

TERMS OF BUSINESS AGREEMENT

This document details our service and our arrangements for dealing with your insurance. Please read it carefully and retain a copy for your records. 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 and this agreement shall be subject to English Law.

THE FINANCIAL CONDUCT AUTHORITY

The Financial Conduct Authority is the independent watchdog that regulates financial services. Sportsguard is a trading style of The Admin Bureau which is authorised and regulated by the Financial Conduct Authority. Our FCA Register number is 305450 you can check our status at <https://register.fca.org.uk> by contacting the FCA on 0800 111 6768. Our permitted business includes advising, arranging, dealing in and assisting with the placing & administration of General Insurance policies.

DATA PROTECTION AND PRIVACY STATEMENT

We are a data controller, and our data protection officer is Richard Culley.

We act as your agent and will collect data, including personal information and risk details, solely to enable us to obtain and provide insurance quotations, arrange and administer your insurance. Data collected by us is contractual, and for our legitimate business interests as an insurance broker and we will be unable to offer any quotation or insurance if you refuse to provide certain personal data, including health, financial and criminal records data which is collected under the lawful basis of public interest, where these would affect the provision of cover and/or performance of insurance contracts. Your information will be held securely by us and shared with insurers, and anyone else involved in the normal course of arranging and administering your insurance which could include reputable providers outside the EU, to enable them to provide accurate terms and they will also obtain data about you and your insurance history from various insurance anti-fraud databases, such as the Claims and Underwriting Exchange (CUE) as well as publicly available websites and credit referencing agencies.

We will not give anyone else any personal information except on your instructions or authority, or where we are required to do so by law, or our regulatory

requirements. Information about you and your insurances will be held while you are a client and for a minimum of three years, and in certain circumstances up to six years, after expiry of your policies. Under the Data Protection Act data subjects have the right to see, and correct, personal information about them that we hold, free of charge. Please write, or email to our data protection officer at our usual office address if you wish to exercise your rights or have a complaint about our use of your data.

OUR SERVICE

We are an independent insurance intermediary, who acts on our customers' behalf in arranging insurance, including: assessing your insurance needs and personally recommending policies suitable for you; arranging your insurance cover with insurers to meet your requirements; and helping you with any ongoing changes you have to make. As part of our service, we will assist you with any claim you need to make and tell you what your responsibilities are in relation to making claims.

For policies purchased solely through our website we will ask sufficient questions to offer a policy consistent with your stated needs, but you will need to make your own decision on the suitability of any such product.

WHOSE PRODUCTS WE OFFER

We offer advice from a limited panel, or single insurer. We will advise you of the insurers considered in our quotation.

OUR SERVICE IN RELATION TO THE PROVISION OF PREMIUM FINANCE

We are a credit broker, not a lender. We only offer the credit facilities of insurers. We may use providers who will conduct a credit check and share your payment record with other lenders, all of which may be recorded on your credit record. Please contact us if you do NOT consent to a credit check being undertaken, however this may affect our ability to offer instalment facilities to you.

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. In entering into a credit agreement to pay your insurance premium, you give the finance provider the legal Right to cancel your insurance policy on your behalf in the event that you default on the loan, and offset any refunded premium

against the outstanding amount owed to them. This means that if you default on your payment terms and the finance provider requests that We cancel your policy, we will do so as your agent.

INFORMATION ON HOW WE TREAT PAYMENTS YOU MAKE TO US

Under the terms of our agreements with the Insurance companies with whom we place business, we normally receive premiums you pay to us as Agent of the Insurer. All insurance premiums you pay to us are protected in a Statutory Trust Client Account until we pay insurers. We do not pay any interest on premiums held by us in the course of arranging and administering your insurance.

REPORTING CLAIMS

All incidents which could lead to a claim must be reported as soon as practicable. Your insurer's claims contact number is shown in your policy or you can contact us on 01604 644277. All of our claims procedures are located on our website <https://www.sportsguard.co.uk/making-a-claim/>

WHAT YOU WILL PAY FOR OUR SERVICES

We usually receive a commission from the insurer, which is taken from the premium you pay to us, and, in addition, we normally make the following charges to cover the administration of your insurance:

ARRANGING NEW POLICIES & RENEWALS

| | |
|-----------------------------|----------------------|
| Personal accident insurance | £7 per team |
| All other products | up to £50 per policy |

Where we may receive additional remuneration based on the volume or profitability of our account with an insurer we will advise you of this. Occasionally we may arrange a policy on which we earn no commission and in these cases we will advise you of the arrangement fee before you take the policy out. We may also make additional charges specific to the arrangement and servicing of certain policies, but these will always be advised to you in advance.

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 Kevin Culley, Sportsguard, One Overstone Heights, Sywell, Northamptonshire, NN6 0AT, or, by

phone Telephone 01604 644277 by email feedback@sportsguard.co.uk.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, for an independent assessment and opinion.

For more information on the Financial Ombudsman Service, see their website: <http://www.financial-ombudsman.org.uk/>

The FOS Consumer Helpline is on 0845 080 1800 and their address is:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS).

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.

Payment Options

We normally accept payment by cheque or the following credit/debit cards – Visa, Mastercard, Maestro. We will give you full information about your payment options and the appropriate agreement when we discuss your insurance in detail.

INFORMATION FOR COMMERCIAL CUSTOMERS

e.g. Associations, Leagues, Clubs or Teams

OUR SERVICE AND OBLIGATIONS TO YOU:

We will conduct a fact-find to evaluate your insurance needs, however you are solely responsible for ensuring that your disclosure obligations to insurers are met. Please refer to your Responsibility to Provide Information below.

We will act as your agent in sourcing a policy to meet your demands and needs and presenting the information provided by your nominated Insurance Contact in a manner which is clear and accessible to insurers. Where we operate under any delegated authority from insurers we will act as their agent when issuing cover and in handling any claim you may make, and We will always advise you where this is the case.

We will advise and make a personal recommendation for you after We have assessed your demands and needs. Our advice will be confirmed in a demands & needs and suitability statement, giving the reasons for Our recommendation.

We offer advice from a limited panel, or single insurer. We will advise you of the insurers considered in our quotation.

We usually receive commission from the insurer, which is taken from the amount you pay, and from the premium finance provider with whom We place your business and, in addition, we will normally make the charges as shown in our Terms of Business Agreement to administer your policy, but the specific charges applicable to your policy will be included in Our Remuneration Statement. Prior to the conclusion of each insurance contract, or upon renewal, we will remind you of your right to be advised of the level of commission which We receive from underwriters. 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.

COMMERCIAL CUSTOMERS' RESPONSIBILITY TO PROVIDE INFORMATION

You have a duty under the Insurance Act 2015 to make a fair presentation of the risk to insurers. This duty applies when you take out your insurance cover, throughout the life of your policy, and when you renew your insurance.

This duty includes a need for you to undertake a reasonable search for material information which is known, or ought reasonably to be known, by your company's principals, directors, senior management (ie. anyone playing a significant role in making business decisions in your firm) and staff responsible for insurance.

you should advise Us of any particular concerns which led you to seek insurance cover and any special or unusual facts relating to the risk.

You must ensure that all material statements of fact are substantially correct and not misleading, and any material information which is a matter of expectation or belief (e.g. an estimate or forecast) is provided in good faith.

Failure to disclose any material information or change in circumstances to your insurers which could influence the cost, or their decision to accept your insurance, could mean that your policy could be invalidated or cancelled without refund, or that part or all of a claim may be not be paid.

'Material statements' and 'material information' are information which could influence the judgement of a prudent insurer in determining whether to take on a risk and on what terms.