

Terms of Business Agreement

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Heathwoods Insurance and Financial Services Ltd is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 538293. Our permitted business is advising on and arranging non-investment insurance contracts, as well as credit-broking. You can check this on the Financial Services Register by visiting the FCA's website at <https://register.fca.org.uk>.

2. Whose products do we offer?

For General Insurance (i.e. Homeowners or Landlords Buildings Insurance) - we offer a range of products from a limited range of insurers from across the market which does not represent the Whole of Market. A list of Providers we offer General Insurance products from is available at the end of this document.

Consumer Credit - where we have arranged an insurance policy on your behalf, we can arrange credit to cover up to 90% of the policy premium. We only arrange credit from a limited range of lenders from across the market, which does not represent the whole market.

3. Which service will we provide you with?

For General Insurance products - we will ask you some questions to help us ascertain your demands and needs, and we will then provide you with sufficient information on what we believe to be 'a suitable product', but not necessarily 'the most suitable product', for your demands and needs. The information we provide is intended to help you make an informed decision about how to proceed. Ultimately, you will need to make your own decision about how to proceed, and it is your responsibility to ensure that any product that you take out is suitable for your insurance requirements. In all cases, we will arrange the product on your behalf.

For Consumer Credit - you will not receive advice or a recommendation from us on the suitability of the provision of credit, unless you are a retail client.

In all cases, we will arrange the product on your behalf.

4. Disclosure of Information.

It is important that you understand that any information, statements, or answers made by you to us or your Insurer are your responsibility and must be correct, as failure to disclose facts material to the insurance or any inaccuracies in your answers may invalidate your insurance cover. These facts must be disclosed at the earliest opportunity and certainly at each renewal. If you are a retail client you are duty bound to avoid any misrepresentation & if you are a commercial client you are duty bound to make a fair representation of risk, (more information is available upon request). Responsibility for this is solely yours as we cannot be expected to have known facts which have not been disclosed to us. Please keep copies of any documentation sent to you for future reference.

5. What will you have to pay for the service?

We may charge a fee for this service. We may also receive a commission of up to 35% from the Insurance provider. In cases where we have assisted in the arrangement of finance, the firm may also receive an over-ride payment of up to 2.5% of the finance amount from the Finance Provider.

6. Professional Indemnity.

We conform to the FCA requirements in respect of Professional Indemnity Insurance. This type of insurance is mandatory for insurance intermediaries.

7. Banking.

We hold Client Money in a statutory trust account, and where interest received exceeds £20 we will disclose this to you at the time.

8. Cancellation rights.

If you wish to cancel your policy please contact us in writing at Heathwood Insurance and Financial Services Ltd, Cancellations Department, 203 Regents Park Road, Finchley, London, N3 3LN or by phone on 0203 191 8765. We reserve the right to charge a fee of £20 upon cancellation of a policy unless the cancellation is within 14 days of inception or renewal of the policy.

Please note that we operate on an auto renewal basis, in that all policies will be automatically renewed at renewal date, unless otherwise specified or unless you have informed us of your intention to lapse the policy.

Your statutory rights are not affected.

9. What to do if you have a complaint?

If you wish to register a complaint, please contact us in writing at Heathwoods Insurance and Financial Services Ltd, Complaints Department, 203 Regents Park Road, Finchley, London, N3 3LN or by phone on 0203 191 8765. If you wish to obtain a copy of the firm's Complaint Handling Procedure, please be in contact with Heathwoods Insurance and Financial Services Ltd.

Please be assured that we treat complaints seriously. For your further protection if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service ('FOS'). **Full details can be found on the FOS website at www.financial-ombudsman.org.uk.**

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

We are covered by the FSCS. 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. Advising and arranging of optional insurance policies is covered for 90% of the claim, without any limitation. Compulsory insurance policies are covered 100%. Further information about the compensation scheme arrangements is available from the FSCS.

11. Data Protection

Heathwoods Insurance and Financial Services Ltd is registered with the Information Commissioners Office and we comply with the relevant Data Protection legislation. If you provide Heathwoods Insurance and Financial Services Ltd with Personal Data of a third party, you should only do so if you are authorised to release such information by the data subject. You hereby authorise Heathwoods Insurance and Financial Services Ltd to provide your Personal Data to any relevant providers for whom Heathwoods Insurance and Financial Services Ltd wish to make an application to on your behalf. The information you provide is subject to the Privacy Notice of the firm, which is available upon request. You may request confirmation of the information we hold about you, to which we will respond within 30 days. You consent to us or any

company associated with us, processing your personal data in accordance with the Privacy Notice of the firm. If you wish to obtain a copy of the firm's Privacy Notice, please be in contact with us in writing at Heathwoods Insurance and Financial Services Ltd, 203 Regents Park Road, Finchley, London, N3 3LN or by phone on 0203 191 8765.

We may undertake checks via credit reference and fraud prevention agencies to manage your account with us. Please note that these checks should not affect your credit rating. Furthermore, any of our Product Providers (including Credit Providers), may also undertake checks via credit reference and fraud prevention agencies to obtain information with regards to your credit profile. This may affect your credit rating.

We may communicate with you via various methods including email. Although all of our emails are scanned for viruses, it is recommended that any attachment(s) be scanned by yourselves as we cannot be held liable for any loss or damage caused by software viruses. If you choose to communicate with us via email, please be aware that email communications without the use of encryption, may not be the safest method of communication. If you wish to guarantee the safety and confidentiality of any information you send to us via email, encryption methods should be used.

I/we hereby confirm that I/we have received, read and understood this Terms of Business Agreement and understand that this forms the terms of business between myself/us and Heathwoods Insurance and Financial Services Ltd.

(Applicant One)

Name: _____ Signature: _____ Date: _____

(Applicant Two)

Name: _____ Signature: _____ Date: _____

Insurer and Broker

This table is designed to provide you with an exclusive list of the insurers and brokers we work with when arranging a policy on your behalf.

Insurers	Policy Type							
	Buildings	Commercial *	Commercial Buildings	Motor	Personal Lines	Household	HNW**	Liability
Abacus	❖	❖	❖		❖	❖	❖	❖
APC/Folgate	❖	❖	❖		❖	❖	❖	❖
Arch Insurance UK Ltd	❖	❖	❖		❖	❖	❖	❖
Ark	❖	❖	❖		❖		❖	
Commercial Express	❖	❖	❖		❖		❖	❖
DUAL	❖	❖	❖		❖		❖	
Gresham	❖	❖	❖		❖		❖	❖
ICW	❖	❖	❖		❖		❖	
IPRISM	❖	❖	❖		❖	❖	❖	❖
Plum	❖	❖	❖		❖		❖	❖
R&Q	❖	❖	❖		❖		❖	❖
Rentguard	❖	❖	❖		❖		❖	❖
RSA/Oak Underwriting					❖	❖	❖	
Taskers & Partners Ltd	❖	❖						❖
U-Sure Insurance Services Ltd	❖	❖	❖					
Vasek	❖	❖	❖		❖	❖	❖	❖
Wholesale Brokers								
Arthur J Gallagher	❖	❖	❖					❖
Bluefin/BBPS	❖	❖	❖		❖	❖	❖	❖

Camberford Law	❖	❖	❖					❖
CBC UK	❖							❖
HOWDEN	❖	❖	❖					
JLT/MARSH	❖	❖	❖					
Locktons	❖	❖	❖					❖
REICH	❖	❖	❖		❖	❖	❖	❖
SJL	❖	❖	❖					
STRIDE	❖	❖	❖					

* Commercial Policies

** High Net Worth Policies (e.g. for Buildings which have rebuild cost in excess of £300,000 and Contents Insured in excess of £80,000)