

TERMS OF BUSINESS

The Financial Services Authority is the independent watchdog that regulates financial services. Below is information which the Financial Services Authority (FSA) requires us to tell you. Use this information to decide if our services are right for you.

About ourselves

Insurance Services is an Independent Intermediary trading as Mobile Homes Insurance Service (MHIS) who are authorised and regulated by the FSA. Our address is Crown House Augusta Place Leamington Spa Warwickshire CV32 5EL. We do not act contractually on behalf of or for you when conducting Insurance Mediation contracts.

Whose Products do we offer?

For the majority of the policies we sell we offer the policies of a single insurer; however, we are not contractually bound to do business in this way. Where we deal with a range of insurers or a limited number of insurers, we select a policy to meet your particular needs. We will receive payment of your premium from you as agent for the relevant insurer. Any claims money or refund of premium we receive from the insurer in respect of your insurance is also received by us as agent of the insurer. You have the right to request the name of each underwriter for which we conduct business.

Which Service will we provide you with?

MHIS is an Independent Intermediary. We will advise and make a recommendation for you after we have assessed your needs.

Your right to cancel your insurance.

You have a right to cancel any insurance you buy through us and to recover any payment made (except as stated below). You can do this by giving written notice to us within 14 days of your receipt of the policy document. If you do exercise this right to cancel your insurance, you will not be charged by the insurer for the service provided up to the point of cancellation. MHIS will however make a cancellation charge of £15.00. You will not be entitled to a refund of the policy fee made by MHIS for arranging your insurance.

Further, if you exercise this right to cancel your insurance, any Legal Protection you hold will also be cancelled. In this case, you will recover any payment made in respect of these products provided the cancellation right is exercised within 14 day period mentioned above. If you do not exercise this right to cancel, any remaining cancellation rights will be as set out in the policy document. If your insurance is for travel insurance you do not have a right to cancel it except in accordance with any terms shown in the policy document.

What will you have to pay us for our services?

The service charges we make may be changed from time to time. The tables below show the charges applicable at the time of printing. Up to date charges are available on request.

Type of Transaction	Service Charge	Notes
Quotation (all policy types)	No Charge	
New policy inception and renewal	£10.00	
Any other changes to existing policies	£12.00	Where a transaction results in a premium credit, any refund to you will be reduced by any service charge and any other sums owing in respect of the policy
Duplicate documents and covernotes (for taxation purposes or otherwise)	£12.00	If a duplicate certificate is requested at the same time as a request for a covernote then only one £12.00 charge will be made
Reminders/late payment fee	£12.00	
Returned cheques and Direct Debit Defaults	£15.00	
Cancellations	£15.00	This will be deducted from the NET premium received

Instalment charges (where payment is not by direct debit)

Payment by 2, 3 Or 4 instalments Charge
£4.00 per Month

Minimum Premiums will apply. We reserve the right to make additional charges where necessary to reflect additional work undertaken. Under these circumstances you will be advised of the amount involved in advance.

Who regulates us?

MHIS is authorised and regulated by the FSA. Our Firm Reference Number is 306772. Our permitted business is arranging, advising on and helping in the administration of general insurance contracts. You can check this on the FSA's Register by visiting the FSA's website <http://www.fsa.gov.uk/register> or by contacting the FSA on 0845 606 1234.

Are we covered by the Financial Services Compensation Scheme?

We are covered by the Financial Services Compensation Scheme (FSCS) and therefore you maybe entitled to compensation from them if MHIS should be unable to meet its obligations. This depends on the type of business and the circumstances of the claim. For most types of insurance, advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without upper limit. Further information about compensation scheme arrangements is available from the FSCS.

What to do if you have a complaint

Step 1 Please contact our Customer Service Department.

1. In writing to – Mobile Homes Insurance Service, Crown House Augusta Place Leamington Spa Warwickshire CV32 5EL.
2. By Telephone – 0870 499 0440
3. By email – customers.services@mhis.co.uk.

Step 2 If your complaint cannot be resolved at this stage, we will advise you of what further steps are available to you including reference to the Financial Ombudsman Service (FOS)

MHIS are members of the FOS and you always have a right of final referral to them.

Following the above complaints procedure will not affect your legal rights. Please provide your policy details on all correspondence.

If you have a complaint against your insurer, please refer to the policy booklet and/or schedule for details of your insurer's complaints procedure.

Your responsibilities to us

When you take out, renew or alter a policy, the information you supply to us is the basis on which your cover and premium are agreed. If that information is incorrect or anything changes please let us know immediately as it could invalidate your policy or result in a claim not being paid. Any changes in information supplied will be accepted in writing. Remember, you should always tell us about any change immediately. Please DO NOT wait until your renewal.

How you can deal with us

You can deal with us in relation to that insurance either face-to-face, by telephone, by post or by email. The language we do business in is English.

At your Renewal

Shortly before renewal, we will send you a letter setting out our renewal quote and your payment options. We will ask you at that time to contact us.

What to do if you have a claim

Please contact MHIS who will advise you on what actions you need to make to further your claim.

Monthly payments by direct debit

We do not offer direct debit facilities at the current time.

Other forms of Monthly payment

In some circumstances annual policies may be paid for by monthly payments in cash or by cheque. For full details of the terms and conditions and interest charges, please ask. Availability is subject to status. A deposit may be required. Quotations will be given on request.

Important MHIS's right to cancel your insurance

If you choose to pay by our instalment scheme, you will be provided with our Consumer Credit Agreement or Instalment Agreement to sign or agree over the phone. You are reminded that it is a term of both agreements that you authorise MHIS, as your agent, to instruct the insurers to cancel your insurance, if any monthly direct debit or instalment payment, or any other amount due under those agreements, is in arrears and not paid by the due date.

Your personal information

It's important for you to know that your personal details, and those of anyone else covered under your policy, are not disclosed to anyone else except in the circumstances described below.

We will share information where the disclosure is required by law. As part of the process of providing you with a quote, arranging your insurance and putting your cover in place, your personal data will be shared with insurers. We may also use the information we have on record to tell you, by phone, letter or e-mail about insurance related or other goods and services which we think you may be interested in. These are likely to include other financial services. These may be products and services supplied by us or other selected third parties. Please let us know if you don't want us to do this.

Most of the insurers we deal with have a sharing of information agreement to prevent fraud. Whenever you arrange your insurance through us, your cover and premium will be agreed with your insurer on the basis that you agree to their passing on claims information to the Claims Underwriting Exchange and/or other databases. Also to help detect people who break the law by not having insurance, your insurer will supply details of your motor insurance to a database which can be accessed by the police or other insurers.

If you would like a copy of your policy record, please request this in writing enclosing a cheque for £10.00 payable to MHIS, and send to Customer Services, Mobile Homes Insurance Service Crown House Augusta Place Leamington Spa Warwickshire CV32 5EL.