



Drayton Insurance Services

COMMERCIAL • MOTOR • HOUSEHOLD

Office Water Supplies
Unit 6A,
Snetterton Business Park
Harling Road
Snetterton
NR16 2JU

Broker Ref: WATT03CC02
Date: 06/08/2021

Dear Mr Mitchell,

Commercial Combined - New Business - Policy No. 97MWP3289244

We have pleasure in confirming inception of your new policy as noted above, please find enclosed;

- Our **Terms of Business** are enclosed, please read these so that you are aware of the basis of our service. We would particularly refer you to Your Duty of Disclosure for Commercial Customers which clearly sets out your obligation to disclose all relevant facts related to your business on which your insurers can make a fair analysis of your risk. Failure to disclose any such information could invalidate your insurance cover. If you are in any doubt whether certain information should be disclosed, please contact us for guidance.
- Your **Demands and Needs** statement which records the information we have gathered on your requirements and our recommendation.
- A **Product Information Document/Wording**, which gives brief information about the insurance you have effected. Please read all documentation carefully in conjunction with the **Policy Booklet**.
- It includes your right to cancel and how to make a claim. In order to exercise your right to cancel, please contact us.
- You are entitled at any time to request information regarding any commission which we may have received as a result of placing your business.

Please can you check all of the enclosed documentation to ensure it meets with your needs. If there are any changes or errors, please contact us immediately.

Your policy runs for 12 Month(s) and cover has been arranged from 11/08/2021 with Aviva.

- The premium for this cover is **£972.26** which includes £104.18 Insurance Premium Tax. A summary of the benefits is enclosed.
- We enclose a **Statement of Fact** please check the details are correct and retain with your policy. Please forward your payment by return.

If you need any help with the form or any further advice please do not hesitate to contact us.

Yours sincerely

Drayton Insurance

CAN WE SAVE YOU MONEY ?

Can we give you a quotation for any other insurance ?

We can offer very competitive rates & the widest covers for :-

- | | |
|--|--|
| <input type="checkbox"/> Household Buildings | <input type="checkbox"/> Household Contents etc. |
| <input type="checkbox"/> Private Cars | <input type="checkbox"/> Commercial Vehicles |
| <input type="checkbox"/> Motor Cycles | <input type="checkbox"/> Contractors Plant |
| <input type="checkbox"/> Vehicle Breakdown | <input type="checkbox"/> Tradesman's Liability |
| <input type="checkbox"/> Industrial, Business or Commercial Premises | |
| <input type="checkbox"/> Shops, Offices, Hotels, Pubs or Warehouses | |
| <input type="checkbox"/> "Office" at Home | <input type="checkbox"/> Travel Insurance |
| <input type="checkbox"/> Any other requirement | |

Just tick the item(s) above that you are interested in and return this sheet to us - we will contact you to discuss your requirements.

OR

Visit or Phone us with your details for a **"Without Obligation"** quotation.

TEL : 01603 262610

**Drayton Insurance
School Road
Drayton
Norwich
NR8 6EF**

REMITTANCE ADVICE (Please detach and return with remittance)

Office Water Supplies
Aviva

WATT03CC02
£972.26

New Business
11/08/2021

Payment can be made by Bacs to Drayton Ins Limited, Account Number 13868567 and Sort Code 206268, please ensure you quote your reference number **WATT03CC02**.

Demands and Needs Statement

Client Name	:	Office Water Supplies
Client Reference	:	WATT03CC02
Client Classification	:	Consumer

Policy & Classification	:	Commercial Combined - Consumer
Method of Sale	:	Telephone
Type of Sale	:	Advised
Transaction Type	:	New Business
Recommended by	:	David Tuttle (Drayton)

Based on our conversation, your demands and needs were:

A Commercial Combined policy which provides cover in relation to Unit 6A, Snetterton Park, Harling Road, Snetterton, Norwich, NR16 2JU

Cover includes:

- Office Computers & Software at £2,100
- Fixtures and Fittings, Machinery and Plant, all other contents at £5,000
- Stock and Materials in Trade at £20,000
- Money and Assult (see Schedule for sums insured)
- Goods In Transit at 10,000
- Employers Liability at £10,000,000
- Public and Products Liability at £5,000,000

Based on the information that you have provided I am able to recommend:

Insurer - Aviva Insurance.
Product - Commercial Combined.

The reasons why we have recommended this product are:

Subject to Insurers warranties and endorsements as detailed in the enclosed policy schedule. Including: Policy Condition 16 - Minimum Security, 909 - Bona-Fide Subcontractors Insurances, 582 - Woodworking Machinery Exclusion, A750 - Heat Work Away From Premises Exclusion, A751 - High Risk Premises Exclusion, A951 - North American Exclusion and EX923 - Height Limit (EL)

This policy meets your demands and needs at a competitive premium. Full details of the cover provided under this policy, including any applicable excesses and limitations, can be found in your policy schedule.

NB. Personal recommendations are based on market conditions existing at the time the contract is concluded, these can change. If we have misunderstood your demands and needs in any way, please contact us for an amended quote.

Drayton Insurance Services

Terms of Business - April 2021

Who We Are

Drayton Insurance Services is a trading name of Drayton Ins. Limited who are authorised by the Financial Conduct Authority (FCA), registration number 537749. We are also authorised by the FCA for consumer credit broking. We act for a number of lenders. You can check our status and permissions on the FCA Register on their website: www.fca.org.uk/firms/financial-services-register.

Our Services

We are an independent insurance intermediary which means we can search the marketplace for the most appropriate policies for you. This is sometimes referred to as a 'fair and personal analysis' of the market. For some markets, such as Legal Expenses cover, we have used our knowledge of the market in advance and have chosen to deal with a single provider or limited number of providers.

Your Duty of Disclosure

Consumers: You must take reasonable care not to make a misrepresentation to the insurer. This means that all answers you give and statements you make as part of your application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the Insurers, this could mean that part or all of a claim may not be paid.

Commercial Customers: Where we arrange insurance wholly or mainly for purposes related to your trade, business or profession, you have a duty under The Insurance Act 2015 to make a fair presentation of the risk. This means that you must disclose every material circumstance which you and/or your senior management and/or anyone responsible for arranging your insurance know or ought to know. Alternatively, you must disclose sufficient information which would put the Insurer on notice that it needs to make further enquiries for the purpose of revealing those material circumstances. You are expected to carry out a reasonable search in order to make a fair presentation of the risk and will be deemed to know what should reasonably have been revealed by the search.

Your duty of fair presentation applies at the start of the policy, at renewal and when any variation of the policy is arranged. If you fail to make a fair presentation, the Insurer may refuse to pay your claim or reduce the settlement amount, depending on the circumstances.

Protecting Your Information

We take your privacy extremely seriously and we will only use your personal details in line with our Privacy Notice. This can be found on our website <http://www.draytoninsurance.co.uk/privacy-policy>. Please contact us if you cannot access this and/or require a hard copy.

Please read our Privacy Notice carefully and contact us immediately if you have any queries. Where necessary, for example where we would like to use your data for some electronic marketing purposes, we shall ask for your specific consent to do so.

Your personal information includes all of the details you have given us to process your insurance policy and/or credit agreement (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. We will not sell, rent or trade your data under any circumstances. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

For our joint protection, calls may be recorded.

By agreeing to these terms and conditions you agree to these uses of your information.

Fees and Charges

We may charge you for the work incurred handling your insurances. These charges apply if you instruct us to arrange insurance, renewal, cancellation or other work on your behalf. Any additional charges, if applicable, will always be agreed with you in advance of them becoming due. Any insurer service charges or fees applicable, along with administration fees we may apply, will be advised to you at the time of quoting in respect of new business and renewals. If your policy is cancelled mid-term, we will make a charge to reflect the administrative costs of arranging and cancelling the policy. For Consumer customers, this will be £25 and for Commercial customers the charge will be 10% of the return premium.

If you pay your premium by instalments we shall inform you of any additional fees, charges or interest as part of your credit arrangements.

About Our Remuneration

When we sell you a policy the Insurer pays us a percentage commission from the total premium. We may occasionally receive additional remuneration from certain insurers for insurance policies we place with them. Similarly, when we arrange a credit agreement for the collection of your premium, we receive a percentage commission from the finance provider. Please ask if you require further information.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business or arranging premium finance. Please be assured that at no time will the way in which we are remunerated conflict with our responsibilities to meet your needs and treat you fairly.

Block Transfer

In respect of some classes of insurance we may operate block insurance arrangements in order to provide competitive terms. This is where we place all insurances of a certain type with one insurer who can provide particularly competitive terms for all our customers. On occasions it will be necessary for us to transfer such blocks from one insurer to another where this is beneficial to our clients. This Terms of Business Agreement constitutes both your acceptance that we may do this and your prior request for us to do so.

Adequacy of Insurance Values

It is the responsibility of the insured to ensure that all sums insured and policy limits are adequate. Whilst we seek to assist in establishing and maintaining insured values and indemnity limits we cannot accept responsibility for their accuracy. It is strongly recommended that the appropriate Professional (e.g. Surveyor/Accountant) be consulted to ensure that the sums insured and limits under the policy are suitable.

Conflicts of Interest

As insurance brokers we generally act as your agent in advising you, arranging your insurance and assisting you in the event of a claim; we will always act honestly, fairly and professionally ensuring your best interests are our priority. In certain circumstances we may act for and owe duties of care to Insurers and/or other parties. Where we become aware of any actual or potential conflict of interest, we will inform you of the situation, the options available to you and obtain your consent before we proceed. Some insurers have delegated their authority to us to underwrite the policy on their behalf. Where this occurs, we will still act as your broker, acting in your best interests when selecting the most suitable policy for your needs.

Insurer Security

The Insurers we use are regulated and are required to have adequate capital resources. However, we cannot guarantee the solvency of any Insurer we place business with. An insolvent Insurer may be unable to pay claims or may be unable to pay them in full and you may have to pay a further premium to pay for alternative insurance cover.

Money Laundering/Proceeds of Crime

We are obliged to report to the National Crime Agency any suspicion of money laundering or terrorist financing activity and we are prohibited from disclosing any such report.

Protecting Your Money

Prior to your premium being forwarded to the Insurer (or forwarded to you in the event of a premium refund) we hold your money as an agent of the Insurer with which we arrange your insurance. Where we hold premium as the agent of the Insurer it is regarded as received by the Insurer.

We may transfer your premiums to the insurer through another party, such as a broker or underwriting agent for the purposes of effecting a transaction.

By agreeing to these terms and conditions, you are giving your consent for us to treat your money in this way. Please notify us immediately if you have any objection or query.

How to Claim

Please refer to your policy documentation if you need to notify a claim. You should contact us or the insurer direct as soon as you become aware of any incident which could give rise to a claim. If in doubt about who you should contact, or if you require our assistance in relation to a claim or potential claim please contact us.

Limit of Liability for Commercial Customers

Please note that the limitation on liability referred to in this clause does not relate to the level of indemnity under any policy arranged for you. Please refer to your policy documents for details of the limit on liability that applies under your policy. This clause relates to possible general insurance related claims against Drayton Ins. Limited.

Unless we agree otherwise in writing, the aggregate liability under these terms of business and the relationship with you as insurance intermediaries shall be limited in respect of any claim for losses (including as a claim for breach of contract, tort or breach of statutory duty and including claims for statutory interest) to a maximum of £7,500,000. This limit shall apply to one claim or any series of claims arising from one incident, however there is no limit in respect of any claim:

- received by a consumer (ie a person acting for purposes outside of their trade, business or profession)
- for personal injury or death caused by our negligence
- which results from us failing to meet our regulatory obligations
- which results from any fraudulent act(s) (including theft or conversion) by us.

Increased limits of liability may be available on request, but we reserve the right to charge for any necessary increase in premium as a result.

Termination

You or we may terminate authority to act in connection with your insurance arrangements at any time. Notice of termination must be given in writing and will be without prejudice to the completion of any transactions already commenced. Any business currently in progress will be completed unless we receive instructions to the contrary. Any premiums or fees outstanding will become payable immediately. In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days notice.

How to Cancel

Please contact us immediately if you wish to cancel any insurance policy we have arranged for you. You may have a right to cancel a policy without penalty within the first 14 days (or, in some cases, longer). Please refer to your policy summary or your policy document for further details. If you cancel within this initial cancellation period (where this applies) you will receive a pro rata refund of premium from the Insurer. However, Insurers are entitled to make an administrative charge. In addition, we will make a 10% charge of the return premium which reflects the administrative costs of arranging and cancelling the policy. If you choose to cancel other than within an initial cancellation period, you may not receive a pro-rata refund of premium. Insurers charges will be notified to you at quotation stage and our charge will be 10% of the return premium due to you.

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 you should contact one of the directors immediately on 01603 262610. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 0 234 567 and further information is available at <http://www.financial-ombudsman.org.uk/>.

If you do decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected. We will provide a summary of our complaints handling procedures should you make a complaint which we cannot resolve informally and at any other time, upon your request.

Compensation

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 90% of the claim, without any upper limit.

For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, also without any upper limit. The compensation scheme does not apply to consumer credit. Further information about compensation scheme arrangements is available from the FSCS on 0800 678 1100 or 020 7741 4100 or by visiting www.fscs.org.uk

Law and Jurisdiction

These Terms of Business shall be governed by and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the courts of England and Wales.