

About our insurance services

1. Who are we?

- MG INSURANCE CONSULTANTS LTD is an independent intermediary.

2. We are authorised and regulated by the Financial Services Authority (FSA)

- The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.
- Our FSA Register number is 300370. Our permitted business is 'Non-Investment Insurance Contracts'. You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

3. Whose products do we offer?

- We offer products from a range of insurers for material damage, business interruption, product liability, employers' liability and public liability.
- For other classes we may only be able to offer products from a single or limited range of companies. Ask us for a list of these insurers.

4. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.

5. What you will have to pay us for this service?

- A non-refundable administration fee between £30 and £250 depending on the complexity of the insurance may be charged for both new policy and endorsement transactions.
- The actual amount will be included in our quotation and will only be charged if you proceed.
- Your quotation will also advise on fees relating to your policy other than those charged by us.
- We may also receive a commission from the insurer.

6. What to do if you have a complaint

- If you wish to register a complaint, please contact us:
 - In writing to The Operations Director at the above address
 - By e-mail to info@mginsurance.co.uk
 - By telephone: 0161 304 9933
- If you cannot settle your complaint with us you may be able to refer to the Financial Ombudsman Service.

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

- We are covered by the FSCS and you may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the claim circumstances.
- For compulsory classes of insurance, advising and arranging is covered for 100% of the claim, without upper limit. For other classes cover is for 100% of the first £2,000 and 90% of the remainder of the claim, again without any upper limit.
- Further information about the compensation scheme arrangements is available from the FSCS.

8. Looking after your money

- Your money is held in a client account managed in accordance with FSA statutory trust rules until it is passed to the insurer or returned to you.
- We will retain any interest earned on this account.
- Some insurers have appointed us as agents for the receipt of money and where this applies they specify the banking arrangements for their money.
- We will only use your money to pay insurers or intermediary brokers for your insurance.

9. Payment Options

- We accept payment by cash, cheque, debit or credit card.
- Direct debit facilities may be available with your insurer. Please ask for details.
- We offer instalment facilities through a single provider, Premium Credit, there are a number of different instalment options based on the size of your premium. Details of interest payable and monthly instalments are provided if you are interested in this option.

10. Your duty of disclosure

- It is important you understand that any information or answers given must be correct.
- Other matters or information which might influence your Insurers as to the acceptability of your proposal for insurance or its renewal must be disclosed at the earliest opportunity and certainly at each renewal.
- If you do not tell us then your insurers may not cover you properly or at all. If you are unsure about any matter you may contact us for guidance.
- You are advised to keep copies of all letters that you send to us for your own protection.

11. Your responsibility to read all documents

- When a policy and related documents, e.g. policy summary, demands and needs statement, are issued you are strongly advised to read them carefully as they form the basis of the cover you have purchased.
- If you are in doubt over any of the policy terms or conditions, please seek our advice promptly.

12. Your cancellation rights

- Retail clients have the right to cancel new policies within 14 days of receipt and renewal instructions within 14 days of renewal. If this right is exercised insurers will charge for the cover provided including administration costs. Full details are provided in your policy summary.
- This right is in addition to any other cancellation right retail clients have after expiry of the 14-day period.
- For commercial clients if there is any right to cancellation or refund this is detailed in your policy.
- Our own charges are separate and if the policy is cancelled at any time these will not be refunded.

13. Protecting your data

- Insurers share information with each other to aid the prevention of fraudulent claims. In the event of a claim information is placed on industry registers for analysis.
- Under the Data Protection Act you have the right of access to your personal records held on our files and we will tell you the fee if you ask us for a copy of your information.
- Confidential data is not otherwise shared with other parties unless it is a legal or regulatory requirement.

14. What to do in the event of a claim

- If you want to claim on your policy you must notify us immediately by telephone 0161 304 9933 or by e-mail to info@mginsurance.co.uk. If appropriate, we will issue you with a claim form and pass all details to your insurer. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimize the loss, until you have agreement from either your us or your insurer.

15. Conflict of interest

- In some instances we can settle claims on behalf of insurers under a delegated authority agreement. We advise our clients of our potential conflict when a claim is notified in order that a mutually acceptable way forward can be agreed.
- For some products we have underwriting authority to bind insurers to cover under a special scheme and so act as their agent in this respect. However we manage this potential conflict and ensure that the service we offer our clients is solely focussed on recommending the policy that best suits their needs.

16. Quotation validity

- Unless we specifically advise to the contrary we will stand by quotations for 30 days from date of issue.

17. Document retention

- We reserve the right to retain certificates at this office until all payments due under the policy have been made and any cheques cleared through our bank account. Any agreed facilities for payment of premiums by instalments through us will be subject to a written agreement that will include our right to retain Certificates of Insurance until such payments have been received. By accepting this agreement you agree that delivery of any certificate of insurance to MG Insurance Consultants Limited shall constitute delivery to yourselves in accordance with statute law.

18. Governing law

- The laws of England & Wales govern this agreement and the parties agree that any dispute arising from it is subject to the exclusive jurisdiction of the English courts.