LegalforLandlords™

Terms of Business Agreement

About Us

LegalforLandlords Ltd of Unit 5B Olympic Way, Birchwood, Warrington, WA2 0YL is authorised and regulated by the Financial Conduct Authority. Our FCA Firms Registration Number is 528518. We are permitted to deal as an agent of insurers and clients and assist in claims handling with respect to non-investment insurance policies. All Insurance products have a 14 day cooling off period. You can check these details on the FCA's Register by visiting the FCA's website http://www.fsa.gov.uk/register or by contacting the FCA on 0800111 6768.

Your Duty of Disclosure

Your insurance is based upon the information provided to the insurance company. You must ensure that all such information is complete and accurate and that any facts which may influence the insurer's decision to accept the policy and/or what terms are applied must be disclosed.

Failure to disclose material information may invalidate your insurance and could mean that part, or all, of a claim may not be paid.

How to Cancel

You may have a statutory right to cancel a policy you take out through us within a short period. Please refer to your policy summary or your policy document for further details. If you cancel within the statutory cancellation period (where this applies) you will receive a pro rata refund of premium from the insurer.

Insurers are also entitled to make an administrative charge. In addition, we may keep an amount which reflects the administrative costs of arranging and cancelling the policy. Details of these amounts are given in our tariff of administration charges.

If you wish to cancel outside the statutory cancellation period (where this applies) you may not receive a pro rata refund of premium. In addition, we may also keep an amount that reflects the administrative costs of arranging and cancelling the policy (see tariff of administration charges). Details of these amounts are given in our tariff of administration charges.

Protecting Your 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 or with your consent in relation to administering your insurance or where we are required by law.

Some or all of the information you supply to us in connection with your insurance proposal may be passed to insurance and other companies for underwriting, claims and premium collection purposes. Your data will be held in accordance with the Data Protection Act 1998, under which 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 Insurance Department at the above address.

Compensation Arrangements

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, also without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300 or by visiting http://www.fscs.org.uk/.

How to Claim

Please refer to your policy summary or your policy document if you need to notify a claim. You should contact the insurer direct as soon as possible using the contact details provided. If in doubt about whom you should contact, please contact us on 0344 567 4001.

Block Transfers

In respect of some classes of insurance we may operate block insurance arrangements in order to provide competitive terms. This is where we place all insurances of a certain type with one insurer who can provide particularly competitive terms for all our customers. On occasions it will be necessary for us to transfer such blocks from one insurer to another where this is beneficial for our clients. This Terms of Business Agreement constitutes both your acceptance that we may do this and your prior request for us so to do.

Our Earnings

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. Please contact insurance@legalforlandlords.co.uk for more details. In addition to commission, we may charge an administration fee of up to £50.00 in connection with arranging, amending or administering your policy. Full details of any applicable fees will be disclosed to you prior to inception or at the point of change.

Where we arrange premium finance, we may receive commission or other renumeration from the premium finance provider. Further information regarding any commission received is available upon request.

Please note that the insurance products that we provide have a 14 day cooling off period as stated in the policy terms & conditions.

Insurance Policy Duplicates and Hard Copies

Any hard copies or duplicate copies of any insurance policy details will carry an admin charge of £20.00 plus VAT. This includes reissue of any insurance document or any rent protection policy. Rent protection policy amendments carry a £5 admin charge (excluding changes to start date).

Protecting Your Money

Prior to your premium being forwarded to the insurer, and for your protection, we either hold your money as an agent of the insurer (in which case your policy is treated as being paid for), or we hold it in a client bank account on trust for you.

We may extend credit to other customers from this account and we may transfer your money to another intermediary in some cases. However your money will be protected at all times because of the requirements of FCA rules. We also reserve the right to retain interest earned on this account.

By accepting this Terms of Business Agreement, you are giving your consent for us to operate in this way.

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact insurance@legalforlandlords.co.uk or call 0344 567 4001. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 0 234 567 and further information is available at www.financial-ombudsman.org.uk. If you do decide to refer any matter to the Financial Ombudsman Service your legal rights will not be affected.