

# **MyFinance.com Ltd. – Terms of General Insurance Business – Website Sales**

Your attention is drawn to the following notes relating to the insurance you have arranged, or wish to arrange with us.

## **The Financial Services Authority (FSA)**

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

## **Who we are**

MyFinance.com Limited is an independent insurance intermediary and acts on your behalf in arranging your insurance.

We are authorized and regulated by the Financial Services Authority (FSA), register number 501311. You can check these details on the FSA's Register by visiting the FSA's website, [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/) or by contacting the FSA on 0845 606 1234.

We are permitted to arrange, deal as an agent of insurers and clients with respect to non-investment insurance policies.

## **Whose products we offer**

On this website we offer a limited range of insurance policies on behalf of a limited number of insurance companies.

## **Explanation of our service**

You will not receive advice or a recommendation from us. We may ask some questions to narrow down the type of policy and applicable policy extensions available to you. You will then need to make your own choice about how to proceed.

Our service includes providing you with information relating to the cover we can arrange, arranging your insurance cover with the insurer and assisting you with any ongoing changes you have to make to your policy.

In arranging this web-based insurance we can only bind risks at set terms and subject to set criteria offered by the insurer.

## **Meeting your demands and needs for insurance**

This website offers insurance policies which are aimed at an individual wishing to insure themselves against unforeseen costs following an insurable incident.

Subject to the terms and conditions of cover, as presented in the policy wording available on our web site, and the information you have provided, the website may allow you to select different options and the policy you will be provided with will take into account such options you have selected subject to any limitations as detailed in the policy wording and information you have provided.

By proceeding to purchase an insurance policy you will have come to your own decision as to whether this policy meets your particular demands and needs and therefore happy to purchase cover at the premium and terms indicated on a non-advised sales basis.

## **Protecting your money**

Prior to your premium being forwarded to the insurers, we hold the premiums we receive as agent of your insurer and your policy is treated as having been paid for once you have paid us.

## **Insurer Insolvency**

We try to ensure that we only place business with insurers who have adequate levels of financial solvency, but we cannot guarantee the solvency of any insurer.

## **Cost of our services**

Insurance policies purchased through our website may incur an administration charge. If this is the case, this administration charge will be made clear to you prior to your purchase, and all quotations will be shown including any applicable administration charges. If an administration fee is charged, this fee will be non-refundable, even if you cancel your policy.

## **How we handle your personal information**

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request, with your consent, in relation to arranging your insurance or where we are required to by law.

Some or all of the information you supply to us in connection with your insurance proposal will be held on computer and may be passed to insurance and/or other companies in the course of arranging, placing and administering your insurance, as well as for underwriting and claims purposes.

Under the Data Protection Act 1998 you have a right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries, please write to the Managing Director at MyFinance.com Limited., 11a St Peters Street, Canterbury, Kent, CT1 2AT.

## **How to Make a Claim**

To make a claim on your insurance policy, please check the policy documentation you were issued with when you purchased the insurance. All claims procedures and contact numbers are included with our documentation, and additionally all of our websites include a 'How to Claim' section. Claims are handled directly with your insurer, and not through MyFinance.com Ltd.

## **Important Information Regarding Renewals**

If you have purchased an annual policy, prior to the expiry date either we, or your insurer, will endeavor to contact you with details of the costs and terms of your renewal. If you have purchased a policy through one of our comparison websites, we will also provide details of alternative policies based on the information within the existing policy.

## **Cancellation Rights**

We hope you are happy with the cover our insurance provides. After purchasing our insurance, should you decide that the insurance no longer meets with your requirements, you have the right to cancel (as if the cover you purchased had never existed) by contacting us within 14 days of purchase and we will refund your premium (Less any applicable administration fees as detailed under 'cost of our services'). This right of cancellation does not apply if your policy is a short term insurance of less than one month's duration, if you intend to make a claim under the policy, or if your cover has commenced (for annual policies that have already commenced, you will receive a pro-rata refund after deducting costs for time already insured, if the policy is cancelled within this 14 day period.) Full

details of the cancellation process can be found on the website where you purchased your policy.

### **How we handle Complaints**

It is our intention to provide a high level of service at all times. If, however, you have reason to make a complaint about our service, we have internal procedures for handling complaints fairly and promptly.

In the first instance you should contact the Managing Director at MyFinance.com Limited, 11a St Peters Street, Canterbury, Kent, CT1 2AT United Kingdom, or by telephone on 0844 73 66 222, or by using the Contact Us page on our website.

### **Our procedure is that:**

1. Your complaint will be acknowledged within 5 business days.
2. Wherever possible, your complaint will be dealt with within 20 business days and if compensation or redress is felt to be appropriate details of this will be provided. If it is felt that your complaint is not justified you will be provided with full reasons for this decision.
3. If it is not possible to respond to your complaint within 20 business days you will be advised of the reasons in writing and given notification of when you may expect a final response.
4. If you remain dissatisfied, you may be entitled to refer the matter to the Financial Ombudsman Service. We

shall provide you with details upon request. Further information is available at [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk) or by telephone on **0845 080 1800**.

5. If you do decide to refer any matters to the Financial Ombudsman Service your legal rights will not be affected.

Please note that you must give us the opportunity to resolve your complaint before taking the matter to the ombudsmen.

### **Governing Law**

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.

### **Financial Services Compensation Scheme (FCCS)**

We are members of the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This depends on the type of business and the circumstances of the claim.

General insurance advice and arrangement is covered for 90% of the claim, without any upper limit. Further information about the compensation scheme is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by telephone on **020 7892 7300**