



## GENERAL INSURANCE TERMS OF BUSINESS - RETAIL (VI/34R)

We are Authorised and regulated by the Financial Conduct Authority (FCA). Our FCA registration number is 137301. You can check this on the FCA's Register by visiting their website: [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on: **0800 111 6768**.

We only transact non-investment insurance contracts on your behalf on the basis of a fair analysis of the market. We offer products from a range of insurers. Any advice or recommendation that we offer to you, will be based on your stated needs, circumstances and take into account any restrictions that you wish to place on the type of products you would be willing to consider. There may be instances where we need to refer cases to a third party specialist insurance broker. If this is the case we will advise you the basis of the arrangement in good time before any such arrangements are finalised.

With very few exceptions, we will confirm to you in writing the basis of our reason for recommending the products arranged on your behalf along with details of any special risks associated with the product recommended. Unless confirmed in writing, to the contrary, we will assume that you do not wish to place any restrictions on the advice we give you.

Full details of the products we may recommend to you including, for example, the minimum duration of the product, information on the right to cancel or whether no right to cancel arises, and any other early termination rights and penalties, will be covered in the relevant product disclosure information you will receive before conclusion of any contract.

Any products we have arranged for you, will not be kept under review but we will advise you upon your request. **However, we may contact you in the future by means of an unsolicited promotion (by telephone or post) should we wish to discuss the relative merits of a particular product or service which we feel may be of interest to you.**

If you buy an insurance product, we will normally receive commission from the product provider. Although you pay nothing up front, that does not mean our service is free. You are still paying us indirectly through product charges. Product charges pay for the product provider's own costs and any commission the provider may pay to us. If you buy direct, the product charges could be the same as when buying through an adviser, or they could be higher or lower.

We also charge a fee. You will be notified of the fee amount which is payable prior to conclusion of the contract. Our fees for new business and renewal transactions are detailed in the table below:

Contract Type	Fee	Mid-term Adjustment Fee	Mid-term Cancellation Fee
Household	£15	£5	Greater of 15% of refund or £15
Private car/Commercial Vehicle	£25	£5	Greater of 15% of refund or £15
Travel	£20	£5	Greater of 15% of refund or £15
Commercial	£30 +	£10	Greater of 15% of refund or £15
Taxi	£35	£10	Greater of 15% of refund or £15
Fleet	£30 +	£10	Greater of 15% of refund or £15

The fee amounts quoted above reflect the level of our costs associated with the servicing of your business, they are the minimum applicable for each business type and may be varied on a case by case basis. Commercial and Fleet contracts will be calculated individually, and agreed with you prior to us undertaking any work for you.

The Fee in respect of Private Car, Commercial Vehicle, Fleet and Taxi includes the cost to us of providing you with an Accident Management Service in respect of your vehicle/s, details of which will be provided to you.

If you choose to pay your premium by Credit Card there will be a 2% charge applied which reflects the cost of providing you with this service.

We have a price match arrangement in place with certain Insurance Companies whereby they will price match the best price we research at renewal and if this provides equivalent or improved terms we will place the business with them. We may receive additional remuneration if we place the business with these insurers.

You or we may terminate our relationship at any time without penalty. However, where we have undertaken work on your behalf for which a fee is due, we reserve the right to charge you that fee.

There is no additional cost to you for using a means of distance communication.

**MacDonald Group handle money for general insurance business, but we do so under the basis of a risk transfer agreement with insurers, whereby we act as an agent of the insurer. This relates to all items of client money including premiums, premium refunds and claims monies.**

Your premium may be paid to someone other than your insurer, for instance, we may pay your premium to another broker who has arranged the policy. If this is the case we will use appropriate skill, care and judgement in our selection of third parties in order to ensure adequate protection of client money.

Where payment for the contract you have undertaken is by regular instalment, for example by direct debit, you give your consent to the contract being automatically renewed, without further reference to you, at renewal date. We will contact you before your policy is due for renewal and provide you with renewal terms. If you do not wish to renew your policy, you must inform us prior to the renewal date. Otherwise we will instruct the insurers to renew your policy automatically on the renewal terms offered. By accepting these Terms of Business you are giving us your consent to deal with your renewals on a tacit renewal basis.

As stated above, we offer products from a range of insurers, at renewal we are required to inform retail customers that you are able, if you wish, to compare the prices and levels of cover offered by alternative providers. When we are offering you your 4th or subsequent renewal, whilst we have compared a range of insurers, we are still required to state 'You have been with us a number of years. You may be able to get the insurance cover you want at a better price if you shop around'. If you do shop around further, remember that it is not only about price, having the right cover for your needs is of paramount importance.

### Your Protection

Circumstances can arise where we, or one of our other customers may have some form of interest in business being transacted for you. If this happens or we become aware that our interests or those of one of our other customers conflict with your interests, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

In most cases you can exercise a right to cancel, by withdrawing from the contract recommended to you. In general terms you will have a 14 day cancellation period for a general insurance policy. The start of the cancellation period will normally begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant policy summary and product disclosure information that will be issued to you.

All Policy Documents will be forwarded to you as soon as practicable after we receive them.

**Continued overleaf...**

Your insurance/protection cover is based upon the information you provide to the insurance company. For all individuals (known as consumers) buying insurance this means that you must take 'reasonable care' to answer all questions asked by the insurer fully and accurately. For general insurance policies such as car insurance or liability insurance, once cover has been arranged, you must immediately notify the insurers of any changes to the information that you have already provided. Failure to provide accurate and up to date information may invalidate your insurance cover and mean that a claim may not be paid. Where you are buying insurance on a business/commercial basis you must ensure that you provide a 'fair presentation of risk' to the insurer. This means disclosing all matters that you know, or ought to know, would influence the insurers decision on offering cover or terms. You should, at least provide sufficient information to alert the insurer to make further enquiries about circumstances that may be material to the risk. Failure to disclose relevant information may invalidate the insurance and result in a claim not being paid.

## Complaints

If you wish to register a complaint, please contact us: **The Compliance Officer, MacDonald Group, Corrie Lodge, Millburn Road, Inverness, Highland IV2 3TP Telephone: 01463 223555**

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (FOS). The FOS is an agency for arbitrating on unresolved complaints between regulated firms and their clients. Full details of the FOS can be found on its website at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## 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.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance (motor and employers liability), insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

## Data Protection

Your personal information is very important to us. We will endeavor to take all due care to protect this information. We would like to highlight below a few matters relating to your information that you should be aware of.

Some services are provided to us by third parties such as processing business or obtaining compliance or regulatory advice, which warrant the disclosure of more than just your basic contact details. You agree that personal information held by us may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties. You also agree that this information may be transferred electronically, e.g. email and you agree that ourselves, or any such third party, may contact you in future by any means of communication which we consider appropriate at the time.

## Motor Insurance Database

Your motor policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers Bureau (MIB). MID data may be used by the DVLA for the purpose of Electronic Vehicle Licensing and by the Police for the purposes of establishing whether a driver's use of the vehicle is likely to be covered by a motor insurance policy and/or for preventing and detecting crime. In the event of an accident the MID may be used by insurers and the MIB to identify relevant policy information. You can find out more about this from us or at [www.mib.org.uk](http://www.mib.org.uk)

## Fraudulent Claims

Insurers pass information to the Claims and Underwriting Exchange run by Insurance Database Services Ltd and the Motor Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers. The aim is to check information provided and also prevent fraudulent claims.

## Credit Reference Checks

To help make sure you get our best deal, to ascertain the most appropriate payment options for you and to help prevent fraud, some insurers use public and personal data from a variety of sources, including credit reference agencies and other organisations. Any credit reference agency search will appear on your credit report whether or not your application proceeds.

## Law and Language Applicable

Unless we agree otherwise: Scottish Law will govern the provision of the services covered by these terms and the Scottish courts will have exclusive jurisdiction over any dispute.

## MacDonald Group Trading Names

MacDonald Group uses the following trading styles: **MacDonald Partnership, Rankin Risk Solutions, Abbey Spring Hill and Capital Consultants.** Independent Insurance Intermediaries: Members of Willis Commercial Network ([www.williscommercialnetwork.com](http://www.williscommercialnetwork.com))



**CAPITAL CONSULTANTS**



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