whether in full or in part, should an Insurer become insolvent.

Client money (general)

We deal with client money using one or more of the following methods:

1. Client Money Segregation (non-statutory trust)

Premiums that we collect from you are segregated into and held in a client money bank account and held by us as trustee on your behalf subject to FSA Rules. We may extend credit to other customers using client money. We maintain systems and controls to ensure that we monitor and manage client money transactions and any credit risk arising from the operation of the trust arrangement.

2. Risk Transfer

Premiums that we collect from you and refunds of premiums are held in a client money bank account. By virtue of Agreements we hold with Insurers we collect premiums and make refunds as their agent. Therefore, once we have collected premiums from you, those premiums are treated as having been paid to the Insurer. Refunds of premiums are treated as received by you when they are paid over to you. We settle premiums to Insurers after deduction of our commission and in accordance with the terms of our Agreements with those Insurers but we will not withdraw our commission until we have received the premium from you.

We may pass client money to another broker who we use to arrange cover for you.

Complaints

It is our intention to provide you with a high standard of customer service at all times. However, we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly. Should you need to make a complaint you may do so:

- In writing to the Compliance Officer
- By telephone on 01474 359117
- By Fax on 01474 567852
- By email to info@thegsigroup.co.uk
- In person at our office address

Should you remain dissatisfied with our final response, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS) and further details will be supplied at the time we respond to your complaint. Information about the FOS is available at www.fos.org.uk or by telephone to **0845 080 1800**

The Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends upon the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme at www.fscs.org.uk or by telephone to **0207 892 7301**

Cancelling Your Policy

Where a cancellation period is applicable to your policy this will be notified to you in writing and will usually start from the date of receipt of the policy documentation. If you cancel your policy within this period and the terms of the policy allow, you may receive a refund of your premium. In some instances, the Insurer will make a charge for the time the policy was 'on risk'. In the event that you default in paying the premiums due, for whatever reason, you understand that, subject to writing to you by Recorded Delivery, we reserve the right to cancel your policy to recover any balance of monies due to us. If such action leaves a credit this will be refunded to you, if a balance due, this will still be payable. Please be aware that most insurers do not give a refund if a claim has been made. If any balance or premium is not paid on demand we may appoint a debt collection agency to collect the outstanding balance on our behalf. Any additional charges or costs incurred, including those of the Agency and any associated Court costs will be added to the debt.

Confidentiality and Data Protection

Any information about you of a sensitive nature will be treated as private and confidential and may be used in the normal course of arranging and administering your insurance. This may involve passing information about you to Insurers, other intermediaries, risk management assessors, uninsured loss recovery agencies and other third parties involved (directly or indirectly) in your insurance. Some Insurers may carry out a credit search to verify your information in order to provide the best possible terms. We may also pass information about you to credit reference agencies and premium finance providers in connection with the assessment of your financial standing, in particular, where you have requested a premium instalment plan. We may pass information about you to our Regulator so that monitoring activities can be undertaken. From time to time we, or our business partners, may provide you with information by mail, telephone, SMS, Fax and email about other products or services that may be of interest to you. If you do not wish to receive marketing information from us please write to us at our registered address. For training and monitoring purposes telephone calls may be recorded.

Your Checklist

- I have received a copy of the quotation and understand the terms and conditions applying to my policy
- For motor policies, I understand who is able to drive my vehicle and what policy excesses apply along with security requirements and that theft cover will be excluded if terms are not met
- I have been offered a legal benefits policy
- If I have opted for an instalment plan, I understand what my repayments are
- I understand that my motor policy may be issued at a gross premium if proof of bonus is not received by GSI within 7 days of the risk date

By transacting business with us you are agreeing to the above terms and conditions