RICHARD TIDBALL INSURANCE SERVICES LTD

TERMS OF BUSINESS

Version: 2026-11-17

Accepting our Terms of Business

By asking us to quote for, arrange or handle your insurances, you are providing your informed agreement to these Terms of Business.

It is important, for your own benefit and protection, that you read these terms carefully.
They contain details of our statutory and regulatory responsibilities and your contractual obligations on which we will rely. If you are unsure about any aspect of our Terms of Business, your responsibilities or have any questions regarding our relationship with you, please contact us for more information.

It is your responsibility to obtain authority to act for all joint policyholders and to keep them informed of matters relating to this agreement, if you require additional copies of this agreement, please let us know.

We may change the terms of this agreement from time to time to reflect changes in our services or where changes are required due to legal or regulatory developments. where we make changes, we will tell you about them before any policy renewal.

Our Business and the Financial Conduct Authority

Richard Tidball Insurance Services Ltd is an independent Insurance Intermediary authorised and regulated by the Financial Conduct Authority (FCA) under register number 307938. Our permitted business is introducing, advising, arranging, dealing as agent and assisting in the administration and performance of general insurance contracts. You may check this on the Financial Services Register by visiting the FCA's website, www.fca.org.uk/register/ or by contacting the FCA on 0800 111 6768. Our companies house registration number is 5076210.

Our Service

Our commitment to you
We always aim to deliver good service and support when you need it and to treat you fairly in all our dealings with you. This means that we will always conduct our business with skill, care and integrity and we will not put ourselves in a position where our duty to you is compromised. We will be transparent in all our dealings with you, always respect your confidentiality and deal with any complaints that may arise impartially and sympathetically.

Our service includes:

- Advising you on your insurance needs
- Sourcing and recommending insurance policies to you based on your individual needs and a fair analysis of the insurers available to us
- Arranging alterations to your policy or policies where required
- Offering assistance and advice in the event of a claim

Identifying The Cover You Need
The first step in RTIS offering you service will involve an assessment of your insurance 'demands and needs'. This exercise involves you providing details of the protection that you are seeking from the insurance market. Based on your explanation of the protection you are seeking; we will advise whether we are able to source the relevant protection. We will not look to source cover which you have not requested from us.

It is important to understand that each person and business is different and therefore your needs will be unique to you. Whilst we are experienced insurance brokers and will be happy to discuss covers which may be commonly available on the market with you; we do not undertake a full review of the risks that you face.

In order for us to source an effective insurance policy/portfolio suitable for you, it is important that you consider the risks which you face, including any relevant legal obligations for cover. Once you have carried out this assessment, it is essential that you advise us of the risks that you wish to insure against.

Breadth of Our Search
Generally, we will undertake a fair analysis of the insurance market on your behalf when sourcing quotes for you, however when doing this there are circumstances where we will only approach/use a limited number

of insurers or even a single insurer. Where we do this, it is based on our experience and expertise as insurance brokers. Some typical examples of this would be:

a. Where you request a quote for a thatched property we will be aware that the majority of our home insurance providers will not insure thatched properties. In addition, we may be aware that some insurers will offer cover but at very high premiums or with unfavourable conditions/terms/exclusions. Therefore, we will only approach insurers that we believe will offer more favourable quotes.

b. Where you contact us to request a quote with a short period of time before cover is due to start, we may only approach insurers who we believe will be able to provide a quote to us in good time to allow us to provide the details to you.

c. Where we have recently placed cover for risks with very similar features to yours and we believe a particular insurer is the most competitive for this type of risk, we may only approach that insurer. For example, if one insurer has recently or regularly provided the best quote for public liability for a one-person plumbing business we may only approach this selected insurer.

The Capacity in Which We Act For You

We act as an insurance intermediary, not an insurer. In the course of providing our services to you we act as the agent of either you or other parties as detailed below:

a. Advising, Quoting & Recommending

When advising you on your insurance needs, sourcing suitable quotations and recommending policies to you, we act as your agent.

The only exception to the above is in sourcing 'add-on products' (for example legal expenses policies, replacement vehicle policies, excess protection policies, motor breakdown policies and other similar types of cover). We only source each of these products with one provider and therefore in offering these policies we are acting as the agent of our chosen product provider. In order to select our chosen product provider, we have carried out a market exercise to find a provider who offers a quality service and competitive prices. We will make it clear to you when a product is an 'add-on' product

b. In the Event of a Claim

Where you report a claim to us we will assist you with submitting this claim to your insurers. In most circumstances we will also be happy to assist you with administering and negotiating this claim from start through to settlement. When carrying out these duties we will be acting as your agent.

c. When Placing Cover

When placing cover for you with an insurance company there are some circumstances in which we will act as your agent and some circumstances where we will act as the agent of your insurer. This will depend on whether we have the facility in-place to bind cover in our office or whether we need to contact your insurers to request that they bind cover. In order to make this clear to you:

- Where we would place cover as your agent, we will note in our letter to you that you must inform us of your wishes in order that we can 'request cover from your insurer'

- Where we would place cover as agent of the insurer, we will note in our letter to you that you must inform us of your wishes in order that we can 'place cover with your insurer'.

Other Services – Reminders

Where we are aware of specific requirements under your insurance policy requiring you to take action within a certain timescale (for example a requirement to sweep the chimney serving your wood-burner before a certain date) we may agree to try to remind you of the requirement in advance of the deadline.

Whether we agree to remind you of any requirements under your policy or not, **the responsibility for reading and complying with the requirements of your insurance rests with you**. This is an extra service we offer outside of our normal insurance broking duties, and we cannot guarantee to remind you of every requirement under the policy nor to remind you in time for any deadline specified by the insurers. Please

ensure you understand the requirements of your policy and take appropriate action to comply with any requirements of the policy. If you are unsure or do not understand any requirements or deadlines, please contact us and we will be happy to assist.

Our Insurer Selection

We generally select personal and commercial insurance from a range of insurers available to us. We select the insurers that we use based on our professional judgement and a combination of various factors. These factors include our experience of their service, their reputation within the market place, their financial rating (see below), the range of cover(s) they offer and other relevant factors. There are insurers who we would not recommend, or that we do not have a trading relationship with, and therefore would not approach when searching for quotes.

For certain products we only use a limited number of insurers or only offer products from a single insurer. Where we select products from a limited number of insurers you may ask us for a list of the insurers we deal with for these products.

For some policies we use another intermediary to access appropriate cover. We will give you further information about this when we provide you with the quotation details.

Insurer Financial Strength & Solvency

We seek to recommend insurers with a strong financial rating (at least a B) provided by a reputable financial ratings company (generally Standard & Poor's, Moody's, AM Best or Fitch). In the interests of our customers, we may recommend insurers who have a weaker rating than this or who do not have a financial rating at all, however we will advise clients when any recommendation we put forth is with an unrated or weak-rated insurer. This does not apply in respect of add-on products, where, depending on the nature of the product, we may offer policies with insurers who do not carry a financial rating without specifically advising you of this.

We will not in any circumstances guarantee the solvency of any insurer with whom your business is placed.

Paying for your Insurance

Full payment of premium and fees is due before cover commences, or as otherwise stated under terms of credit, or in the debit note, invoice or statement issued to you. Failure to pay the premium due will mean that your insurance policy might not commence or that it will be cancelled.

How we handle your money
We act as agents of the insurer in collecting premiums and handling refunds due to clients. Money paid to us in respect of insurance premiums will be held in an Insurer Trust account under risk transfer as agents of the Insurers. Such monies are deemed to be held by the insurer(s) with which your insurance is arranged. Any interest earned on these premiums is the property of Richard Tidball Insurance Services Ltd.

Credit Arrangements
Insurance premiums can be paid in full at the start of the policy or in certain circumstances, can be paid in instalments via premium finance or insurer direct debit. Be aware that using premium finance or paying on an insurer direct debit arrangement (rather than paying the premium in one amount) will likely make the overall cost of the insurance more expensive, however we understand that this arrangement may be more convenient for certain clients.

Richard Tidball Insurance Service Ltd is authorised by the FCA as a credit broker (limited to finance insurance) with limited debt administration. We do not charge any fees to customers in relation to Credit Broking activities. We do not offer advice on credit arrangements.

If you wish to pay for your insurance by instalments we can arrange a credit agreement through Close Brothers Premium Finance to allow you to pay your premium over 6 or 10 months. Interest will be charged on this loan at a rate advised at the time of taking out the loan, which as detailed below may include an

over-rider which is paid to ourselves. A full breakdown of the cost of your insurance and the cost of credit will be provided as part of your new business or renewal quotation before you decide whether to proceed.

Please contact our office on 01837 810010 or at The Royal Oak, Hatherleigh, Devon EX20 3HY to discuss your requirements. A charge will be made by Close Brothers for failure to meet monthly payments and your insurance cover may be cancelled if you fail to keep up with payments.

We may keep certain documents such as your insurance policy or certificate while we are awaiting your full payment of premium (or evidence of no claim discount unless the gross premium is paid).

Insurance Premium Tax
Insurance policies generally incur Insurance Premium Tax (IPT). The amount/percentage of tax payable depends on the type of policy being provided and potentially the geographic area involved.

As IPT is a standard, non-recoverable tax we may not breakdown the amount or percentage of your premium which relates to IPT. If, however you would like this information, we will always be happy to provide this on request.

How we are paid for our services

As an insurance broker we are remunerated in a number of ways:

1. **Commission**
   For virtually all policies we receive commission from insurers / product providers. The amount of commission varies depending on the insurer/product provider and the type of policy. Add-on Products are not included in this. Details of our remuneration for these products is explained further below.

2. **Fees**
   We also charge you a fee for handling your insurances. Our standard service fees are:

Providing a quote	No Charge
New business (taking out a policy through RTIS)	£5.00
Renewing a policy through RTIS	£5.00
Mid-term adjustments	£5.00
Providing duplicate certificates or documentation	£5.00
Mid-term cancellation	10% of Insurer refund (Min. £5)
Voiding of policy	100% of RTIS Commission for Voided Period
Completing information request forms	£25

   These fees are in addition to any charges made by the insurer.

   In certain circumstances we may increase these fees. For example:

- Clients may be charged higher fees based on the work that we are required to undertake when arranging the policy or sourcing quote(s).
- When we recommend a more competitive alternative insurer to replace the renewal of your existing policy with us, we may charge a higher fee to cover any reduction in our income associated with the change to an alternative insurer.
- Where certain insurers either do not pay us commission, or where their commission payments are at a low percentage we may charge a higher fee.
- Where we have been left 'out-of-pocket' in respect of your policy or policies due to clerical errors, we may charge additional fees on further adjustments to recoup our losses.

   There are policies for which we do not charge fees – we refer to these as add-on products (for example legal expenses, replacement vehicle cover, breakdown policies etc.).

3. **Add-On Products**
   All Add-On Products other than motor breakdown cover are provided to us by our chosen provider(s) at a 'net price'. It is then at our discretion to offer these products at a price which we feel is suitable. For the add-on products we issue most frequently we have fixed the price based on our opinion of the value of the product, our administration costs involved in both issuing the policy and assisting you with claims

as well as other relevant business considerations. For add-on products we issue less frequently, we will set the premium based on the individual circumstances, taking into account the above considerations.

For motor breakdown policies our chosen provider sets the premium and we are paid a commission. Our remuneration for all other 'add-on' products is the difference between the premium you pay (less insurance premium tax) and the net price available to us. Due to the relatively low price of these products we do not feel it is proportionate to detail the amount of the cost which is paid to us in our standard correspondence. However we will happily provide this information on request.

4. **Premium Finance Over-Rider**
   Where we arrange a Credit Agreement through Close Brothers Premium Finance (CBPF) the interest rate quoted to you will include an 'over-rider' which is paid to us by CBPF.

5. **Discretionary Commission Arrangement**
   For certain insurers, the arrangement in place with them means that the insurer may pay us an additional bonus if the type of policy we sell with them reaches specific profit targets.

Disclosure of our Remuneration
Commercial clients are entitled to request information regarding any commission which we may have received as a result of placing your insurance business. We will remind you of your right to be informed of the level of commission which we receive from underwriters and premium finance providers in good time before the conclusion of each insurance contract or upon renewal.

In any case, we will be happy to advise any of our clients the details of all remuneration we receive in connection with your business with us. If you wish to request this, please put your request in writing to us either by post to RTIS, The Royal Oak, Hatherleigh, Devon EX20 3HY, by email to Gareth@tidballinsurance.co.uk or over the phone to any of our staff members.

Rights to Cancel (Applicable to Consumer Insurance Contracts Only)

You have the right to cancel your policy within 14 days; please contact our office to request this. We may require you to confirm your instructions in writing. You will be liable to pay for the period of cover that has passed as charged by your insurer plus our £5 policy fee. In the event that you have made a claim in this period the full policy premium will be due.

Please note that this right does not extend to short term policies of less than one month or travel policies.

Mid-Term Cancellations

Please contact our office if you wish to cancel any policy. Please be aware that we may require you to submit your request in writing and for any relevant certificate of insurance to be returned to us.

The terms of your policy may allow insurers to retain the premium in full or to charge short-period premiums in the event of cancellation before the policy expires.

If you cancel your policy during the year, we will refund any premium refund allowed by your insurers to you, less a fee to cover our administration in respect of the policy. This fee will be 10% of the refund provided by your insurers subject to a minimum of £5.

Ending your relationship with us

Subject to your immediate settlement of any outstanding premiums and fees, you may instruct us to stop acting for you and we will not impose a penalty. Your instructions must be given in writing and will take effect from the date of receipt.

In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days' notice. Valid reasons may include but are not limited to non-payment of premium or fees, commission clawback by insurers where instructions are given to another party to handle the customer's insurance(s), failure to provide requested documentation or information, deliberate failure to comply with

terms set out within the Terms of Business or insurer's documentation, deliberate misrepresentation or non-disclosure or attempted fraud, use of threatening or abusive behaviour or language, or intimidation or bullying of our staff or suppliers.

Unless otherwise agreed in writing, if our relationship ends, any transactions previously initiated will be completed according to these Terms of Business. You will be liable to pay for any transactions concluded prior to the end of our relationship and we will be entitled to retain commission received for conducting these transactions, together will all fees charged by us for services provided.

Your Responsibilities

Consumer Responsibilities - Disclosure

You are responsible for answering any questions or assumptions you may agree to honestly and to the best of your knowledge, providing the complete and accurate information which insurers require in connection with any proposal for insurance cover. *This also applies to your responses in relation to any assumptions you may agree to in the process of applying for insurance cover.* This is important before taking out a policy, throughout the life of a policy and at renewal or when submitting a claim to your insurers. You must check all details on any proposal form, statement of facts, statement of insurance, claim form or any similar documentation and pay particular attention to any declaration you may be asked to sign.

If the information provided by you is not complete and accurate this may invalidate your insurance policy and result in any claim not being met. In addition, if you have acted deliberately, recklessly or fraudulently you may be found liable to pay costs to your insurers or could face criminal prosecution.

Commercial Client Responsibilities - Disclosure

You must take care to provide complete and accurate answers to the questions we ask when you take out, make changes to, or renew your insurance policy. You have a duty to give a fair presentation of the risk to an insurer before taking out a policy and throughout the life of the policy. This means that you should disclose all material circumstances in relation to the risk which you and, if applicable, your senior management and persons responsible for arranging your insurance know or ought to know following a reasonable search of information available. It should include all facts that would influence the judgement of an insurer or that would put the insurer on notice that it needs to make further enquiries.

Examples of material circumstances are:

a. Special or unusual circumstances relating to the risk;
b. Any particular concerns which led you to seek insurance cover for the risk; and
c. Anything which those concerned with the class of insurance and field of activity in question would generally understand as being something that would be dealt with in a fair presentation of risks for this type of insurance

The information must be presented in a way which would be reasonably clear and accessible to a prudent insurer. If you are unsure whether to disclose any information you should speak to us. You need to take into account the size & complexity of your business and allow yourself sufficient time before your renewal date to consider and / or assess your insurance requirements.

Failure to provide a 'fair representation' may result in a number of remedies by the insurer. If the breach was deliberate or reckless the insurer can void the contract and keep the premium. If the breach was not deliberate or reckless the insurer can void the contract, proportionately reduce a claim settlement, or amend the insurance policy terms and conditions then review the merits of a claim on this basis.

You should therefore always provide complete and accurate information to us when we ask you about the insurance risks your business faces before taking out a policy, at renewal and throughout the life of the policy. This also applies to your responses in relation to any assumptions you may agree to in the process of applying for insurance cover.

Important Information – Your Duty to Read and Check Documentation

It is important that you read all insurance documents issued to you and ensure that you are aware of the cover, limits, exclusions and other terms that apply. Particular attention must be paid to any warranties and conditions as failure to comply with them could invalidate your policy.

You must inform us immediately of any changes in circumstances which may affect the services provided by us or the cover provided by your policy. If you are unsure about any matter, please contact us for guidance.

Whilst we endeavour to check all insurance documentation against our records to ensure cover has been issued in accordance with your needs as we understand them, ultimate responsibility for the adequacy of your cover lies with you. If you have any queries with regards to your documentation or cover we will be happy to provide an explanation. Therefore if any information on your insurance documentation does not appear to correctly provide the cover you require please contact us urgently.

Transfer of Agencies

If we take over the servicing of an insurance policy which you originally arranged via another broker (transferring the policy from another broker's agency to our agency), we will not be aware of the information which your previous broker has passed to the insurer, nor the discussions between you and the previous broker. Therefore, we do not accept liability for any shortcomings in the advice given by the previous broker, nor for any errors, omissions, or gaps in the insurance protection.

We will always be happy to carry out a full review of your requirements and either adjust your current policy to suit your needs or source alternative cover. However, please understand we cannot source cover to suit your needs if you do not make these needs clear to us. If you have any concerns over the cover offered under your policy, please contact us.

Communication & Electronically Delivered Documentation

In most circumstances we are able to provide documentation either electronically by email or in hard copy format. We may also make some documents available online at www.tidballinsurance.co.uk/documents. If you communicate with us by electronic means, including emails, we shall take this as your consent to receiving information from us using the same communication method. Where we have provided documentation in an electronic format, we will always be happy to provide a hard copy of these documents free of charge on request.

Conflict of Interests

We actively try to avoid conflicts of interest in all of our dealings however occasions can arise where we, or one of our clients or product providers, may have a potential conflict of interest with business being transacted for you. For example, you may be involved in a road traffic accident with another driver who is also one of our customers. In these circumstances we would be handling both your claim and the claim for the other driver.

We have a Conflicts of Interest policy in place to deal with situations where this arises. Where we identify that a conflict arises, we will be in touch to advise you of this and obtain your consent prior to carrying out your instructions. We will also advise of our intended course of action to manage this conflict and ensure fair treatment.

Instructing Us to Amend or Commence Cover

Use of Emails, Text Messages and WhatsApp

We are happy to take instruction from you over the telephone or by email. However, as detailed above, in most circumstances we act as your agent. This means that **instructions you have emailed to us are not considered to have been received by any insurer until we transmit these instructions to the relevant insurer**. In addition, we cannot guarantee that any email address is being monitored as this depends on our staff availability.

We do not currently have the facility for you to instruct us to make changes to policies via WhatsApp or text message. Our office WhatsApp account has been set-up to allow clients to send large file-size photographs,

videos and the like which are too large for most email servers only. Please do not try to use this service to make changes to your policy.

Urgent Need for Insurance Cover

If you need cover to come into effect or to be adjusted urgently, we would recommend calling our office to confirm your instructions so that we can advise if the cover will come into effect at a specific time/date. **In all cases, please assume cover is not in place until we have confirmed this to you.**

Claims Procedure

Generally insurers require immediate notification of a claim or circumstances which might lead to a claim. Most insurers have a claims number to report the claim and details can be found in your policy wording. Alternatively, if you prefer please contact the Office either by telephone on 01837 810010 or in writing and we will advise you how to pursue the Claim.

Use & Processing of Personal Data (incl. Special Categories of Data)

In your dealings with us you may provide us with information that may include data that is known as personal data. Where we process personal data we comply with statutory data processing requirements as set out by the Data Protection Act 2018 and the UK-retained provisions of the EU General Data Protection Regulation (UK GDPR). The personal data we will collect will include information relating to your name, address, date of birth, contact details and 'health' or 'criminal offences'.

We will process your personal data to allow us to provide you with our services as your insurance broker in quoting for, arranging and administering your insurances *(and in arranging insurance premium finance where applicable)*. Your personal data will also be used to manage future communications between ourselves. Where you have agreed, or in circumstances where to do so will be in our mutual interests, your personal data will be used to provide you with further information about our wider products and services. You can opt out of receiving such communications by emailing gareth@tidballinsurance.co.uk.

In processing personal data for insurance purposes about health or criminal offences, we will only do so to enable us to provide our service to you and on the basis of it being in the public interest.

We will only use your data for the purpose for which it was collected. We will only grant access to or share your data within our firm, with authorised partners, third parties and our market service providers such as insurers and premium finance providers where we are entitled to do so by law under lawful data processing, or as required by law.

The Data Protection Act 2018 provides you with Access Rights that allow you to gain an understanding on the data being processed, who we share it with, for what purpose, why we need to retain it and retention periods, to object to the processing and to place restrictions on the processing, to request copies of your data and to request the deletion of your data.

If you require further information on how we process your data or you wish to exercise your rights, please contact our office on gareth@tidballinsurance.co.uk. How we process your personal data is detailed further within our Privacy Notice which is available in the 'documents' tab of our website: https://www.tidballinsurance.co.uk/documents/.

Credit / Data Checks

We and other firms involved in arranging your insurance (insurers, other intermediaries or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. The information is used to help tailor a price and to help prevent fraud. Any credit reference search will appear on your credit report whether or not your application proceeds. If you have any questions about this or any other matter, please do not hesitate to contact us.

Adequacy of Sums Insured & Limits of Indemnity

RTIS do not accept any responsibility for ensuring that any sum insured selected by you or any limit applicable under your insurance policy is adequate, sufficient or suitable for your needs. Where we request you supply us with a sum insured, we will assume that you have sufficient understanding of what this figure should represent.

Where you are unsure as to what your sum insured should represent we have provided some generic guidance on the documents tab of our website: https://www.tidballinsurance.co.uk/documents

a. Home Insurance - Setting Your Sum Insured
b. Farm Buildings Insurance - Setting Your Sum Insured

There are areas where we are unable to provide advice, however on request we will always be happy to provide general guidance in respect of what your sum insured should represent. We will also be happy to suggest suitable professionals who may be able to offer the advice you require where possible. Please be aware that we are not qualified building surveyors or property valuers; therefore, we cannot assist in the valuation of any property for insurance or other purposes.

Commercial clients: When selecting any maximum limit of indemnity please consider your or your company's overall financial position and the required level of protection that you will need from an insurance policy. Where we may advise a minimum limit of indemnity for which we are willing to provide quotes please be aware that this is a minimum. We will always be happy to provide quotes for higher limits of indemnity where possible on request. In no circumstances will we have performed a full assessment of your overall exposure to liability. We would strongly urge all clients to carry out appropriate assessments themselves and we will be happy to provide quotes for varying limits of indemnity on request.

Law Applicable and Jurisdiction

Unless agreed otherwise by us in writing, any dispute or claim arising out of, or in connection with our service provided to you shall be governed by and interpreted in accordance with the law of England and Wales.

By choosing to do business with us, you agree that the courts of England and Wales have exclusive jurisdiction to settle any dispute or claim that arises out of, or in connection with, our service to you.

Third Party Rights

Other than where it is stated elsewhere in these terms of business, a person wo is not a party to this agreement shall not have any rights under or in connection with it.

Complaints Procedure

It is our intention to provide you with a first-class service at all times, for as long as you authorise us. However, there may be occasions when you feel this objective has not been achieved. If this is the case and you wish to make a complaint please contact:

Mr Gareth Tidball
Richard Tidball Insurance Services Ltd
The Royal Oak
Hatherleigh
Devon EX20 3HY
01837 810010 - Gareth@tidballinsurance.co.uk
Please always quote your policy number or claim number, where this is available.

When dealing with your complaint, we will follow our complaint handling procedure, the details of which can be found on our website:
https://www.tidballinsurance.co.uk/documents/

If you are still not satisfied, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS) which can be contacted using the following details.

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
LONDON E14 9SR
Telephone: 08000234567
Email: complaint.info@financial-ombudsman.org.uk
Website: **www.financial-ombudsman.org.uk**

Access to the FOS is available for complainants coming within one of the following categories at the time we receive their complaint:

- Consumers (private individuals acting for purposes which are wholly or mainly outside that individual's trade, business, craft, or profession)
- Micro-enterprises (businesses employing fewer than 10 persons and with a turnover or annual balance sheet total not exceeding €2 million
- Other small businesses (with an annual turnover of below £6.5m, and less than 50 employees or with an annual balance sheet total of below £5 million
- Charities with an annual income of under £6.5 million
- Trustees of a trust with a net asset value of under £5 million
- Certain types of Guarantor

Any decision made by the Financial Ombudsman is only binding on the insurers and you remain free to take action in court

If your dissatisfaction is with your insurer, you may approach a senior executive of your insurer. Full details of the name and address of your insurer are available from Richard Tidball Insurance Services Ltd.

Compensation

We are covered by the Financial Services Compensation Scheme (FSCS). 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. If you are eligible to claim from the FSCS, compensation is available in relation to insurance advising and arranging as follows:

- 90% of the claim, without any upper limit.
- 100% of the claim without any upper limit for
- compulsory classes of insurance (such as Third-Party Motor or Employers Liability); and
- 'Pure protection' contracts, professional indemnity insurance, and general insurance claims arising from the death or incapacity of the policyholder owing to injury, sickness or infirmity, all where the insurance intermediary has failed to pay money to an insurer, pay away money it has received from an insurer, or has failed to take steps to allow the insurer to effect the contract of insurance.

Further information about compensation scheme arrangements is available from the FSCS on 08006781100 or www.fscs.org.uk.

Combating Financial Crime

We are obliged to conduct reasonable due diligence to protect you and us against the risk of financial crime. We may require you to provide evidence to assist us with verifying your identity and any payment details you provide to us to ensure that the transactions that we conduct on your behalf are legitimate.

Neither party shall be involved in the offering, promising, or giving of any financial or other advantage to any person in breach of any applicable anti-bribery laws (including the Bribery Act 2010). We are obliged to report evidence or suspicion of financial crime to the relevant authorities at the earliest reasonable opportunity and may be prohibited from disclosing any such report to you.

We shall not provide any services, provide any benefits, or make any payments to any client that is the subject of any trade and economic sanctions or embargos or provide services to any client located, organised in or resident in a country or territory that is the subject of comprehensive country sanctions.

We will carry out checks of the consolidated list of financial sanctions targets designated by the United Nations, The European Union and the United Kingdom and maintained by the Office of Financial Sanctions (OFSI) for all customer transactions. If sanctions apply, we are obliged to report the transaction to the relevant authorities and, in such cases, we shall not make any further payments or process already notified claims and insurers may invoke cancellation rights to terminate affected insurance contracts.