

Global Travel Insurance Services Limited TERMS OF BUSINESS

Contact Details

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Email enquiries@globaltravelinsurance.co.uk
Website: www.globaltravelinsurance.co.uk

Status

Global Travel Insurance Services Ltd is an independent insurance intermediary whose address is as shown above. Our registered office is at 19 Farncombe Road, Worthing, BN11 2AY. Company No 3419005. We are authorised and regulated by the Financial Conduct Authority and our status can be checked on the FCA Register by visiting www.fca.org.uk or by contacting the FCA on 0800 111 6768 or 0300 500 8082. Firm Ref 305686. We are members of the British Insurance Brokers Association, membership number 006598. We are authorised to deal in non-investment insurance contracts. We act on your behalf in arranging your insurance. We offer our own products which are underwritten by Insurance Companies and Undertakings that we have selected for each product or range of products.

Our firm's background

Our firm was established in 1997 to service the specific requirements of companies and individuals who wish to purchase commercial and consumer insurance products, specifically travel related. The insurance activities of our firm are based on securing and retaining clients by providing good service and value for money, rather than selling on price alone. The structure of our business has been kept small, deliberately, to ensure close control over all activities and facilitate excellent customer service. Most business is consumer and we specialise in travel insurance. Business is obtained from a variety of sources, but mostly through travel firms or direct. Appropriate and robust business systems and controls are in operation and recorded.

Our strategic objectives

Our aim is to continually develop our business as a profitable and well-respected insurance intermediary, which is committed to providing a superior professional service to our customers. We acknowledge the advantages offered by insurance regulation and wish to ensure that our insurance practices meet and exceed the standards set by the Financial Conduct Authority (FCA). We believe regulation helps to promote the following benefits:

- Our customers have a clear understanding of our insurance products
- We provide a first-class insurance service for our customers
- The security and strength of our firm is assured through robust management structures, plans and controls which are clearly communicated at all levels

In summary we believe that conforming to regulation benefits our customers, our staff and our firm itself. We are therefore strongly committed to a policy of maintaining a comprehensive regulatory compliance framework. We believe it is best to set out our clear intent to our customers in terms of the service we provide and the insurance we offer, including what we will do if that service breaks down.

The benefits of this formal approach are clear:

- It satisfies the requirements of the FCA
- It ensures consistency in the way we transact business
- We can be measured against a common standard
- There exists a commitment to all team members in terms of training and competence

What it is not intended to do is impose any restriction on us in our efforts to secure or retain customers who are, after all, the life of our firm. This policy and the procedures arising from it are reviewed at least annually. The Directors are responsible for this policy.

Our Service

We offer our products from a single insurance undertaking dependant upon the product and class of insurance business being transacted. The identity of the insurance undertaking is detailed on the information enclosed. We may ask some questions to narrow down the selection of Insurance products that we will provide details on but you will not receive advice or recommendation from us. You will need to make your own choice about how to proceed. We will not charge a fee for arranging Insurance products.

Protecting your information

We take your privacy extremely seriously and we will only use your personal details in line with our Privacy Notice which is enclosed with this document and available on our website. Please read our Privacy Notice carefully and contact us immediately if you have any queries. Where necessary, for example where we would like to use your data for some marketing purposes, we shall ask for your specific consent to do so. Your personal information includes all of the details you have given us to process your insurance policy (we will not ask for more information than is necessary). We may share your data with Third Parties for the provision and ongoing performance of your insurance policy. Your data may be transferred outside the UK. We will not sell, rent or trade your data under any circumstances. All of the personal information you supply to us will be handled strictly in accordance with the applicable Data Protection regulations and legislation.

Confidentiality

All information about you or your organisation will be treated as private and confidential. We will only use and disclose the information we have about you in the normal course of arranging and administering your insurance and will not disclose any information to any other party without your consent. We may use information we hold about you to provide information to you about other products and services that we feel may be appropriate to you. If you do not wish your information to be used for these purposes please write to us. Under the General Data Protection Regulation 2018 you have the right to see personal information about you that we hold in our records. If you have any queries please write to us for the attention of The Data Protection Officer.

Disclosure of Information

You must take reasonable care not to make a misrepresentation to the insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should

be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

Awareness of Policy terms

Where an insurance policy is issued to you based on information that we have provided to insurers, either verbally or in writing on your behalf, it remains your responsibility to check the documentation to ensure that it is complete and accurate. Whilst we endeavour to point out any notable terms, conditions and exclusions it is your responsibility to understand and comply with any terms, conditions or exclusions contained in the policy documents. If you require clarification on any aspect of the documentation please contact us. A full copy of any insurance policy you hold with us is available on request.

Cancellation

If you do not want to continue with the insurance you must advise us immediately in writing and return any documentation required by insurers in your possession. Any refund of premium due will be forwarded to you. If you have not made any payment you will be invoiced for any charges levied by the insurer.

Documents

We may keep documents such as your insurance policy documents or certificate while we await payment of premiums. In acceptance of these Terms of Business you agree that delivery of any policy documents or certificates of insurance to us shall constitute delivery to yourself in accordance with statute law. If required we will provide details of such documents or certificates to any regulatory body or enforcement agency.

Charges

Our income is derived from commission, the value of which varies across our product range and is deducted by us from the amount that you pay before the balance is paid to the insurance company. We will disclose full details of such commission upon request in writing to the Managing Director. In certain circumstances we reserve the right to make administrative charges in addition to any insurance premiums but we will provide details of such charges before they are incurred. If a policy requires alteration of any kind and that the alteration is not a correction of our mistake, we will charge an administration fee of £10 payable before the alteration is made. If you cancel a policy and are entitled to a refund of premium and have paid by credit card, we will apply a charge of 5% to cover the transaction cost.

Payment Methods

Payment is due with your application to arrange the insurance policy. In respect of policy renewals, payment is required prior to the renewal/ expiry date. If you have not made payment by the renewal date or contacted us to make other arrangements then no cover will be in force.

Client Money

We receive monies as agent of the insurer concerned and hold it on their behalf. This means that if you pay a premium to us it is treated as having been received by the insurer. We are entitled to earn bank interest from money paid to us; we will not pay an insurer a premium until we have received it from you; we may transfer money that you have paid us to another insurance intermediary. You give your consent for us to act in this manner.

Claims

If you need to make a claim under your policy you must notify your insurer immediately by following the procedure as stated in your insurance documents. For certain insurance policies we will ask you to notify your insurer direct. Full details of claims procedures are contained in your insurance policy documents. Wherever possible we will assist you with the making of a claim. Please note that we will not be able to assist you in the recovery of uninsured losses. This service may be provided by your insurer or from a separate service provider. Please note that 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 authorisation from your insurer. Any correspondence received from a third party or their legal representatives regarding a claim or incident which might give rise to a claim should be passed immediately to your insurer before agreeing to or undertaking any course of action.

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact us immediately at the above address or call 01903 235042. You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. The Financial Ombudsman can be contacted at Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR. Telephone: 0800 023 4567 or 0300 123 9123 Fax: (020) 7964 1001. Email: complaint.info@financial-ombudsman.org.uk Website: www.financial-ombudsman.org.uk. This procedure will not affect your rights in law.

We will provide a summary of our complaints handling procedures should you make a complaint which we cannot resolve informally and at any other time, upon your request.

Financial Services Compensation Scheme (FSCS)

Towergate Travel and the insurers of this policy are covered by the Financial Services Compensation Scheme (FSCS). If they are unable to meet their obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at www.fscs.org.uk

Your Legal Rights

Please note that your acceptance of these Terms of Business in no way affect your normal legal rights. These Terms of Business are governed by and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of English Courts.

In The Event Of Query

If you have any query relating to these Terms of Business please contact us in writing.