

Reich Healthcare Ltd – Terms of Business

IMPORTANT NOTICE TO CLIENTS OF REICH HEALTHCARE LTD EXPLAINING OUR TERMS OF BUSINESS AND INDEPENDENT INTERMEDIARY STATUS FOR GENERAL INSURANCE

1. Definitions - "We/us/our" means Reich Healthcare Ltd, Medal House, 197 Chapel St, Manchester, M3 5EQ. Our telephone number is 0161 834 8877. Our fax number is 0161 835 1656. Our general e-mail address is healthcare@reichinsurance.co.uk.

2. Who regulates us? – we are Appointed Representatives of both Reich Insurance Brokers and Reich Insurance Brokers Ltd who are directly authorised and regulated by the Financial Services Authority (FSA). Our FSA Register number is 498659. This can be verified either by visiting the FSA's website, <http://www.fsa.gov.uk/register> or by telephoning the FSA on 0845 606 1234.

3. Explaining our service – We act on your behalf and accept responsibility for advice given. Our service includes:-

- Discussing and establishing your insurance needs
- Arranging appropriate insurance cover with insurers which meets your requirements
- Assisting you in making any necessary mid-term amendments or additions
- Advising and helping you with any claim you need to make

We sell and advise on healthcare insurance products from a large group of insurers and have access to the leading companies in the marketplace. We pride ourselves on offering a personal service and use all resources available to us to source quality insurance products at a competitive price. We generally undertake a "fair analysis" of the market, comparing products from a sufficiently large range of insurance providers in terms of cover, price, quality of service and other relevant features in order to obtain appropriate terms for you. We will tell you if we are acting as an Appointed Agent or Sub-Agent for any other intermediary in arranging your insurance.

All quotations are subject to change in respect of the amount of premium indicated and/or the terms and conditions that are applied.

4. Professional Indemnity – We exceed the minimum requirements in respect of Professional Indemnity Insurance as laid down by the Financial Services Authority.

5. Confidentiality/Data Protection – Unless required by law, public interest, or you provide consent, all information you supply will be kept confidential to us and parties involved in the normal course of arranging and administering your insurance. We may use this information in order to notify you of other products and services we sell which we feel may be of interest or appropriate to you – by telephone, email, post or other means. You may exercise your right to request us to stop processing your data for marketing purposes by contacting us on the above telephone number or writing to us at the above address.

We can only take instructions to affect a new policy or amend an existing policy from the policyholder or their legal representative.

Under the Data Protection Act 1998 individuals have the right to see personal information about them that we hold in our records. A charge may be made for this service. If you wish to exercise this right, or have any other relevant queries, please write to us at the above address. If you require any further information, our Company Data Protection policy is available for viewing at our website: www.reichinsurance.co.uk.

6. Disclosure of Information – The information you supply forms the basis of the contract between you and the insurer and it is therefore vital that this information is complete and accurate. The premium is calculated and specific cover requested in accordance with information you provide – if that information is inaccurate or there is a change in your circumstances then the cover and/or premium could be affected. You must advise us of any changes in your circumstances either during the life of your policy or at renewal – failure to do so leaves you at risk of having the policy voided and could mean that part, or all, of a claim may not be paid.

It is important that you ensure that all statements you make on proposal forms, claim forms and other documents are full and accurate. Please ensure that you read everything that you are asked to sign, especially if it has been completed by someone else or computer generated. It is your responsibility to advise us if any information is incorrect and we cannot be held responsible for any errors or omissions made. You are advised to keep copies of documentation sent to, or received from, us for your own records.

Under the Rehabilitation of Offenders Act 1974 you are not required to disclose convictions regarded as "spent".

7. Awareness of Policy Terms – When policy documentation is issued you are strongly advised to read it carefully as the policy wording, schedule and any certificate of insurance form the basis of the cover you have purchased. We will bring all important terms, conditions and warranties to your attention but if you are in any doubt over these please contact us to request clarification. You must ensure that you understand all policy requirements and are able to follow these exactly – if not, please advise us immediately as breach of any policy terms, conditions or warranties may enable your insurer to terminate the policy from the date of the breach and/or repudiate a claim under your policy.

8. Fees/Charges – In addition to premiums charged by Insurers we may, at our discretion, make a charge of £10.00 to cover administration costs and for other services such as mid-term adjustments, duplicate certificates, unpaid cheques and mid-term cancellations. You will be advised where such charges apply.

9. Claims – All claims under the policy should be directly notified to the relevant insurer.

10. Complaints – It is our intention to provide a first class service at all times. However, if you have any reason to be dissatisfied with any aspect of our service you should, in the first instance, get in touch with your usual contact (or their Head of Department) verbally or in writing. We will acknowledge your complaint within 5 working days and advise you who

is conducting our investigation into the concerns raised and when you may expect a response. We will provide a formal written response within 20 working days from initial receipt of the complaint. If the complaint cannot be resolved within this timescale we will explain why and specify the likely timescale for resolution.

As we are authorised and regulated by the Financial Services Authority we are required to be members of the Financial Ombudsman Service. Therefore, should you fail to be satisfied with our final response, you can approach the FOS at South Quay Plaza, 183 Marsh Wall, Docklands, London, E14 9SR - telephone number 0207 964 1000 – website www.financial-ombudsman.org.uk.

Full details of our complaints procedure can be found at our website www.reichinsurance.co.uk. You may contact us to request a hard copy of this procedure at any time.

Your insurer will also operate a complaints procedure, details of which will be found in your policy booklet or summary.

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends upon the type of business and the circumstances of the claim. For compulsory classes of insurance (such as motor or employer's liability), insurance advising and arranging is covered for 100% of the claim, without any upper limit. For all other classes of insurance, insurance advising and arranging is covered for 90% of the claim without any upper limit.

11. Payment Terms – premium payments must be made directly to the relevant insurer.

12. Cancellations within the cancellation period– Once you have entered into an insurance contract with us you are entitled to a period of reflection during which you may decide whether to proceed with the purchase of the contract. The duration of this cancellation period will be clearly stated in the policy summary provided to you and will be a minimum of 14 days. The cancellation period will commence from either the day of conclusion of the contract or the day on which you receive the full information, terms and conditions of the contract, whichever happens later.

To cancel an insurance contract within the cancellation period please write to us at the above address. Please note that by doing this you may be charged a proportion of any fees that you have incurred.

13. Cancellations outside the cancellation period - Cancellation of a policy where a certificate of cover has been issued can only be processed where instruction is in writing and from the date the original certificate is returned to us, whichever is later. All other policies must be cancelled in writing by the policyholder or their legal representative. All insurers make charges for the time on cover and full details can be found in your policy booklet.

14. 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.

15. Other taxes or costs – Other taxes or costs, or both, may exist in relation to the products and services offered by us which are not paid through, or imposed, by ourselves.

**BY EFFECTING A NEW POLICY OR RENEWING WITH US WE ASSUME THAT YOU
HAVE READ AND FULLY UNDERSTAND THIS DOCUMENT AND AGREE TO IT
FORMING THE BASIS OF OUR APPOINTMENT TO HANDLE YOUR INSURANCES.**

**YOUR ACCEPTANCE OF THESE TERMS OF BUSINESS DOES NOT AFFECT
YOUR NORMAL LEGAL RIGHTS.**