Terms of Business Agreement

Cover4Rentals is a trading name of Eversure Limited. Eversure Limited is authorised and regulated by the Financial Conduct Authority (Firm Reference No, 501311) Registered office: Bury House, 1-3 Bury Street, Guildford, Surrey, GU2 4AW. Registered in England, Company Number 6751893. You can check this out on the Financial Conduct Authority's (FCA) website at www.fca.org.uk which includes a register of all the firms they regulate or by calling the FCA on 0800 111 6768. The product is administered and sold in the UK, the website and all documentation is produced in English.

Our permitted business is introducing, arranging, dealing as agent, assisting in the administration and performance of general insurance contracts. By asking us to quote for, arrange or handle your insurances, you are providing your informed agreement to these Terms of Business. For your own benefit and protection, you should read these terms carefully. If you are unsure about any aspect of our Terms of Business or have any questions regarding our relationship with you, please contact us at the above address or via the contact us page of our website.

These terms are governed by and construed in accordance with the laws of England and Wales and the parties submit to the jurisdiction of the courts of England and Wales.

Your Responsibilities

You are responsible for answering any questions in relation to any proposal for insurance cover honestly and to the best of your knowledge, providing complete and accurate information which insurers will require. This also applies to your responses in relation to any assumptions you may agree to in the process of applying for insurance cover. If you fail to disclose information or misrepresent any fact which may influence the insurer's decision to accept the risk or the terms offered, this could invalidate the policy and mean that claims may not be paid.

It is important that you read all insurance documents issued to you and ensure that you are aware of the cover, limits 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.

Policy Amendments

If you contact us to request a change to your policy, we will usually respond within two working days. Changes will not be considered to have taken effect until we have confirmed them to you in writing and, if applicable, collected the relevant premium. If you have not heard from us within 2 working days of submitting your request, you should attempt to contact us again via the contact us page of our website.

Extending Single Trip Cover when we are closed

If you have a SINGLE TRIP car hire excess insurance policy, and you and you need to extend the cover dates, purchase a policy from our website BEFORE your existing covers expires. In order to maintain continuous cover, the additional policy must start immediately after your existing cover expires and have an expiry date from after the hire car has been returned.

Our Services

We source and arrange products but do not offer advice or make recommendations when arranging your insurance. However, we may ask some questions to narrow down the selection of products on which we will provide details; you will then need to make your own choice about how to proceed. In providing our service, we act as an agent of the insurer.

When we sell you a policy, we receive commission from the insurer which is a percentage of the total premium. 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. We will not in any circumstance guarantee the solvency of any insurer.

Making a Claim

If you need to make a claim on your policy, please refer to the claim section of your policy wording for full details of the claim procedure.

Handling Money

Our financial arrangements with all insurance companies are on a 'Risk Transfer' basis. This means that we act as agents of the insurer in collecting premiums and handling refunds due to clients. In these circumstances, such monies are deemed to be held by the insurer with which your insurance is arranged.

Payment for our Services

In good time before the conclusion of each insurance contract, or upon renewal, in order to remind you of your right to be informed of the level of commission which we receive from underwriters we will freely make available a copy of our Terms of Business on our website.

We also charge you for handling your insurances as follows:

- **New Business** –
  - Annual Cover - £13.00
  - Single Trip – up to £8.50
- **Mid Term Amendments** - £ nil
  Mid Term Adjustment fees will be automatically deducted from the card details we hold on file. If the adjustment to the policy also requires an increase in insurance premium, we will take payment once the adjusted cost of cover has been confirmed and agreed with you. Please note that any unpaid fees or additional premium may result in your cover becoming invalid.
- **Cancellations**
  - *Please refer to the 'Ending Your Relationship With Us' section of this document.*
- **Renewals** –
  - Annual Cover - £13.00
  - Single Trip - up to £8.50
- **Posting documentation** – £ nil
  - *(If you would like to receive a copy of your documentation in paper format for no charge, including braille or large print, please contact us via our website)*
- **Copies of personal data we hold about you** – £ nil
  - *(however, we reserve the right to charge a fee of £10.00 where requests are excessive, including repetitive requests or requests for multiple copies)*

You will receive a quotation which will tell you the total price to be paid, and which identifies any fees, taxes and charges separately from the premium, before your insurance arrangements are concluded. Full payment of premium, fees and surcharges are due before cover commences.

Any fees charged to the Policyholder by Eversure for non-insurance services are the subject of a separate agreement between the Policyholder and Eversure and do not form part of the Premium. The Insurer is not a party to, nor responsible for, such fees.

Complaints and Compensation

We aim to provide you with a high level of customer service at all times but, if you are not satisfied, please follow the complaint handling procedure in your policy wording. If you are dissatisfied with the response you have received, you also have the right to escalate the matter externally, in line with the process applicable to your country of residence.

1. **If you purchased the cover in the UK or the EU & Switzerland:**
   You may refer Your case to the Financial Ombudsman Service, who can be contacted at: -

   Write to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
   Call: +44 (0) 800 023 4567 or +44 (0) 300 123 9123
   Email: complaint.info@financial-ombudsman.org.uk
   Online: www.financial-ombudsman.org.uk

2. **If you have purchased your contract online:**
   and are resident in the UK or EU, you may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is www.ec.europa.eu/odr.

3. **If you purchased your policy outside of the UK or EU:**
   You may refer your case to the Office of the Ombudsperson for Financial Services. Contact details are as follows:-

   Write to: Office of Ombudsperson for Financial Services, 8th Floor, SICOM Tower, Wall Street, Ebene, Mauritius
   Call: +230 468 6475
   Fax: +230 468 6473
   Email: ombudspersonfs@myt.mu

Following this complaint procedure does not affect Your rights to take legal action.

If You wish to complain about an insurance policy purchased online You may be able to use the European Commission's Online Dispute Resolution platform, which can be found at http://ec.europa.eu/consumers/odr/

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. If We are unable to meet our financial obligations You may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information about compensation scheme arrangements is available at www.fscs.org.uk or call (Freephone) on 0800 678 1100 or +44 (0)20 7741 4100.

Ending Your Relationship With Us

After purchasing our insurance, should you decide that the insurance no longer meets your requirements, you are entitled to cancel the policy by notifying Cover4Rentals, following the process described in your policy wording.

Cancellations Fees - A cancellation fee is not charged however, please note your policy arrangement fee that was charged when cover was arranged is non-refundable.

Cooling Off Period - For confirmation of your right to cancel, the cooling off period. when a premium refund applies and how it is calculated, please refer to the insurer's policy wording or insurance product information document (IPID).

In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 30 days' notice. Valid reasons may include but are not limited to non-payment of premium or fees, and failure to provide requested documentation or information. Any return of premium due to you will depend on how long your policy has been in force unless you have made a claim in which case the full premium is due. If a balance is outstanding as a result of policy cancellation, we reserve the right to collect the balance from you, this includes the right to collect the balance due from the card used for the policy deposit.

In accordance with our administrative processes, any refund of premium or fees that may become due following a policy cancellation, amendment, or adjustment will be subject to a **minimum refund amount of £5.00**. Where the value of any refund calculated is **below £5.00**, no refund will be issued.

Your Responsibilities

You are responsible for answering any questions in relation to any proposal for insurance cover honestly and to the best of your knowledge, providing complete and accurate information which insurers will require. This also applies to your responses in relation to any assumptions you may agree to in the process of applying for insurance cover. If you fail to disclose information or misrepresent any fact which may influence the insurer's decision to accept the risk or the terms offered, this could invalidate the policy and mean that claims may not be paid.

It is important that you read all insurance documents issued to you and ensure that you are aware of the cover, limits 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.

Use of Personal Data

We will process any personal information we obtain in the course of providing our services to you in accordance with the General Data Protection Regulation 2016 (GDPR). In administering your insurances it will be necessary for us to pass such information to insurers and other relevant product or service providers which may also provide us with business and compliance support.

We may also disclose details to relevant parties, as necessary, to comply with regulatory or legal requirements. We will not otherwise use or disclose the personal information we hold without your consent. You can view our full legal bases for processing your data by visiting https://www.Cover4Rentals.com/privacy-policy.aspx

Some of the details you may be asked to give us, such as information about offences or medical conditions, are defined by the Act as sensitive personal data. Such information is necessary for us to perform our contract with you, and you signify your consent to its being processed by us in arranging and administering your insurances.

Subject to certain exceptions, you will be entitled to have access to your personal and sensitive personal data free of charge. However, we reserve the right to charge an administration fee for providing this service, but only where requests are manifestly unfounded or excessive, including repetitive requests or requests for multiple copies.

If at any time you wish us, or any company associated with us, to cease processing any of the personal data or sensitive personal data we hold, or to cease contacting you about products and services, please write to us using either our registered address or email address provided at the start of this document.

Credit Checks

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, to ascertain the most appropriate payment options for you 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.