

## SUTTON WINSON LIMITED - OUR TERMS OF BUSINESS

This document provides details of how we deal with you, our client, together with other information that you should be aware of. For your benefit and protection please carefully read this document. Do contact us if anything is unclear or not fully understood.

### 1. SUTTON WINSON LIMITED (REGISTERED NUMBER 546706) - OWNERSHIP & ABOUT US

We are independently owned and have no direct or indirect holding in any insurer. Likewise no insurer has any direct or indirect holding in us:

Locations: St. James House, Grosvenor Road, Twickenham TW1 4AJ (Registered Office)  
First Floor, Greenacre Court, Station Road, Burgess Hill RH15 9DS  
Telephone: 0330 008 5555  
Website: [www.suttonwinson.com](http://www.suttonwinson.com)

### 2. LAW, JURISDICTION AND THIRD PARTY RIGHTS

This agreement is governed by and construed in accordance with English Law and any dispute arising under it shall be subject to the exclusive jurisdiction of the English courts. Unless otherwise agreed between us in writing, no term of this agreement is enforceable under the Contracts (Rights of Third Parties) Act 1999.

### 3. AUTHORISATION

We are authorised and regulated by the Financial Conduct Authority (FCA) to advise on, arrange and assist in the administration and performance of general insurance products and, where instructed by you, to arrange credit in relation to insurance premiums on your behalf.

Our FCA registration number is 310883 and we are licensed to arrange credit under reference number 039132.

For further information go to the FCA register [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768.

### 4. FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the FSCS and you may be entitled to compensation from the FSCS if we cannot meet our obligations.

Full details and further information are available at [www.fscs.org.uk](http://www.fscs.org.uk) or telephone 0800 678 1100 or 020 7741 4100.

### 5. OUR LEVEL OF SERVICE & PRODUCTS WE OFFER

Our service to you: includes arranging insurance cover with insurers to meet your requirements, helping you with any ongoing changes you have to make and, where specifically agreed, assisting with any claims that may occur under the policies we arrange for you.

We will make it very clear in our communications with you as to how we make our selection on insurer and product we recommend.

Also where we operate under a Delegated Claims Authority we will highlight this at first notification of loss. Delegated Authority enables us to make decisions in-house and pay claims to ensure we deliver a speedy and efficient service to our clients.

Fair Treatment: We aim to treat you fairly at all times by ensuring that we provide you with insurance products, services and advice that are suitable and meet your requirements and expectations.

#### 5.1 International Business

##### (a) Facilitating an Introduction to a Broker, Intermediary or Agent

Where we are required by you to identify such company to assist you and your local entity with arranging and advising on insurance covers and other associated services in another territory:

- (i) The responsibility of arranging the insurance covers and any other associated services is between you and your local entity and such company;
- (ii) You and/or your local entity will need to ensure that such company meets with your requirements before entering into a contract and any local insurance and taxation regulations are adhered to;
- (iii) Our level of service is limited solely to identifying and facilitating such introduction;

##### (b) Engagement of a Local Company

Where we are required to instruct a local company in another territory to assist us in meeting your and your local entity's insurance requirements and/or other associated services:

- (i) We will notify you of this in advance and specifically instruct such local company as may be required;
- (ii) Remuneration to the local company will be in the form of commission from the insurer(s) and/or other institution or a fee agreed with you, in addition to any fee or commission due to us.

In relation to (a) we will not:

- (i) undertake any kind of due diligence exercise on such local company;
- (ii) monitor any aspect of the local company's service to you and/or your local entity or otherwise;

In relation to both (a) and (b) we will not be liable:

- (i) for any acts, errors or omissions committed by the local company, its employees, directors, agents, affiliates or representatives;
- (ii) be liable under clause 8 of this agreement other than in respect of our liability for death or personal injury as a result of our negligence.

### **(c) Our Engagement by an Overseas or Global Broker or Intermediary**

We shall not be liable for any losses due to any acts, errors or omissions committed by an overseas/global broker or intermediary, its employees, directors, agents, affiliates or representatives.

## **6. CALL RECORDING**

Telephone calls to or from our offices are recorded for the protection of both parties and for training purposes.

## **7. OUR REMUNERATION AND MANAGING CONFLICTS OF INTEREST**

Read our separate document entitled Revenue Statement for information about our earnings and how we manage Conflicts of Interest.

## **8. LIMITATION OF LIABILITY**

We acknowledge that we may be liable to you for loss, damage, costs and expenses arising under, or in connection with, the services provided by us to you, whether arising in contract, tort and/or including our negligence subject to the following provisions:

- (a) Unless otherwise agreed by us in writing, our maximum liability under, or in connection with, our services to you whether arising in contract, tort and/or including negligence shall not exceed £10 million in respect of any one claim or series of claims emanating from a single cause or circumstance.
- (b) We shall not be liable to you for losses due to any act or omission by you or any other party including but not necessarily limited to providing false, misleading, inaccurate or incomplete information or documentation.
- (c) We shall not be liable to you, or deemed in breach of this agreement for any delay or failure to perform any of our obligations to you where such delay or failure was due to any cause beyond our reasonable control.
- (d) In circumstances where you appoint us to act as your insurance intermediary (Broker) to administer policies arranged by another intermediary or intermediaries, we will not be liable for any loss resulting from the advice or possible negligence of your previous intermediary or intermediaries however caused.
- (e) We shall not be liable for any losses incurred as a direct consequence of the financial failure of an insurer, underwriting agency, insurance intermediary or any other third party.
- (f) You will not bring any claims against any of our employees, directors, officers or consultants whether past, present or future, any proven liability shall be Sutton Winson's liability.

Nothing in these terms and conditions shall exclude, or in any way limit, our liability for fraud or death or personal injury caused by our negligence or any other liability; to the extent that the same may not be excluded or limited by law; nor to the extent that we have a duty or liability to you under the regulatory system applicable to insurance intermediaries or under the Financial Services and Markets Act 2012 including any subsequent replacement or modification.

## **9. YOUR DUTY TO ENSURE ALL INFORMATION IS ACCURATE (CONSUMER ACT 2012)**

You are obliged to ensure that any information which you provide is complete and accurate, and should fully reflect the risk being insured. This information forms the basis on which we arrange cover on your behalf. If the information is inaccurate, incorrect, incomplete or out of date this may result in future claims being rejected, or not fully paid, as well as the insurance being potentially cancelled or treated as if it never existed.

Therefore if there are any errors or inaccuracies of any kind, do inform us immediately. In the event of any future changes, tell us about these as soon as possible so that we can update your records and inform insurers.

## **10. AWARENESS OF POLICY TERMS**

When a policy is issued, it is important that you read it carefully as it is that document, the schedule and any certificate of insurance, which is the basis of the contract you have purchased. Seek our advice promptly if you are in doubt about any term or condition.

### Adequacy of Sums Insured and Limits

At all times it is your responsibility to ensure that the sum insured values and policy limits are adequate and reflect current, continuing and future reinstatement/replacement costs. Whilst we may assist in establishing and maintaining insured values, we cannot accept responsibility for their accuracy.

We strongly recommend, where applicable, that the appropriate professional (e.g. surveyor / accountant / valuer) be consulted to ensure that the sums insured under the policy are correct. We offer services to assist in this regard; do contact us for more information.

#### **11. INCIDENTS & CLAIMS**

Failure to immediately notify incidents or circumstances that could potentially give rise to a claim may invalidate your insurance cover and jeopardise the claim if submitted later.

Let us know immediately of; any incident or circumstance that could potentially give rise to a claim, adversely affect or increase the nature of the risk presented to the insurer.

If a third party is involved, contact us immediately for advice and to agree the appropriate course of action. Do not admit Liability without reference to us.

#### **12. RETENTION OF DOCUMENTS**

We may keep certain documents such as your insurance policy or certificate while we are awaiting full payment of premiums and/or fees. Should any documents be withheld, we will ensure that you are provided with full details of the cover.

You should also carefully check and keep copies of any documentation you receive from us for your records.

#### **13. MONEY LAUNDERING / PROCEEDS OF CRIME ACT**

UK Money Laundering regulations require us to obtain evidence of the identity of clients for whom we act at the start of a business relationship. Documentary evidence may be requested.

We are obliged to report to the National Crime Agency (NCA) any situation giving rise to a suspicion of money laundering and we are prohibited from disclosing any such report.

#### **14. DATA PROTECTION & CONFIDENTIALITY**

Information provided to us by you will remain confidential and be used for the purpose of providing insurance broking services to you, or to others where we are required to fulfil a regulatory or legal obligation and as set out in our Privacy and Fair Processing Policy. This means that your personal information will be used to process your policy, understand your needs and improve our services. It may be shared with third parties where required to do so for us to provide our services to you, or where we have appointed third parties to manage our business. Where you have agreed, or in circumstances where to do so will be in our mutual interests, we may contact you to provide you with information about insurance products and services that we have assessed to be of interest to you to protect your risks and exposures.

You can opt out from receiving such communications by contacting us.

In your dealings with us you may provide us with information that may include data that is known as personal data. Where we process personal data, we comply with statutory data processing requirements as set out by the Data Protection Act 2018. The personal data we will collect may include information relating to your name, address, date of birth, health or criminal offences. In processing personal data for insurance purposes about health or criminal offences, we will only do so to enable us to provide our service to you and on the basis of it being in the public interest.

The Data Protection Act 2018 provides you with access rights that allow you to gain an understanding on the data being processed, who we share it with, for what purpose, why we need to retain it and retention periods, to object to the processing and to place restrictions on the processing, to request copies of your data and to request the deletion of your data. Contact us if you require further information on how we process your data or you wish to exercise your rights. How we process your personal data is detailed further within our Privacy & Fair Processing Policy, which can be accessed via our website at [www.suttonwinson.com](http://www.suttonwinson.com) or a paper copy can be provided on request.

Nothing in the agreement overrides our duty to place the interests of our client before all other considerations nor shall this agreement override any statutory legislative or regulatory requirements (whether obligatory or advisory) which may apply to us.

Information provided to you by us by way of reports and publications constitutes confidential and proprietary information belonging to us and may only be disclosed and/or used in accordance with permission granted by us. Any other disclosure and/or use is strictly prohibited and we reserve the rights amongst others, to take such action as is necessary to protect our confidential and proprietary information.

Please note that English Law recognises the existence of an implied contract of insurance permitting insurers to inspect certain documents which we hold as your broker. Some insurers have slightly wider access than others. You should be aware that the right to inspect does not depend on your prior consent having been given.

Depending on the circumstances of the insurance contract, we may need to transfer data outside of the jurisdiction of the European Economic Area. Your personal information may also be used for crime prevention.

#### **15. INSURER SOLVENCY**

We subscribe to one of the major credit rating agencies, Standard & Poors, and we receive regular updates regarding insurer solvency. We will take all reasonable steps to place your insurance with an insurer capable of meeting its future liabilities. However, we cannot guarantee the solvency of any insurer or be held responsible for any additional costs that may be incurred in replacing cover with an alternative insurer.

## 16. PAYMENT OF PREMIUMS

Premiums must be paid by the payment due date stated on our invoice, failure to do so may invalidate cover and entitle insurers to cancel the policy. If the premium remains outstanding after the payment due date, we reserve the right to charge interest at Barclays Bank base rate plus 3%. If we have not received the premium from you, we are under no obligation to pay the premium to the insurer on your behalf.

We will advise you if an insurer has imposed a condition which requires payment by a specific date. In this situation, we must receive cleared funds no later than 7 days prior to the payment due date to ensure that cover remains in force. Failure to comply will result in cessation of policy cover.

Consumer credit; where required our service to you also includes arranging credit to enable the costs of insurance premiums to be spread. If you do wish to pay your insurance premiums using an insurer instalment or a premium finance house facility, you must notify us of your intention prior to the date of commencement of cover and complete any documentation necessary as soon as reasonably practicable. Details regarding the applicable terms and conditions together with the charges will be provided by us and the credit provider.

How we make our selection; we will firstly assess your insurance needs and provide you with advice and recommendations regarding the most suitable insurance arrangement. Then we would arrange for the provision of the most appropriate insurer instalment or premium credit facility available to us to pay the insurance premium due.

## 17. PREMIUM PAYMENT BY CONTINUING INSTALMENTS

Where payment for the policy is by regular instalment, for example by direct debit, which is not restricted to a single insurance period, you give your consent to the policy being automatically renewed, without further reference to you, at the renewal date. This means that insurance will continue to be provided to you and you will be obliged to pay for such insurance, unless you specifically contact us before the renewal date to notify us that it is no longer required.

## 18. HOW WE HANDLE YOUR (CLIENT) MONEY

We are governed by strict rules regulating Client Money set down by the FCA. Monies paid by you to us, or received by us to be paid to you, will be held in Statutory Trust bank accounts. Where we hold monies in Statutory Trust bank accounts we may earn interest on monies held which will be retained by us.

### Client Money (Statutory Trust)

We hold the majority of our client money in Statutory Trust Bank accounts. This means that client money is held separately from our own money in accounts with an approved bank and designated as Statutory Trust accounts. We act as trustees of client money and must meet certain legal and regulatory conditions. We are not permitted to, and do not, use client money balances to provide credit for other clients or potential clients.

The majority of client money held by us is held as agent of insurers. This means that premiums are treated as being received by insurers when received in our bank account and that any claims money or premium refund is treated as received by you when it is actually paid over to you. Do tell us if you wish to know whether your premium will be held by us as agent of an insurer.

### Payments to Third Parties

We may transfer client money to another person, such as another broker or settlement agent, for the purposes of effecting a transaction on your behalf.

On occasions, client money may be passed to organisations outside the UK. The legal and regulatory regime applying outside the UK may be different from that of the UK and, in the event of failure of a third party outside the UK, this money may be treated in a different manner from that which would apply if the money were held by a third party organisation in the UK. You may notify us if you do not wish your money to be passed to a party in a particular jurisdiction.

## 19. COMPLAINTS AND COMMENDATIONS

### Complaints

We are committed to providing a quality service at all times. If something goes wrong we need you to tell us about it. This will help us to improve our service and standards.

Should you have any reason whatsoever to be unhappy then do raise your concerns with the individual who has been dealing with the matter or their manager. If there is continuing cause for dissatisfaction, you should write to the Compliance Director at our Twickenham office or call us on 0330 008 5555.

If the matter is resolved within 3 business days, we will write to you to confirm this. If it cannot, we will seek to resolve the matter as quickly as possible and keep you informed of progress. If we cannot agree a solution between us, we will explain why. We will confirm our final response to any complaint within eight weeks of your complaint.

If you are:

- a private individual, or
- an enterprise which:
  - (a) employs fewer than 50 persons and
  - (b) has a turnover of less than £6.5 million
  - (c) or annual balance sheet of less than £5 million
- a charity which has an annual income of less than £6.5 million or
- a trustee of a trust which has a net asset value of less than £5 million.

You may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, London E14 9SR, telephone 0300 123 9123, fax 0207 964 1001, website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

If you have a complaint against your insurer, your policy documentation will set out the procedure that you should follow. However, we will assist you if required.

#### Commendations

It is very helpful to us if you tell us about any aspect of our service with which you are particularly satisfied or any members of our staff that you feel should be specially commended. Such commendations are recorded, monitored and recognised.

## **20. TERMINATION**

Our services may be terminated by either party by giving 6 weeks' notice in writing to the other or as otherwise agreed.

Where permissible, we shall continue to perform our obligations in accordance with the terms of this Agreement during the notice period unless otherwise agreed with you and provide all reasonable assistance to facilitate an orderly transfer of your insurances to another insurance provider. Notice of termination of our services does not affect your insurance contract(s) with insurer(s) including its expiry or renewal date.

In the event our services are terminated by you, we will be entitled to receive any and all fees (including fees agreed in a long term agreement) or brokerage payable (whether or not the same have been received by us) in relation to all policies placed or due to be placed by us.

In the event that we no longer place insurances for you and if we continue to handle your claims we may seek to agree a fee for future work.

Such termination shall be without prejudice to the accrued rights and liabilities and other remedies of either party.

## **OUR REVENUE STATEMENT**

This document provides you with information on how we generate our revenue in order to operate our business and develop our people so that we can deliver our professional services to you.

### **Fee**

The majority of our larger commercial customers pay by way of a fee. If paying by fee we will negotiate a price with you to reflect the service and work that we undertake for you. The amount charged will be very much dependent on the level of service you want from us and the people within our business that work on your account. Fees are negotiated annually or can be subject to a longer term agreement.

### **Commission**

For all other customers we are paid a commission by the insurer. The commission paid to us by the insurer will be a percentage of the premium you pay for the policy.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance policy.

### **Refunds of Commission or Fees**

No refunds of commission or fees will be allowed following cancellation of any policy unless otherwise agreed by us in writing.

### **Additional Charges and Fees**

We reserve the right to make additional charges or fees for arranging, renewing, amending and cancelling any policy of insurance, as well as assisting you with claims including large and complex losses. Any such charges will always be clearly identified and will be a fair and reasonable price to reflect the work we are required to undertake on your behalf.

### **Business Deals**

We have relationships with over 100 different insurance providers, so we should be able to find you a policy that suits your requirements. A small number of these do provide us with additional payments based upon business deal arrangements.

These are:

Allianz, Amlin, Arch, Aviva, AXA, BMS Group, Chubb, Covea, Hiscox, NIG, NMU, QBE, RSA, Travelers, Zurich

Criteria for Payment under these deals include; the total premium volume placed and/or underwriting performance of our overall account (e.g. total claims paid out are significantly less than total annual premium received).

We also have a business deal with Premium Credit (premium financing company), who pay us a commission for introducing clients to their premium finance facility.

### **Conflict of Interest Policy**

Our commitment and promise to you is that these arrangements will not affect the recommendations we make to you which remain wholly based on offering you the right policy, with the right insurer to match your insurance requirements at the right price. In addition we will also make sure that you receive the appropriate claim settlement if you suffer a loss.

We have internal procedures to ensure that any potential conflict of interest is minimised or eliminated and there is no undue influence on the recommendations we or our people make and our claims team work in your best interests.

This is regularly reviewed at Board and Compliance meetings to make sure that we adhere to our promises and values.