



# CUSTOMER TERMS OF BUSINESS

*[www.lettingshub.co.uk](http://www.lettingshub.co.uk)*



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## About us

The Lettings Hub, The Landlord Hub and LetRisks are trading names of Let Insurance Services Limited (LIS), an independent intermediary authorised and regulated by the Financial Conduct Authority. We specialise in providing specialist knowledge, risk management services and insurance solutions. LIS of 8 Axon, Commerce Road, Lynch Wood, Peterborough, PE2 6LR is an independent insurance intermediary and underwriting agency. The Lettings Hub Ltd is an Appointed Representative of Let Insurance Services Ltd. The Lettings Hub Ltd: Registered in England No. 8403543. Registered office: 8 Axon, Commerce Road, Lynch Wood, Peterborough, PE2 6LR.

## Who regulates us?

LIS is authorised and regulated by the Financial Conduct Authority (FCA). Our permitted business is arranging general insurance contracts. Our FCA register number is 474985. You can check our details on the FCA's website by visiting [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0300 500 8082.

We are also authorised to undertake the following Consumer Credit Activities: Credit broking (where we act as a credit broker).

## Your duty of disclosure

It is our intention to ensure your policy meets your specific requirements. When applying for or updating your insurance policy, we will ask you questions to assess the risk. You must answer all questions honestly and in reasonable detail in order for us to offer insurance cover designed to meet your demands and needs. If you do not answer the questions honestly or in full, this could invalidate your policy and result in a claim being declined. You must advise us immediately of any changes in your circumstances.

## Security

We have carefully selected our insurance partners and, to protect you, we ensure that they meet our minimum financial guidelines. However, the financial position of an Insurer can change and we cannot and do not guarantee the solvency of any Insurer that we use. A liability for the premium, whether in full or pro rata, may arise under policies where a participating Insurer becomes insolvent.

## Our service to you and the products we offer

It is our intention that all our customers receive the highest level of service and protection and we only represent Insurers committed to each insurance product. For each product the Insurers have been selected as suitable and provide the appropriate cover. As such, we do not offer competitive comparisons or attempt to explain differences in cover from other Insurers. These Insurers have granted us authority to agree cover and issue policy documentation on their behalf up to agreed levels. A list of Insurers is available on request. You will not receive advice or a recommendation from us for the policies that we offer. We may ask you questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

If we use the services of another intermediary to place your insurance we will advise you of the name of the intermediary we use and the name of the Insurer.

## Your right to cancel (applicable to consumers only)

Please contact us if you wish to cancel any policy that we have arranged for you. Customers acting outside their trade or profession (consumers) will usually have a legal right to cancel policies for any reason, subject to no claims having occurred, within 14 days of receiving the full terms and conditions. You will always be advised where this right applies. A charge may apply for the period of cover provided and, in addition, an administration charge will apply as shown in Our Remuneration on this page. Cancellation under this right must be in writing, prior to expiry of the cancellation period, to our usual office address.

## Documentation

All policy documentation will be sent to you shortly after your instructions and payment have been received. This documentation will confirm the full details of your policy, the identity of your Insurer and any required payment of premium information.

Your new business documents will include the following:

- Policy Booklet
- Policy Summary or Insurance Product Information Document

- Policy Schedule
- Statement of Fact
- Demands and Needs Statement
- Customer Terms of Business

## Changes to your policy

If you require any changes to be made to your policy mid-term, any change in premium will be calculated using the terms, conditions and prices that apply at the time you have notified us of the change. If there are any changes in these terms and conditions you will be notified in writing.

## Renewals

We will send your invitation to renew the policy or notification that renewal is not being invited in good time prior to the renewal date. Attached to your renewal terms will be a statement and explanation of any changes to the documents and policies previously sent to you and you will also be advised of your right to request a new policy wording.

## Claims

We recognise the importance of an insurance claim and the information in your Policy Booklet explains what you need to do. You can also find details of what you need to do on our website [www.lettingshub.co.uk](http://www.lettingshub.co.uk) or our Insurance Team are available to offer help and guidance on making a claim.

## Our remuneration

Remuneration for our services is normally in the form of commission which is a percentage of the insurance premium paid by you and allowed by the Insurer and/or a fee previously agreed by you.

Commission and fees are earned for the policy period and we are entitled to retain these in the event of a mid-term cancellation. In the event of mid-term adjustments we will be entitled to the same rate of brokerage.

In addition to this we may charge a fee for services that we carry out for you. They are:

- new policy administration fee: Up to £30
- policy renewal administration fee: Up to £30
- mid-term adjustments: Up to £20 per amendment
- cancellation fee: Up to £20
- unpaid Direct Debit charge: Up to £15

## Client money

LIS act as agent for the Insurer for the collection of insurance premiums. This means that insurance premiums are treated as being received by the Insurer when they have been received in our bank account and that any claims money or insurance premium refund is treated as received by you when it is actually paid to you. There are occasions where such transactions are restricted (for example, to receiving insurance premiums only) and we will tell you if that is the case.

## Interest on client money

Any interest or exchange gains earned from client money held by us will be retained by us.

## Complaints

Our aim is always to provide our customers with a first-class service; however we are aware that, occasionally, it is possible that we may fail to meet your expectations. If for any reason we have not met your expectations, let us know as soon as possible, by calling us on 0345 450 9903, or write to The Insurance Team, The Lettings Hub, 8 Axon, Commerce Road, Lynch Wood, Peterborough, PE2 6LR or email [complaints@lettingshub.co.uk](mailto:complaints@lettingshub.co.uk).

Where a complaint arises we will, wherever possible, endeavour to resolve the matter by no later than the close of business on the third working day following receipt of your complaint.

Otherwise you will receive an acknowledgement of the matter together with a copy of our complaints process promptly and certainly within five working days. We will then aim to investigate and provide a resolution as quickly as possible, informing you of a final response no later than eight weeks. If you are not happy with our response, or the position after a period of eight weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) for an independent assessment and opinion.

The FOS Consumer Helpline is on 0800 023 4567 (free for people phoning from a "fixed line" (for example, a landline at home) or 0300 123 9123 (free for mobile-phone users paying monthly charge for calls to numbers starting 01 or 02). Alternatively you can contact them at Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

A full copy of our complaints procedure is available on request.

## Financial Services Compensation Scheme (FSCS)

If we are unable to meet our obligations, you may be entitled to compensation from the FSCS. If we have advised or arranged insurance for you this will be covered for 90% of a claim, without any upper limit. Further information is available from the FSCS helpline on 0800 678 1100 or 020 7741 4100 and [www.fscs.org.uk](http://www.fscs.org.uk). The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms. Compensation is usually payable if an authorised firm is unable or unlikely to pay claims usually because it has ceased trading or become insolvent.

## Data protection and confidentiality

We are committed to protecting and respecting your privacy in accordance with the Data Protection Act 2018 (DPA) and General Data Protection Regulation 2016 (GDPR).

For full information on how we process your personal data please refer to our Privacy Notice on our website [www.lettingshub.co.uk/privacy-notice](http://www.lettingshub.co.uk/privacy-notice) or contact us.

In summary, we use the personal data we hold about you for the purposes of providing this insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), research or statistical purposes. We will also use your data to safeguard against fraud and money laundering and to meet our general legal or regulatory obligations.

## Disclosure of Your Personal Data

We may disclose your personal data to third parties in connection with this policy which may include, where necessary, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

You have the right to see a copy of the personal information we hold about you, and to have any inaccurate or misleading data corrected or deleted. Other rights also apply as shown in our Privacy Notice.

## Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with our data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the insurance contract, or our business relationship with you, unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning our use of your personal data, please see our website for full address details.

## Law and jurisdiction

These Terms of Business are subject to English Law and the jurisdiction of the English Courts. We will use the English language 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.