

Terms of Business Agreement



Definitions

In this Terms of Business Agreement "**We**", "**Us**" and "**Our**" means Age UK Enterprises Limited (trading as Age Co Insurance Services) and Ageas Retail Limited.

Age UK Enterprises Limited is registered in England and Wales No. 3156159 and their registered address is Tavis House, 1-6 Tavistock Square, London, WC1H 9NA.

Ageas Retail Limited is registered in England and Wales No. 1324965 and their registered address is Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA.

Age Co Home Insurance is arranged by Age UK Enterprises Limited and arranged and administered by Ageas Retail Limited.

Our regulator

We are authorised and regulated by the Financial Conduct Authority ('FCA'). Ageas Retail Limited's registration number is 312468. Age UK Enterprise Limited's registration number is 311438. You can check this by visiting www.fca.org.uk/register.

Ownership

Ageas Retail Limited is a wholly owned subsidiary of Ageas (UK) Limited and a sister company to Ageas Insurance Limited.

Age UK Enterprises Limited is a trading subsidiary company of Age UK (registered charity, no. 1128267) and donates its net profits to Age UK.

Language

During the term of any insurance policy **We** set up for you, **We** will communicate with you in English.

Your agreement to these Terms of Business

In seeking insurance through **Us**, you agree to the Terms of Business Agreement and to **Us** acting as your agent. This does not affect your normal statutory rights.

About our service

We are an intermediary; **We** work on your behalf to understand what you need from your insurance and to offer appropriate products and services. **We** work on behalf of insurers to incept, collect and refund premiums for your insurance policy. **We** will also handle mid-term adjustments and cancellations on behalf of your insurers.

Our service includes arranging your insurance cover and helping you with ongoing changes. You will be asked a series of questions so **We** understand what you need from your insurance, but **We** will not provide advice or recommendations. Please ensure that the policy meets your needs.

About the products we offer

We offer home insurance from Ageas Insurance Limited. Personal Legal Protection cover is provided by Arc Legal Assistance and underwritten by AmTrust Europe Limited. Home Emergency cover is provided by AXA Assistance and underwritten by Inter Partner Assistance S.A. UK Branch.

Important information

Please take care to answer all questions honestly and to the best of your knowledge. If you don't your policy may be cancelled, treated as if it never existed or your claim rejected or not fully paid.

You should read and retain all the documents **We** have sent or may send in the future. You should make sure the documents are accurate and contact **Us** immediately if the documents contain any errors. If you have any queries about your policy or do not understand it, please inform **Us** immediately and **We** shall be pleased to assist you.

Fees and charges

We will not apply any fees for the sale, administration or cancellation of your policy. There could be a change to your premium if you make an amendment to your policy that makes it a lower or higher risk to the insurer.

We will apply a charge where premiums are paid by monthly direct debit. If you pay by monthly instalments, your current rate of interest will also be applied to any changes or additional premium added to your repayment plan.

We will not request from you, or refund to you, any difference in premium following a change being made to your policy during the period of insurance if it is less than £10.00.

What is received from your insurers

When you arrange or renew your policy and any optional additional products, Ageas Retail Limited (who administer your policy for Age Co Insurance Services) retain commission from your insurer which is a percentage of the premium, this is shared with Age UK. Age UK and Ageas Retail Limited have a profit share agreement. Ageas Retail Limited pay an advanced commission payment to Age UK at the beginning of each year. Ageas Retail Limited has a profit share agreement with the provider of our optional Home Emergency additional product.

Receiving your documents

If you are currently receiving your documents electronically then **We** would encourage you to continue to do so, saving paper saves trees, let's help our environment! Paper copies can be provided though, if you would prefer this please call and let **Us** know.

If you are receiving paper copies and would prefer the convenience and more environmentally friendly option of electronic copies, then again please call and let **Us** know.

Cancellation

You can cancel this policy at any time. If cover has not commenced **We** will refund any premium already paid.

If cover has started, **We** will make a proportionate charge for any time your insurance has been in force. In the event of a claim the full premium will be due.

Please note in the event you should fail to provide any information requested by **Us** or your insurer **We** may cancel your policy. **We** will contact you with **Our** intention to do so.

In the event that your policy is cancelled and there are unpaid monies, **We** may withhold any relevant documents until full payment is made.

If you wish to cancel your insurance contract you should let **Us** know by phone or in writing to: Age Co Insurance Services, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh SO53 3YA.

Validity period

Where **We** have provided a quotation, subject to no changes being made (including a change to the policy start date), it is valid for sixty days from the date **We** gave the quotation but in any event not beyond the commencement date of the policy.

Claims

We do not process claims for your insurer. When you tell **Us** about a claim, **We** will need to take your name, address, policy number and enough detail about the claim so that your insurer can best decide how to proceed. In these circumstances, **We** are acting as your agent. Full details of how to make a claim are included in your policy booklet. Please note that your insurer shall have no responsibility in handling any claim if the incident date is after the date of the cancellation or the lapse or end date of your policy.

Client money

We act as agent for the insurer for the collection of premiums and payment of premiums. This means that premiums are treated as being received by the insurer when received by **Us** and any premium refund is treated as received by you when it is actually paid over to you.

Use of your personal information

For details of how Ageas Retail Limited collect, use and store your personal data, please go to www.ageas.co.uk or contact the **Ageas Data Protection Officer** at: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA or email thedpo@ageas.co.uk

For details of how Age Co collect, use and store your personal data, please go to www.ageco.co.uk or contact the **Age Co Data Protection Officer** at Customer Engagement, Age UK, Tavis House, 1-6 Tavistock Square, London WC1H 9NA or email privacy@ageuk.org.uk

Change of insurer

As your agent acting on your behalf, **We** may from time to time use a different insurer(s) to provide you with insurance. A change of insurer(s) may take place on the renewal date of your policy or at any other time. **We** will notify you prior to any change of insurer(s) and tell you of any change in the policy terms. Accordingly, you authorise **Us** as your agent to place your insurance with insurers other than those named in your schedule or certificate. You will have the opportunity to terminate that policy both before and after such a change becomes effective.

Renewal of your policy

Your renewal invitation will be sent to you before your renewal date and will show your new premium and clearly confirm whether you have chosen to auto renew or not. It remains your responsibility to ensure that your insurance is valid and in force.

Automatic renewal

If you have chosen to auto renew and you are happy with the price and cover provided, you do not need to do anything, your policy will renew and **We** will send your new insurance documents. You can stop the automatic renewal of your policy by contacting **Us**. If you make this choice your policy will not automatically renew and you will need to contact **Us** to ensure you remain covered. If **We** are unable to automatically renew your policy, **We** will tell you what you need to do in your renewal invitation letter.

Non automatic renewal

If you have opted out of automatic renewal, when you receive your renewal letter, you will need to call **Us**.

Complaints procedure

In the event that you are not happy with any aspect of **Our** service **We** will aim to resolve this issue as quickly as possible. Please use one of the following options:

Option 1: Contact Us

We need to know the nature of your complaint and how you think the problem should be resolved. You can do this by:

- Telephoning **Us** on 0345 1287916;
- Writing to **Our** Complaints Department at Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA.

We will try to resolve your complaint by the end of the third business day and issue you a summary resolution letter. If **We** are unable to do this, **We** will write to you within five working days to either:

- Tell you what **We** have done to resolve the problem; or
- Acknowledge your complaint and let you know when you can expect a final response. **We** will also let you know who is dealing with the matter.

Option 2: If your complaint is about the insurer of your policy

Please contact your insurer if you have a complaint regarding the service provided by them, such as the claims service or the amount offered in settlement of a claim. Your policy schedule will provide contact details.

Contact the Financial Ombudsman Service

If you are not satisfied with either **Our** summary resolution letter or final response, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final resolution letter. Referral to the Ombudsman does not affect your right to take legal action. You can contact them as follows:

In writing:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Please note that if you do not refer your complaint within the six months, the Ombudsman will not have **Our** permission to consider your complaint and therefore will only be able to do so in very limited circumstances. For example, if it believes that the delay was as a result of exceptional circumstances.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS) meaning you may be entitled to compensation from the scheme in the unlikely event that **We** cannot meet **Our** obligations to you. Further information about the compensation scheme arrangements may be found in your policy documentation or you can contact the FSCS by calling 0800 678 1100 or visiting their website: www.fscs.org.uk.

Governing law and jurisdiction

This Terms of Business Agreement and all quotations and policies **We** obtain for you are subject to the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales unless your policy document states otherwise.