Terms of Business

This Document

These Terms of Business explain the basis on which Bankstone Limited provides insurance products and services to customers through this website.

Who We Are

Bankstone Limited is authorised and regulated by the Financial Conduct Authority under firm reference number 313985.

Bankstone Limited is registered in England and Wales under company number 05193549. Its registered office is at 167, Turners Hill, Cheshunt, Hertfordshire, EN8 9BH.

Bankstone Limited is responsible for the regulated insurance distribution activities described in the relevant sales journey and policy documentation.

How We Work

Bankstone Limited provides access to insurance products from the insurer identified in the quotation and policy documentation. The information presented during the online journey is based on the answers you provide.

Unless the online journey expressly states otherwise, Bankstone Limited does not provide a personal recommendation or assess products from the whole insurance market. Please review the quotation, policy wording, insurance product information document and other policy documents before purchasing.

Your Insurance

Your insurance is based on the answers you have provided to our website. You must take reasonable care to ensure your answers are complete, accurate and honest. This information has been used to provide you with a quote. You must now also check to make sure that the cover suits your needs.

If the answers you have provided are not complete and accurate:

- Your insurer may cancel your policy and treat it as if it never existed
- Your insurer may refuse to pay any claim
- Your insurer may not pay a claim in full
- Your insurer may revise the premium which you will pay and/or change the excess, or the extent of the cover may be affected.

How We Use Your Information

We hold and use your personal information in line with your rights under data protection legislation. We share your information with your insurer and service providers where necessary to provide quotations, arrange or administer insurance, or meet legal and regulatory obligations. Your information may also be shared with fraud-prevention agencies and, where applicable, the Claims and Underwriting Exchange or other databases used to prevent fraud.

To provide you with a quote and, if you purchase cover, arrange or administer your insurance, we need to hold and process certain information about you. We retain your information only for as long as necessary for the purposes explained in the applicable privacy notice, including any legal or regulatory retention requirements. When it is no longer needed, it is securely deleted or anonymised.

Certain information may also be retained to help prevent insurance fraud and quote manipulation. Bankstone Limited, as the FCA-regulated firm responsible for the insurance distribution activities, and other relevant parties may use this information to meet their legal and regulatory obligations and support the prevention and detection of financial crime.

Where we process your information because it is necessary for a contract, to meet a legal obligation, or for a legitimate interest, we do not rely on your consent. The

applicable privacy notice explains the lawful bases used and your rights in relation to that processing.

Where we rely on your consent to use your information for marketing, you can withdraw that consent at any time. Please read the Bankstone Limited privacy notice for full details of how your information is used, shared, retained and protected, and how to exercise your rights.

Access to Your Information

You have the right to request a copy of your information. If you have specific queries we will usually be able to provide this free of charge over the telephone. There is no charge if you wish to make a subject access request for more detailed information. However, there may be a charge to cover our costs for any onerous request.

Conflicts of Interest

We manage our conflicts of interest by monitoring the outcomes of our customers. We also make sure that you are aware of our relationships with relevant companies, both in this document and throughout the sales process.

Claims

Claims must be reported using the contact details and instructions in your policy documentation. Follow those instructions promptly and do not admit liability or agree to settle a claim without the insurer's consent.

What to do if you are unhappy

Our aim is to provide all our clients with an excellent level of service. However, we recognise that there could be an occasion when you are unhappy. We take complaints seriously and have procedures for making sure they're dealt with correctly. In the first instance please contact us using the details below:

Contact us: Use contact form

Or write to us at: Suite 22, Hebden Bridge Town Hall, St Georges Street, Hebden Bridge, HX7 7BY.

If you aren't happy with what we do to resolve your complaint, you can complain for free to the Financial Ombudsman Service on:

- 0800 023 4567 (free for people phoning from a "fixed line"), or
- 0300 123 9123 (free for mobile users who pay a monthly charge for calls to numbers starting 01 or 02)
- By post The Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- By email complaint.info@financial-ombudsman.org.uk

To see if you can complain to the Ombudsman, you can call them or go to their website. Information can be found in their leaflet, 'Your Complaint and the Ombudsman'. The Ombudsman's website is: Financial Ombudsman Service .

If you do wish to complain to the ombudsman, we would want to consider your complaint first. We have eight weeks to issue a final response to your complaint. Once we respond, you then have a further six months to bring a complaint. If you complain outside of the six months, we will not consent to the ombudsman considering your complaint. Once we have received your complaint, we will acknowledge it and tell you who is going to investigate it.

Cancellation, Changes and Fees

Your cancellation rights, the changes permitted after purchase, and any administration fees will be shown during the sales journey and in the quotation and policy documentation. These may vary according to the product, insurer and policy duration. Please review those documents carefully before purchasing.

Protecting Your Money

We hold your Premium (Payment or Refund) in a trust account as agents of the insurers until it is passed to the insurers or refunded to you. While it is in the account, your money cannot be used for any other purpose other than paying the insurer or any other brokers through whom we may have arranged your insurance. We will retain any interest earned on the account.

As a broker, we cannot and do not guarantee an insurer's solvency or continued ability to trade throughout the duration of your insurance policy. It is for you to decide on the suitability of an insurer and whether you wish to proceed.

We're covered by the Financial Services Compensations Scheme (FSCS). The FSCS steps in when financial services firms go into default. In the unlikely event of that happening to Ramasis Limited, you may be able to claim. Insurance advising is covered for 100% of the first £2,000 of any losses and up to 90% of any additional amounts claimed, with no upper limit. Compulsory insurance is protected in full. You can find out more at www.fscs.org.uk. Credit broking is not covered by the FSCS.

Governing Law

Unless the policy documentation states otherwise, these Terms of Business are governed by the laws of England and Wales, and disputes will be subject to the jurisdiction stated in the applicable policy documentation.

These Terms of Business should be read together with the quotation, policy wording, insurance product information document, privacy notice and any other documents provided during the sales journey.

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