

# Vanarama Terms of Business

## About Us

Vanarama Insurance Services is a trading name of Autorama UK Ltd of Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7ED These Terms of Business are to be read in conjunction with the [Privacy Policy](#) and your insurer's Policy Wording, Insurance Product Information Document (IPID), Schedule and Statement of Facts.

## Who authorises and regulates us?

Vanarama Insurance Services Is a trading style of Autorama UK Limited who are authorised and regulated by the Financial Conduct Authority (FCA). Our firm registration number is 630748. This may be verified on Financial Services Register by visiting the FCA's website, [here](#). We are permitted to arrange insurance and deal as an agent of insurers and clients. We have appointed Fresh Insurance Services Group Ltd to act as our administrator for the purposes of offering, arranging and managing vehicle insurance policies.

These terms of business apply to the provision of insurance services by them to our customers. Where the phrases "we", "us", "our" are used they mean Fresh Insurance Services Group Ltd acting on our behalf as our administrator.

Fresh Insurance Services Group Ltd of Ladybird Suite, Burnt Meadow Road, North Moons Moat, Redditch, B98 9PA is authorised and regulated by the Financial Conduct Authority registration number 306202. This may be verified on Financial Services Register by visiting the FCA's website, [here](#) or by contacting the FCA on 0800 111 6768.

## Which services will Fresh Insurance Services Group provide you with?

We are an insurance intermediary, otherwise known as an insurance broker. You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

## Whose products do Fresh Insurance Services Group offer?

We offer products from the following providers – Ageas Insurance Ltd, Highway Insurance Company Ltd, Gefion Insurance A/S, certain syndicates at Lloyds of London, Markerstudy Insurance Company Ltd, Accredited Insurance (Europe) Ltd and Zenith Insurance plc.

In addition, we offer optional additional policies from single insurers. These include: Platinum Legal Cover from Financial and Legal Insurance Company Ltd, Breakdown Cover from AM Trust, Excess Protection, Key Cover and Replacement Vehicle cover from Astrenska Insurance Ltd, Windscreen Cover from Markerstudy Insurance Company Ltd, Tool Cover from Zenith Insurance PCL. If you do not opt to take our Platinum Legal Cover, our Bronze Accident Management Service is provided free of charge as standard with all motor vehicle policies and is provided by Winns Solicitors Ltd - this product is not regulated by the Financial Conduct Authority, the Financial Ombudsman Service or the Financial Services Compensation Scheme.

## Who do we act for?

We act as your agent for sourcing and placing insurance business and in the event of you notifying a claim to us. We will act as the insurer's agent for the purposes of cancelling the policy, collecting or refunding premiums or as otherwise informed.

## What to do if you have a complaint?

We aim to provide excellent service to all our customers, but occasionally things can go wrong. If this happens please let us know so we can do everything we can to put it right. If you wish to make a complaint, please contact Fresh Insurance Services Group via telephone on 01527 593 189 or email [customerservices@vanaramainsurance.com](mailto:customerservices@vanaramainsurance.com), or by writing to Complaints Department, Ladybird Suite, Burnt Meadow Road, North Moons Moat, Redditch, B98 9PA. If you cannot settle your complaint with us, you may be entitled to refer it, free of charge, to the Financial Ombudsman Service ([www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)). Full details of our complaint handling procedures are available upon request.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about the compensation scheme is available from the Financial Services Compensation Scheme.

## Our Fees

Our professional fees are as follows – all of these are separate and in addition to any insurance premium, insurer charges, premium finance provider fees or interest charges:

| Type Of Charge | Amount |
|----------------|--------|
|----------------|--------|

|   |   |
|---|---|
| Arranging a new policy or renewing an existing policy   | £60   |
| Change of vehicle registration  | £20   |
| Mid-Term Alteration to your policy (includes change of address, change of cover, purchase of additional mileage etc.)   | £65 See also <b>Instalment Payments</b> below.  |
| Validation administration charge - if cancellation* or a mid-term alteration to the policy is necessary due to misrepresentation, non-disclosure or inability to validate information provided. | Additional charge of £25 (fee is payable once per policy)   |
| Dishonoured payment administration charge   | £12.50 (charged if we handle a payment to Premium Credit Ltd or we issue a second payment reminder letter.)   |
| Debt collection admin fee   | £45 (charged where we have to pass your account to a debt collection agency)  |
| Failure to provide required documentation within 14 days of request   | £25 to cover additional administration costs  |
| Provision of hard copy documents  | Free of charge  |
| Provision of duplicate hard copy documents  | £15 to cover administrative costs, printing and postage   |
| Contacting your previous insurer on your behalf to verify your level of no claims bonus   | £15 to cover administrative costs   |
| Cancellation charge within first 14 days or before the policy starts (see below if your vehicle is currently in a police compound)  | £55 *(validation admin fee may also apply)  |
| Cancellation charge from day 15 onwards (see below if your vehicle is currently in a police compound)   | £75 *(validation admin fee may also apply). We will also retain commission at a rate of 10% of any returned (refunded) premium, as the insurer will reclaim this from us. For example if the returned premium is £500 we will retain an additional £50. |

Our fees are non-refundable. Fees charged by the insurer and/or premium finance provider are in addition to the above – you will be advised of the fee breakdown before you are charged.

### **Cancellation of Policy**

To cancel your policy, you must contact us on 01527 593 189 or email [customerservices@vanaramainsurance.com](mailto:customerservices@vanaramainsurance.com) cancellations cannot be backdated. Cancelling your instalment plan **DOES NOT** cancel your policy and the payments made to date are unlikely to cover costs in the event of cancellation. Any remaining balance can be cleared in one payment or you must continue with the instalments until this is paid. The fees apply whether the policy is cancelled by you or us, regardless of reason. If there has been ANY claim, the full premium will be payable with no refund due. Refunds of less than £10 will be retained by us due to the administrative cost of returning these. Optional add-ons are also cancelled if the main policy is cancelled.

### **Cancellation within the first 14 days or before the policy starts**

You have the right to cancel within 14 days of when you purchase your new policy, or from when you receive your policy documents, whichever is later, and within 14 days of the renewal date for renewed policies. If your insurer is either Zurich or Ergo they will refund you in full. If your insurer is anyone other than Zurich or Ergo, they will give you a pro-rata refund of premium deducting for the days you have held cover.

### **Day 15 onwards**

There will be a charge for the time you have been covered by your insurance. Full details of this can be found in your policy booklet. We will then refund any amount we owe to you after deduction of our fees. We will charge our cancellation fee and reclaim our commission as noted in the table above. Any add-ons taken are non-refundable after the first 14 days.

### **Instalment payments**

It is possible for us to arrange finance as a method of paying for your premium. In these circumstances we act as a credit broker in arranging this finance. Credit is provided by Premium Credit Ltd who we deal with exclusively and is provided subject to status. We will receive a commission from Premium Credit for referring you to them – details are available upon request. A credit search will be run as part of your application. If your application for credit is declined the premium will become payable in full. Once credit has been provided, if you do not keep up with your repayments you may incur further charges and the credit agreement and insurance policy may be cancelled, this may be recorded on your credit file and could affect future applications for finance. If your policy renews at the end of the policy period a new credit check will be run to assess your suitability for finance prior to your renewal date. You may contact us to cancel your credit agreement without penalty within the first 14 days, but the insurance premium will become immediately payable in full. If possible we will add any additional costs or charges incurred throughout the policy to

your monthly instalments, however, if we cannot do so for whatever reason, these must be paid at the time of the change. In the event of a claim, instalments MUST continue to be paid until the FULL premium and charges have been settled. If you default on your credit agreement and the contract is cancelled, any outstanding balance will be owed to us, rather than Premium Credit Ltd.

### **Renewal of your policy**

We will inform you if we are able to offer automatic renewal and we may renew your policy automatically each year unless you request otherwise. If you are paying by monthly instalments, your finance company will issue a new agreement and will then continue to collect direct debits from your account. If the direct debit fails we may need to debit the card from which the original deposit was taken to ensure continuity of cover. If you paid in full we will collect the renewal premium from the same card. You will receive a renewal invitation from us and this will normally be issued 21 days prior to your renewal date. To ensure your payment processes correctly we will debit cards seven days before renewal unless you advise us otherwise. Insurers do not provide a period of grace to renew your policy. If we are not able to offer an automatic renewal, your renewal invite will state this and you must contact us in good time prior to your renewal to ensure continuous cover is in force.

### **No Claims Bonus Protection for motor policies (where available)**

No claims bonus is applied as a percentage discount to your insurance premium. In protecting your no claims bonus you are protecting this percentage discount, not the overall price of the policy. Should you make a claim against your policy whilst no claims protection is in force, your renewal price may still increase.

### **Protecting your money**

Your premium (payment or refund) will be collected, held and paid to insurers by Fresh and who will hold your premium in a trust account as agents of the insurer. It is considered as being held by the insurer whilst in this account – this is known as ‘risk transfer’. While it is in the account, your money cannot be used for any purpose other than paying the insurers or any brokers through whom we may have arranged your insurance, or in the case of premium refunds, paying the money to you. Any interest earned on the account is retained by Fresh.

### **Your duty of providing honest and accurate responses to any questions asked.**

Your insurance is based upon the information provided to the insurer and this means that you must take reasonable care to answer all questions fully and accurately. In other words, all information provided to the insurer must be complete and accurate and all questions answered honestly and to the best of your knowledge. Failure to provide accurate and up to date information may invalidate your insurance cover and mean that a claim may not be paid. A failure to comply with a request to confirm or clarify information previously provided is also capable of being a misrepresentation and could invalidate your insurance cover. Once cover has been arranged, you should notify us of any changes to the information that has been provided to your insurers as soon as possible as your policy may include a requirement to do so and failure to notify such information may invalidate your insurance.

### **Your Duty of Fair Presentation (Commercial Vehicle Policyholders only)**

You are required to provide a fair presentation of the insurance risk based on you conducting a reasonable search for information. This may require you to obtain information from senior staff within your organisation, other parties to whom the insurance relates or who undertake any outsourced functions for your business (e.g. solicitors, accountants etc.) You must disclose every material circumstance which you know or ought to know may affect the insurance cover. Failing this you must disclose sufficient information to put your insurer on notice that it needs to make further enquiries. You must ensure that information provided is correct to the best of your knowledge and representations must be made in good faith. If you fail to make a fair presentation of the risk this may result in additional terms or warranties being applied or a claim may be refused or reduced. In some cases this could result in your policy being declared void by an insurer and if there has been a deliberate or reckless breach there will be no refund of premium. Please ask if you require clarification.

### **How we are paid**

When you take out a policy or make a change to your policy mid-term, we will charge you a fee as noted above. In addition, the insurer will pay us commission which is a percentage of the annual premium you pay. We may also receive a marketing allowance in relation to the number of motor legal expenses policies sold.

### **Referrals from other brokers**

If you are introduced to us by another Insurance broker we may make a payment to them if you take a policy out with us. This will not affect your premium. Details are available upon request.

### **Use of your personal data - Fraud prevention, detection & claim history.**

Your details will be held on our system to assist with the administration of your policy and will also be passed to your insurers. We and they may share it with other insurers and fraud prevention agencies including the police and credit reference agencies. We and other organisations may also search these agencies and databases to help make decisions

about the provision and administration of insurance, credit and related services for you and members of your household; trace debtors or beneficiaries; recover debt; prevent fraud; manage your accounts or insurance policies and check your identity in order to offer you the most competitive premium.

For motor policies - if you and/or any named driver provide us with your Driving Licence Number(s) (DLN), you/they consent to us accessing information about the licence status, entitlements and restrictions and any endorsements/convictions from the DVLA both now and at renewal. This information will ONLY be used by us or passed to authorised third parties for the administration of your insurance policy. For information about driving licence data please visit [gov.uk/viewdriving-licence](http://gov.uk/viewdriving-licence).

Full details of what data we hold about you and how this is used can be found in our [Privacy Policy](#) which should be read in conjunction with this document. By accepting this Terms of Business you also accept our [Privacy Policy](#) which is available at <https://www.vanaramainsurance.com/privacy-policy> or by clicking the links noted previously or upon request.

