

Who are we?

W E Bedford Insurance Services (Wimbledon) Ltd (Trident Court, Oakcroft Road, Chessington, Surrey, KT9 1BD) trading as RightSure is authorised and regulated by the Financial Conduct Authority FRN 305737. This can be checked on the FCA's Register by visiting the FCA's website <http://www.fca.org.uk/register> or by contacting the FCA on 0300 500 0597.

Our Service & Products

For personal insurances provided online, we shall not give you any advice or make a recommendation. We shall ask you some questions to narrow down the choice, it will then be up to you to decide how best to proceed. We usually offer products from a range of insurers, and will tell you if we are offering products of a single insurer. In all cases, we will supply you with a list of the insurers we may and do conduct business with.

As an insurance intermediary we act as your agent. We may also have relationships with insurers and act for them in a limited capacity. If we have binding authority or claims handling authority with an insurer we will disclose this. Some insurers appoint us as their agent for the receipt of premium and the issue of documents. They may also allow us to discount premiums in limited circumstances. We will advise you when these circumstances occur so you will be aware of any possible conflicts of interest. We are subject to the laws of agency and will always act in your best interests.

What will you have to pay us for our services?

- * **New Policies and/or Renewal arrangement fee** - £60 this is included in the price quoted to you.
- * **Customer changes to policy** - £90.00
- * **Cancellation after 14 days cover** - £55.00
- * **All other Cancellations** - £25.00 (including policies cancelled prior to the start of policy)
- * **Corrections to information you provided in your application** - **You will be advised the amount before we proceed**
- * **An additional charge may apply where an insurer pays us less than 25% commission. The amount of any such charge will be fully disclosed to you prior to purchasing/renewing the policy.**
- * **All fees and charges above are non-refundable.**

A discount may have been applied at the inception of your policy and will be reclaimed in full in the event of cancellation. This will be over and above any other charges that may apply. All Optional Extras are purchased on a non-refundable basis, other than those cancelled within the normal 14 day cooling off period, subject to no claim having been made.

We are remunerated by commission from your premium and paid to us by your insurer. We may also charge you a fee. Where we receive no commission we will agree a specific fee with you before you agree to buy. We may receive other income based on the profitability or volume of our accounts from an insurer, or commission for arranging instalments from a premium finance provider. We may earn income from claims management companies. You have the right to ask us about our earning at any time.

What will happen if you cancel?

All consumers have the right to cancel within 14 days and provided there have been no claims, you will only be charged for the cover you have had and the insurer's administration fees. Any charges we make are separate and will not be refunded. After 14 days any cancellation will be in accordance with the terms of your policy. If you wish to cancel your policy, we require a written and signed request from the policyholder.

Payment options

Instalments

If you choose to spread your payment by instalments, we can arrange this for you through a third party finance provider. In the event of a claim, instalments must continue to be paid until the full premium and charges have been settled. When arranging instalments, we act as a credit broker and not a lender. Instalments are arranged with Premium Credit Limited (PCL) and are subject to acceptance. To assess your application, PCL may use credit scoring, reference agencies and automated decision making systems. The assessment will take place after PCL has received your application. If it is unsuccessful PCL will notify you in writing. You will then need to find an alternative way to pay for your insurance premium.

Credit / Debit Card

If you choose to pay by credit or debit card, any refunds will only be made back to that card.

Documents, credit terms and direct debit

Any agreed facilities for payment of premiums by instalments through Bedford Insurance or a third party finance house will include the insurer's right to cancel your policy or policies if full payment is not met and all premiums not paid in full in accordance with the terms and conditions of the agreed instalment facility. We reserve the right to retain certificates at this office until all payments due under the policy have been made and any cheques cleared through our bank account. By accepting this agreement you agree that delivery of any certificate to us (including certificates of motor insurance) shall constitute delivery to yourself in accordance with United Kingdom law.

Your Responsibility

Information and changes we need to know about

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to, and renew your policy.

You must let us know if there are any subsequent changes to the information supplied. If the insurers are not told, or if the information you give them is wrong, then:-

- * The insurer may cancel your policy and refuse to pay any claims. They might also be entitled to keep any premium you have paid.
- * The insurer may not pay any claim in full.
- * Your premium may be revised and/or the compulsory excess may be amended.
- * The extent of the cover may be affected.

Please read carefully all policy documentation sent to you and inform us immediately of any incorrect information shown. If you have any difficulty understanding anything, please give us a ring and we will do our best to help you.

For your protection, insurers maintain databases to prevent fraud and the information you give us may be subject to checks.

What should you do with your policy?

When a policy is issued you are strongly advised to read it carefully, as this document, the Schedule and any Certificate of insurance is the basis of the cover you have purchased. If you are in doubt about the policy terms or conditions, please seek our advice promptly. A copy Driving Licence for all drivers may be required. Failure to produce these may result in the cancellation of your policy.

What you should do if you wish to make a claim

If you have any occasion to claim on your policy you must notify us immediately. We will issue you with a claim form, if appropriate and pass all details to your insurer. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from your insurer.

If you have a complaint

First speak to us on 0208 543 6347, email us at complaints@rightsure.co.uk, or write to us at:

Complaints Officer, W E Bedford Insurance Services (Wimbledon) Ltd, Trident Court, Oakcroft Road, Chessington, Surrey, KT9 1BD
If we are unable to resolve your complaint within three days, an acknowledgement letter will be sent confirming who is dealing with it. Within 8 weeks we will provide you with our final decision. If you remain dissatisfied you can refer your case to the Financial Ombudsman Service, Exchange Tower, London E14 9SR.
Email complaint.info@financial-ombudsman.org.uk. Web www.financial-ombudsman.org.uk.

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 and further information about compensation scheme arrangements is available from the FSCS.

Protecting your money

We hold your premium payment under risk transfer as agent of the insurers and we do this by paying it into an insurer premium trust account until it is passed to the insurers. This is to protect your money and means that whilst your money is in the account, it cannot be used for any purpose other than paying the insurers or any brokers through whom we may have arranged your insurance. We will retain any interest earned on the account.

Governing Law

The laws of England and Wales govern this agreement and any dispute is subject to the jurisdiction of the English courts.