

Your Duty to Give Information

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance.

It is important that you ensure that all statements you make or agree to on proposal forms, statements of fact, claim forms and other documents are full and accurate.

Please note that if you fail to disclose any information or change in circumstances to your insurers which could influence the cost of cover or their decision to accept your insurance, this could invalidate your insurance cover, and could mean that part or all of a claim may be not be paid.

Language Used

The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract.



Contact Details

Email: enquiries@lfcinsurance.co.uk

Website: www.lfcinsurance.co.uk

Head Office

LFC House
Knight Street,
South Woodham Ferrers,
Essex
CM3 5ZL

Tel: 01245 320033
Fax 01245 322060

Trinity House

Trinity Square
South Woodham Ferrers
Essex
CM3 5JX

Tel: 01245 320033
Fax: 01245 322060

Eastbourne Office

Units 1-2, Martello House
1a Edward Road
Eastbourne
East Sussex
BN23 8AS

Tel: 01323 524150
Fax: 01323 524160

Our Terms of Business

The Financial Services Authority

The Financial Services Authority (FSA) is the independent watchdog that regulates financial services. We are authorised and regulated by the FSA and our FSA Register number is 301666. You can check our status at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Our permitted business includes advising, arranging, dealing in and assisting with the placing and administration of all types of General Insurance policies.

Ownership

LFC Insurance Group is a trading name of LFC Insurance Brokers Ltd

Whose products we offer

We usually offer advice on policies from a range of insurers, representing a fair analysis of the market. Under certain circumstances we may only deal with a limited panel, or single insurer. We will confirm, for each individual policy we provide you with, the basis of our advice. In certain circumstances we will use the services of another intermediary to place your insurance and in these circumstances we will state the name of the intermediary we use and the name of the risk carrier in the form of "underwritten by".

We will advise and make a recommendation to you after we have assessed your demands and needs. Our advice will be confirmed in a demands & needs and suitability statement, giving reasons for our recommendation, as stated on our invoices. In some instances e.g. in respect of Legal Expenses/Motor Breakdown policies you will not receive advice or a recommendation from us and you will then need to make your own choice about how to proceed.

What you will pay for our services

We usually receive a commission from the insurer with whom we place your business. We also receive commission for arranging finance agreements for the payment of premiums and we may also receive commission or fees for passing introductions to other professionals. In certain circumstances we may charge a broker fee and this will be agreed with you before commencement of the contract. For more detailed information please see our 'What We Earn' document under our Regulation Section of our website, or request a hard copy to be sent to you.

In the event of a mid-term cancellation (other than statutory cancellation period laid down by FSA), LFC has the right to retain the commission or fee earned for the full period of insurance, in addition to the retention of commission or fee on any return premium for whatever reason.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

Payment Options

When we arrange your new insurance or at renewal, we will always send you an invoice, which may be settled in one of a number of ways: We accept direct bank transfers, cheques and debit cards. We also accept certain credit cards, for which there is a 2% charge. Instalment Facilities are also available, for which we can offer Insurer's own schemes or by using Third Party premium finance companies, for which interest charges apply. For full details, please see our 'Ways to Pay' leaflet.

Please Note: Your policy cover will cease if you fail to keep up payments on an instalment agreement or premium finance facility related to it.

Information on how we treat Payments You make to Us

Under the terms of our agreements with insurance companies with whom we place business, we normally receive premiums you pay to us as Agent of the Insurer. In certain circumstances you may have the additional protection of insurance companies accepting that monies paid to us are treated as being received by them (Risk Transfer). These premiums will be held by us in a protected Insurer Trust Account. (Please ask us for details)

All other insurance premiums you pay to us are protected in a Statutory Trust Client Account until we pay insurers

What to do if you have a complaint

Our aim is to provide a first class service, however, if you wish to register a complaint, please contact us by writing to The Complaints Manager LFC Insurance Brokers Ltd, LFC House, Knight Street, South Woodham Ferrers, CM3 5ZL, or, by phone Telephone (01245) 320033, e-mail enquiries@lfcinsurance.co.uk

We will provide you with a copy of our full complaints procedure and respond to you promptly. After our final response has been issued, if you still cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment and opinion. The FOS Consumer Helpline is on 0845 080 1800 and their address is: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

Your Right to Cancel (Applicable to Consumers (as defined by the FSA) only)

You have a legal right to cancel your policy for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. A charge will apply for the period of cover provided and, in addition LFC reserves the right to retain our commission or fee for arranging the insurance cover.

If you wish to cancel a policy you must advise us in writing, prior to expiry of the 14-day cancellation period, to our usual office address.

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

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations; this depends on the type of business and the circumstances of the claim. Full details and further information are available from the FSCS. The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms, like us. The FSCS can pay compensation if an authorised firm is unable or likely to be unable to pay claims against it, usually because it has gone out of business or is insolvent.

Insurance advising and arranging is covered for 90% of the claim, without an upper limit. For compulsory insurances (for example, motor insurance and employers' liability insurance), insurance advising and arranging is covered for 100% of the claim, without an upper limit. Further information about compensation scheme arrangements is available from the FSCS.

Confidentiality and Data Protection

LFC is registered under the Data Protection Act and we take care to ensure that we keep client and policy information confidential. Our system requires us to request either a password or post code to access your personal information.