



## Your Home Insurance Terms of Business

### About Us

**One Insurance Solution** is a trading name of Brightside Insurance Services Ltd. Brightside Insurance Services Ltd is an independent insurance broker authorised and regulated by the Financial Conduct Authority (Firm reference number 302216). Registered in England and Wales No 04137311. Registered office: Brightside Park, Severn Bridge, Aust, Bristol, BS35 4BL. This can be checked on the Financial Services Register by visiting the FCA website.

Throughout this document the use of We/Our/Us refers to Brightside Insurance Services Ltd. If there is anything you do not understand or if you need to contact us, you can call us on 0333 222 1072

### The service we provide

Brightside Insurance Services Ltd is an insurance intermediary and for Vehicle and Home Insurance we work with a panel of insurers, for Optional Additional Products we only offer products from single insurers, for Land Liability policies we work with a single insurer, for Public Liability insurance we work with a single insurer and for vehicle insurance we work with a panel of insurers. Our service includes, but is not limited to, arranging your insurance cover and helping you with ongoing changes. The insurers and products we offer are at the end of this document.

You will not be provided with advice, but you will receive sufficient information on the product to enable you to make an informed decision as to whether it meets your needs.

We recommend you keep copies of all communications from us for your records.

### The Capacity in Which We Are Acting

We act on your behalf when arranging and administering your policy. We act as agents of the insurer when collecting premiums and handling refunds.

In the event of an incident occurring which may give rise to a claim under your policy, you should call 0330 333 7 888.

### How your information will be used and shared

Brightside will need to collect and process your data in order to provide products and services. Our Brightside Privacy Policy explains how we collect and use your details, the laws and regulations that apply, the systems and services we use and how we detect and prevent crime such as fraudulent applications and claims.

Our Privacy Policy can be found here: [www.brightsideinsurance.co.uk/privacy-security](http://www.brightsideinsurance.co.uk/privacy-security)

### Quotations

Quotations offered by Brightside Insurance Services Ltd are only valid for the period advised to you. Your insurer has the right to decline your risk, increase the premium or restrict the policy if any errors or omissions are found in the Proposal Form or Statement of Information. A quote shall be treated as an invitation to treat and can be withdrawn by the insurer at any point before the Policy Documents are issued.

### Automatic Renewal (Home Only)

When you purchase a home insurance policy by Direct Debit, we will store your bank account details safely in accordance with industry standards. To ensure you remain insured, we will automatically renew your policy when it's due for renewal. Before we do this, we'll write to you, and if the details we hold about you are correct, your circumstances have not changed and you're happy with your price and cover, you won't need to take any action. If you have any questions, or need to make amendments to the details we hold, don't hesitate to contact us on 0333 222 1072. You can opt out of your policy being automatically renewed at any time. If you do not wish to renew your policy, all you have to do is let us know by giving us a call before your renewal date on 0333 222 1072 or sending us an email on [homeinsurance@brightsidegroup.co.uk](mailto:homeinsurance@brightsidegroup.co.uk)

If for any reason we are unable to renew your policy and we can no longer provide cover, then we will contact you, in

good time for your renewal.

If you do not pay for your insurance, you must show these details to the person who paid on your behalf.

## Your Responsibilities

### Answering Questions

It is your responsibility to provide accurate information when you take out, change or renew your insurance policy. If you make any changes to your policy during the period of cover you will be advised prior to making these changes of any revised policy terms and conditions that may apply. We expect you to provide complete and accurate information when you take out your insurance policy, throughout the lifetime of the policy and when you renew your insurance.

When purchasing, amending and renewing your insurance policy, you must take care to answer all questions honestly and to the best of your knowledge. If you don't answer the questions correctly, your policy may be cancelled or your claim rejected or not fully paid. If you are unsure of your answer to a particular question, you should try to obtain the information required to answer it correctly. If you need help with any of the questions, please see the accompanying help text or the frequently asked questions. If you cannot find what you need, please call us on 0333 222 1072.

- Before you purchase your policy, please carefully check your answers to ensure they are correct. If there are any inaccuracies, please correct them before you pay for your policy.
- If the credit agreement requires you to pay an advance payment, you're required to pay that payment by the date specified by us or your policy may not be valid.
- You are reminded that it is an offence under the Road Traffic Act to make any false statements or withhold any information to obtain a Certificate of Motor Insurance.
- Please note that under the Rehabilitation of Offenders Act 1974 you're not required to disclose convictions regarded as spent.

### Awareness of Policy Terms

When you take out a policy we will send you a Proposal Form or a Statement of Information which shows the information you have supplied to obtain insurance cover. Please check this carefully and inform us immediately of any errors. You should also check the Schedule, Policy Wording and where applicable the Certificate of Motor Insurance, as these documents form the contract of insurance with your insurer(s). If you make any changes to your policy, or add additional information we will send you a copy of the revisions. You will have the opportunity to correct any errors, but please be aware that this could result in an additional premium being charged by your insurer(s) and an administration charge by ourselves.

Breach of any terms, conditions or warranties may enable your insurer(s) to terminate your policy, or repudiate a claim under your policy. If there is anything you do not understand please contact us for help.

### Road Traffic Act (Motor Insurance Only)

You're reminded that it is your personal responsibility under Road Traffic Act legislation to ensure that before using or permitting the use of a vehicle on the public highway, you're in possession of a current valid Certificate of Motor Insurance.

### Documents that we may need from you

To provide you with competitive prices and to combat fraudulent applications and claims our insurer partners may ask you to provide additional documents to support your application.

Depending on the insurance product and provider you may be asked to share your driving licence details with us to view your driving record, penalty points and disqualifications. We may also request proof of No Claim Discount, copies of your driving licence, utility bills and other documentation to establish the identity of any person applying for insurance. If we request these items, you will also be provided with a timescale for providing the information as well as details on how to send them to us.

Failure to provide us with the required information within the specified time may result in administration charges, increases in premium or your cover may be cancelled or avoided (which means to treat as if the policy never existed).

If there is a discrepancy between the information supplied on the application form and the requested supporting documents, the correct information will be added to the policy and processed as a midterm adjustment.

Where applicable, an additional premium will be charged by your insurer. If the corrected information is unacceptable to your insurer, cover may be cancelled or voided (which means to treat as if the policy never existed).

## Making changes

During the lifetime of your policy you may need to inform us about changes to your circumstances. Some changes will also result in a change to your premium, on occasion it could result in cancellation where the insurer cannot offer cover for your new circumstances. Full details of the things you should tell us about are in your policy wording. When changes are made to your policy all amendments will be subject to our mid-term adjustment charge.

## Cancellation

### How to cancel your insurance

If you wish to cancel your insurance contract, please call our customer service team on 0333 222 1072 we will explain how a refund is calculated and the cancellation charges that apply and whether there will be a refund due or any further payments required from you to settle the policy.

If you cancel your insurance following a claim or there has been an incident that will result in a claim, you will have to pay the full annual premium. If this is settled as a non-fault claim or the insurer is able to recover its loss, then they may send us a refund.

If the insurance is cancelled before cover has even started we will give you your money back, we do not charge a cancellation fee in this situation. If you set up your insurance using premium finance and the policy is cancelled you will be required to make payment for the outstanding amount immediately.

### Your right to cancel

You have the right to cancel your policy during an initial cooling off period of 14 days either from the day of purchase or renewal of the contract or the day on which you receive your policy documentation, whichever is the later, unless there has been a total loss claim. You will be charged for the time you are covered and a cancellation fee.

### Cancelling Optional Extras

If you have any additional optional insurances (eg Breakdown, Legal Expenses, Excess Protection etc) linked to your policy, then these will be cancelled when your policy is cancelled. If you have not used the service, they provide and you cancel within the initial 14 day cooling off period then you will not be charged for them. There will not be any refund if you cancel these optional extras after the 14 day cooling off period.

### Where we may or the insurer may cancel your cover

We or the insurer may cancel the policy if there is a good reason for doing so. Some examples of situations where there is a good reason for cancelling your policy include:

1. Non-payment of the premium due; or
2. Your circumstances have changed and the insurer can no longer provide cover; or
3. You have failed to supply necessary documentation to support your application (such as evidence of No Claim Discount); or
4. We or the insurer identify misrepresentation or fraud or any attempt to gain an advantage under this insurance to which you are not entitled.

We will not refund any premium, fees, charges or commission on cancellation if misrepresentation, fraud or any attempt to gain an advantage under this insurance to which you are not entitled has been identified. If your policy is cancelled in this way Brightside Insurance Services Ltd or your insurer will send you seven days' notice to either the

email address or postal address used to setup the insurance informing you that you are no longer covered and that you need to make alternative arrangements.

Don't forget that it's an offence to drive a vehicle without insurance.

### Cancellation after the cooling off period

If you decide to cancel your policy after the 14 day cooling off period, we charge a cancellation fee and retain our commission in full as well as retain any fees and charges that you have already paid during the period of insurance.

Provided you have not made a claim and a claim has not been made against you, then the insurer will charge you for the time on cover and return to us any unused premium. If you have used the policy to make a claim or a claim has been made against you the insurer will not provide a refund. To calculate the cost for the time on cover, your insurer will apply either a pro-rata or use a higher rate for short period cover. A table of charges or short term cancellation rates will be shown in your policy schedule/policy wording, if applicable.

You do not receive any refund for the cost of the optional extra policies if they are cancelled after the cooling off period.

If you pay by Direct Debit, any amounts returned by the insurers will be used toward settling your outstanding premium finance, you will be required to make payment for any remaining balance immediately.

If appropriate, refunds will be credited back to the card used to make payment. However, we may issue refunds by cheque, made payable to the policyholder. The choice of whether we refund by card or cheque is made for security reasons and remains at our discretion. Refunds made to a payment card normally appear in your account between 3-5 working days depending on your banking provider.

If you decide to cancel your insurance policy outside of the cooling off period, the insurer will reclaim a proportion of commission back from us. We will apply a fee equivalent to that amount and deduct it from any returned premium from the insurer, or add it to any outstanding balance due on your premium finance.

Additionally, where we have contributed towards the premium and provided you with a discount, this is removed on a pro-rata basis when the policy is cancelled. Details of any discounts you received from us are shown within your policy confirmation.

The amount of commission reclaimable at the point of cancellation will be calculated in accordance with the cancellation method that the insurer applies to the policy. Details of the amount of commission earned on the arrangement of your policy, and the calculation method applied to calculate reclaimed commission are available on request.

### Payments, Fees and Charges

All annual insurance policies are arranged for a period of 12 months and you're required to pay the full amount stated on the day cover is arranged, or the date any mid-term adjustment is processed.

### Premium finance

When you have agreed on an insurance policy we will provide you with options for making the insurance more affordable by spreading the cost using premium finance. Spreading the cost of your insurance premium, enables you to pay for your insurance in a convenient and affordable way. Once setup, you must repay the premium finance provider the amount borrowed plus interest and any charges.

Brightside Insurance Services Ltd is a credit broker and not a lender. The payment instalment plan and premium finance is provided by Close Brothers

If you decide to pay by premium finance, the set-up process couldn't be easier. Typically, you will be asked to sign a credit agreement, provide Direct Debit details and make an initial deposit payment by debit or credit card. The premium

finance company pay us the amount you borrow; which we use with the deposit we collect to pay the insurer the full annual premium.

The finance provider will take monthly instalments directly from your bank account by Direct Debit. To remain on cover you must make these payments. In the event that instalment payments are missed or not made, Close Brothers Premium Finance may cancel your credit agreement and without an alternative method of payment, Brightside will cancel your insurance policy.

On cancellation and if there hasn't been a claim, the insurer will return a portion of the unused annual premium to us which we will use to reduce the debt you owe to Close Brothers Premium Finance. If there is still a balance outstanding, Close Brothers will charge an equivalent sum to Brightside.

You agree as part of our terms of business that you will pay us any costs we incur as a result of providing our services to you. If you do not maintain your premium finance and we have to make a payment to Close Brothers as a result you must pay this sum to us under this agreement. In these circumstances we will contact you directly regarding payment for this amount, as follows:

- (i) Where you have consented to us holding a continuous payment authority on your credit/ debit card, we will attempt to take payment from the most recent payment card you have used with us;
- (ii) We may contact you directly to arrange payment; and
- (iii) We may also pass on details of the debt to an external debt collection agency. Where this happens, the debt collection agency reserves the right to apply a fee for the services which they will collect along with the outstanding balance.

### Administration charges

As we are a broker and to provide you with the best price, the price we offer you we may include arrangement fees, commission or discounts applied to the insurers premium.

In addition to any premium or charges applied by the insurer (which includes our commission for placing your insurance business), we may apply the following charges for arranging, amending and administering your insurance.

Policy and Administration Charges Summary	
Annual Policy Arrangement Charge*	Up to 25% of the Insurers premium*
Administration charge for making changes to your policy	£35.00
Cancellation charge inside the cooling off period (in addition to the cost for "time on cover" charged by your insurer)	£35.00
Cancellation charge outside the cooling off period (in addition to the cost for "time on cover" charged by your insurer)	£35.00 cancellation charge in addition to the commission earned by us for placing the insurance and our administration fee.

\*The exact amount you will be charged for the arrangement of your policy will be disclosed when you buy a policy and will be confirmed in your documentation. As we are a broker the price that you pay may have commission or discounts added to the insurers premium.

### General Conditions

#### How to make a complaint

It is our intention to provide you with a high level of service at all times. In the unlikely event that you should have cause for complaint, please write to: Customer Relations Manager, Brightside Park, Severn Bridge, Aust Bristol BS35 4BL or email: [complaints@brightsideinsurance.co.uk](mailto:complaints@brightsideinsurance.co.uk)

We'll acknowledge receipt of your complaint in writing promptly and provide you with a timescale for a full response. We will provide you with a final response within 8 weeks. Full details of our complaints handling procedures are available upon request.

### Financial Ombudsman Service

If you remain dissatisfied with our response to your complaint you may be able to refer the matter to the Financial Ombudsman Service. To use their service, you must be eligible and your complaint must be sent to them within 6 months of our final response letter. You may contact them at:

Financial Ombudsman Service, Exchange Tower, London E14 9SR. Tel: 0800 023 4567 (from a landline) or 0300 123 9 123 (from a mobile) Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Website: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

### Compensation

Brightside Insurance Services Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.

Compulsory classes of insurance are covered for 100% of the claim, without any upper limit. Other classes of insurance are covered for 90% of the whole claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS website <http://www.fscs.org.uk/> by contacting them directly: Financial Services Compensation Scheme 10th Floor, Beaufort House 15 St Botolph Street London EC3A 7QU Telephone 0800 678 1100 or 0207 741 4100 or email, [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk).

### Claims

If you need to make a claim, please call 0330 333 7 888. We have no authority to handle claims on behalf of insurers. In the event of an incident occurring which may give rise to a claim under your policy, you should notify us as soon as possible using the contact details on either your Certificate of Insurance or the Make a Claim section of your policy wording. Please note that you must report all incidents as soon as possible. Late notification could compromise your claim.

### Client money segregation

The premiums that we collect from you are held as agent for the insurance undertaking with which we place your insurance. Our agency arrangement extends to all premium, adjustment premium and return premium handled by us "Brightside" on behalf of the insurance undertaking. This agency arrangement provides protection to you as money received by us "Brightside" from you is deemed to have been received by the insurance undertaking.

### Earning interest on customer premiums

We hold premiums that you pay us in a non-statutory trust bank account. Under Financial Conduct Authority Regulations, we have to inform you that we may earn interest from money held in our Client Money Bank Account, which may exceed £20.00 for any one transaction that you make with us. Interest earned will not be held for the benefit of customers. By accepting these Terms of Business, you are giving your consent for us to act in the manner described above.

### Other Taxes or Costs

Please note that there is a possibility that other taxes and/or costs may exist in respect of products and services offered by us, which are not paid through or imposed by us.

### Our Remuneration

Our income is generated from a combination of the administration charges we apply and commissions we receive from insurers and finance providers. Brightside remunerates its employees using a combination of fixed and variable rewards that are designed to ensure they act in customers' best interests at all times. All employees receive a base salary. In addition, contact centre employees also receive variable financial rewards based on the insurance policies they process, providing they also achieve high levels of customer service and quality scores. Discretionary non-financial rewards (e.g.

additional holidays) may also be given for the same reasons. If you are regarded as a commercial customer (your policy has been purchased for your trade or profession) you're entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

### Governing Law

This agreement shall be governed by the laws of England and Wales and the parties agree herewith that any dispute arising out of it shall be subject to the exclusive jurisdiction of the English Courts.

### Variations

No variations to these terms are held to be valid unless in writing and signed by an authorised officer of Brightside Insurance Services Ltd. Our staff are not authorised to agree any variation. We may vary the terms of this agreement on renewal of your insurance policy. We will notify you of any change to these terms in your renewal invite. This will be sent to you 17 days before the expiry date of your insurance policy so that you can make an informed decision about whether to renew your policy on the new terms.

### Statutory Rights

Agreement to our Terms of Business does not affect your statutory rights.

### Our Panel and Products

The insurers and products we offer are on our website <https://www.brightsideinsurance.co.uk/insurer-list>.

We can arrange cover with a range of leading insurers.

### Optional extras – All provided by CoPlus

- Family Legal Expenses – Underwritten by Allianz Insurance PLC
- Key Cover – Underwritten by Astrenska Insurance Limited
- Excess protection – Underwritten by Astrenska Insurance Limited
- Home Assistance – Underwritten by Astrenska Insurance Limited

### Home Insurance

- Ageas Insurance Limited
- Arkel Insurance Limited
- Aviva PLC
- Axa Insurance PLC
- Broker Direct PLC
- Camberford Law plc
- Commercial Express Quotes Limited
- Covea Insurance PLC
- First Underwriting Ltd
- Geo Underwriting
- Heath Lambert Limited
- Home & Legacy Insurance Services Limited
- Integra Insurance Solutions Limited
- Lares Services Limited
- Legal & General Group plc
- Liverpool Victoria Group
- Midas Underwriting Limited
- Paragon Insurance Services
- Pen Underwriting
- Plum Underwriting Limited
- Policyfast Limited

- Prestige Underwriting Services Limited
- Royal & Sun Alliance Insurance Group PLC

### Caravan

- Commercial Express Quotes Limited
- Policyfast Limited

### Land Liability

- Commercial Express Quotes Limited

### Horsebox

- Equity Red Star Limited
- KGM Underwriting Services Limited
- South Essex Insurance Brokers Limited
- Liverpool Victoria Group