

Terms of Business



Status

The Financial Conduct Authority (FCA) is the independent watchdog, that regulates the selling of general insurance products. Cransford is the trading name of Insure I Ltd which is authorised and regulated by the Financial Conduct Authority. Insure I Ltd also own H3 Insurance. Our Reference Number is 505255. You can check our authorisation on the FCA Register by visiting the FCA website www.fca.org.uk or by contacting them on **0800 111 6768**.

Our Service to You

Cransford is an insurance intermediary providing advice about products and services, arranging cover on your behalf and helping with any ongoing changes. The information we provide should enable you to make an informed choice about which product best suits your needs and requirements. We do not provide financial advice.

Treating Customers Fairly

It is our policy to treat customers fairly in all areas of our business. We do this by the following means:

- Our product meets the needs and expectations of our clients.
- We provide clear information at all times.
- We provide an acceptable level of service.
- Our staff understand that the needs of our clients are central to the decisions we make.
- We are transparent in all our dealings with our clients and will not impose unreasonable barriers that stop them using the policy for the intended purpose.

Client Money

Insure I Ltd is authorised to hold monies on behalf of clients and are governed by strict rules pertaining to client money set down by the FCA. Interest may be earned on monies held which will be retained by Insure I Ltd. Client money is held separately from Insure I Ltd.'s own money with an approved bank, segregated in a client bank account designated as subject to a Statutory Trust.

Cransford DOES NOT RETAIN CLIENT MONIES. All payments due in respect of policies issued will be made directly to the provider of the policy.

Data Protection

We collect and maintain personal information in accordance with the Data Protection Act 1998. We will only share your data with other parties necessary for the underwriting and administration of the policies we place on your behalf. All personal information is treated with the utmost confidentiality and with appropriate levels of security. We will not keep your information longer than is necessary. Your information will be protected from accidental or unauthorised disclosure. We may also share your personal data with other companies within the 3fivevtwo Group so that they can contact you about other services that we believe may be of interest to you. If you do not wish us to do this, please contact us.

Disclosure of Information

When incepting, renewing or amending your insurance policy you must take reasonable care to answer questions honestly and not provide information that you know to be incorrect. If you fail to do this your claim could be rejected, your policy could be cancelled or treated as if it never existed.

Fees

Cransford receives commission from insurers for the policies we place on your behalf. In certain circumstances we may elect to forgo commission and instead charge a fee. In such circumstances we will discuss this with you.

Cancellation

You have the right to cancel your policy without penalty within the first 14-30 days (depending on Insurer). This is known as the 'cooling off period' and runs from the date your policy starts or on which you receive your policy booklet and certificate, whichever is later. The right only exists for policies where the duration of cover is greater than 30 days and where there have not been any claims. If you cancel within this period, you will only be charged for services received up to the date of cancellation including any administration costs involved in setting up and/or the cancelling of the policy. If you wish to do so, please notify us immediately by writing to us.

Statement of Demands and Needs

The policies we sell are designed to meet the needs of individuals / businesses who want quicker access to medical treatment and have additional choice and benefit over what would normally be available under the NHS. We advise you to read all policy documents including the policy summary and certificates and contact us if you have any queries or concerns.

Claims

Claims should be reported directly to the policy provider. Information on how to claim will be given in the policy wording. Detailed information of individual claims will never be voluntarily shared by the provider with Cransford. However, in managing the performance of your policy Cransford may require certain claims information to assess suitability for other products and services. Cransford will contact the provider to obtain this information.

Complaints

We always endeavour to provide the highest standard of service, however, if you have cause to complain please write to:

Dispute Resolution Manager

Cransford

Unit 1, Channel Wharf

21 Old Channel Road,

Titanic Quarter

Belfast, BT3 9DE

Telephone: **028 9073 5207**

We will make every effort to resolve your complaint quickly and efficiently and keep you informed throughout the process. Full details of our complaints policy is available on request.

If you are not satisfied with our final response you may decide to refer your complaint, without prejudice, to The Financial Ombudsman Service at:

South Quay Plaza

183 Marsh Wall

London E14 9SR

Telephone: **0300 1239 123**

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS) - We are covered by the FSCS. You may be entitled to compensation if we cannot meet our obligations. Further information is available from the Financial Services Compensation Scheme. Telephone **020 7892 7300** or visit the website at www.fscs.org.uk

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

- We offer products from a range of insurers / providers for Private Medical Insurance and Cash Plans.
- We only offer products from a limited number of insurers for Travel insurance and Dental Insurance. Ask us for a list of Insurers we offer insurance from.
- We only offer products from a single insurer.

3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your need for Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plan requirement.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products we will provide details on. You will then need to make your own choice about how to proceed.

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

- A Fee.
- No Fee for advising on and arranging Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plan.

5. Who regulates us?

Cransford is a trading name of Insure I Ltd, 21 Old Channel Road, Channel Wharf, Belfast, BT3 9DE and is authorised and regulated by the Financial Conduct Authority. Our Financial Services Registration Number is 505225.

We have permissions to advise on and arrange Insurances such as Private Medical Insurance, Dental Insurance, Travel Insurance and Cash Plans.

You can 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.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing to: Dispute Resolution Manager, Cransford, 21 Old Channel Road, Channel Wharf, Belfast, BT3 9DE

By telephone to: 028 9073 5207

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. You can find further details at www.financial-ombudsman.org.uk.

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

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS