

## U Drive Cover Limited Terms and Conditions of Business

### We are

U Drive Cover Ltd, a non-advisory insurance broker, and we are authorised and regulated by the Financial Conduct Authority 615682.

### Our Service Charges

We are paid through:

- Commission from your premium and paid to us by your insurer.
- Fees we charge throughout your policy.
- Income based on profitability/volume of accounts with an insurer.
- Arranging instalments with a premium finance company
- From Claim Management Companies

If we are not paid via commission, then we will agree a specific fee (up to 25%) with you before you agree. You have the right to ask us about our earning at any time. Because the commission rates paid by insurers are variable and do not always reflect the level of work carried out by us, we also make individual service charges over and above the charges made by your insurers to cover the administration of your insurance policy.

**Such fees are non-refundable and are detailed below:**

Type of Charge	Amount
Arranging new a Policy	£100.00
Making changes to or renewing a policy.	£50.00
Voidance or misrepresentation of a policy. <b>The insurers may decide to keep the full premium for deliberate, reckless or careless misrepresentation.</b>	£100.00 or Full Premium and we will not refund any commission.
Cancelling a policy before it starts or within the cooling off period (first 14 days). This includes if you buy the policy then change your mind.	£45.00 plus time on cover and insurer admin fee.
Cancellation of a policy outside the "cooling off period" See "Cancellation after 14 days" for more information.	£75.00 plus the cancellation terms.

### Cancelling your insurance policy

If you decide to cancel you will need to call us on 0333 400 1060 as there may be other options available. Please note, cancelling your direct debit does not cancel your policy. The policy can be cancelled anytime during the period of insurance, but charges will vary depending on when you cancel. How the cancellation rate is calculated remains the same if it's us, the insurer or you who cancels the policy.

### 14 day cooling off period- Consumer Customers

You have a 14-day cooling off period from the start date of the policy, or the date you receive your documents whatever is the latter. We will charge you £75.00, and the Insurers will charge for any days of cover provided plus an administration fee if there are no claims during that period. There will be a £75.00 cancellation fee if you ask us to arrange a policy for you and then change your mind before it starts.

### Cancellations after 14 days

Our charge is £75.00. The Insurers will charge you for the time on cover or a percentage of the premium and we will retain 15% of the Insurer refund. Below are the typical charges for the percentage of the premium broken down by the number of months on cover.

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
30%	40%	50%	60%	70%	80%	90%	100%

If you are paying by instalments there may be an outstanding balance to pay. If you have made a claim the full premium may be payable. You may be entitled to some refund of premium if your premium has been paid in full.

### Policy Cancellations by us or your Insurer

If we or an insurer cancels your policy due to you not providing correct information, missing payments, not providing requested documents, fraud, lack of co-operation, harassment, or abusive behaviour you will be charged a cancellation fee of £125.00 plus the time on risk that you have been insured, and we will not refund any commission. You have a duty to take reasonable care to ensure that the information you provide to us is accurate and correct.

### Policy Voidance & Misrepresentation

An insurer may also void a policy and refuse all claims where the information provided is incorrect, inaccurate, or misrepresented in the circumstances set out below. This means that the policy is treated as if it was never in place.

- If the information was provided incorrectly, inaccurately or misrepresented in a deliberate or reckless manner, the insurer may keep all the Premium, and we will not refund any commission or fees.
- If the information was provided incorrectly, inaccurately or misrepresented in a careless manner and the insurer would not have provided a policy had the correct information been known, you will be charged a cancellation fee of £125.00 plus the time on cover that you have been insured and we will not refund any commission or fees.
- Examples of circumstances that could lead to voidance includes failure to provide accurate information, such as, but not limited to, fraud, claims history, motoring convictions, unspent criminal convictions and driving bans. You have a duty to take reasonable care to ensure that the information that you provide to us is accurate and correct.
- When any misrepresentation, inaccuracy, or failure to disclose required information is identified, the 14-day cooling off provisions will not apply. In such circumstances, your policy may be cancelled or voided by us or the insurer, and the cancellation or voidance charges outlined in this document will apply.

## Refunds

We will aim to process your refund within 30 days. Please note that we will not refund any cost under £10. When paying by card, any refunds due to you will only be made back to that card.

## Dual Insurance

In the case of dual insurance (for example, two policies covering the same car), a full refund will apply to the cancellation of one of the policies and the other will be subject to the charges and terms described in this document.

## Our Status and Products

As a non-advisory insurance broker, 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. We do not guarantee the solvency of any insurer we place business with. Some insurers appoint us as their agent for the receipt of premium and the issuing 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. You will not receive advice or a personal recommendation from us. We will ask sufficient questions to establish your demands and needs. Any quotation we give you will be consistent with those demands and we will identify the lowest price product(s) that meet those needs. You will then need to decide how to proceed and whether you consider if the product is suitable for you. A list of our insurer partners can be found on our website on [www.udrivecover.com](http://www.udrivecover.com). When arranging instalments, we act as a credit broker and not a lender. *We only offer instalment facilities from Premium Credit. Any quotation of your monthly payments will include the interest rate. Please take note should you be declined Finance we may require full payment of the policy premium.*

## Documents we will ask for

To ensure we hold all the correct information our insurers request customers to send documents to us at U Drive Cover. The information includes but are not limited to: **Copy of your photocard licence, DVLA licence summary, proof of no claims bonus from your previous insurers, proof of address.**

## Verification and Validation checks

We run a series of validation and verification checks to ensure the information provided to us is accurate and correct. To run these checks, we may call out to some of our validation partners. The checks are in place to ensure that you are covered and to protect our insurer partners.

## Impounded Vehicle

Our quotes online do not cover vehicles that have been impounded. We do have products available to help you release your vehicle from the police impound. If you would like a quote, please call our sales team on 0333 400 1060. These policies are short term policies and are nonrefundable. Payment for the policies must be made via bank transfer.

If you purchase a policy online and your vehicle is impounded, your policy will be cancelled and subject to our cancellation charges detailed above.

## Purchasing a policy with us

Our process is to check all the information you have provided us through the price comparison site or via our website. All premiums and prices quoted are subject to successful validation checks. These include, but are not limited to identity, claims, fraud and credit searches.

Conducting these checks allows us to verify with yourself all the details provided are accurate and correct and that we have provided you with an accurate quote and to ensure that you are covered in the event of an accident. Any inaccuracies in the information or validation checks that do not pass our acceptance criteria, could lead to the policy premium increasing, quote being withdrawn or the cancellation or voidance of your policy and any future claims rejected. During this time if you have purchased the policy online then cover is in place from the time and date selected. Once the validation checks have been completed our friendly sales team will contact you to confirm this and to issue your documents.

## Payment Methods

**Premium Finance:** You can choose to pay your premium by instalments. We can arrange this through a third-party finance provider who we work exclusively with called Premium Credit and will advise you of the interest rate at point of sale. They will send you their own terms and conditions and may also assess your application. We will earn a commission for introducing, managing and administering your finance agreement from Premium Credit. We will inform you of the commission amount when you purchase or renew your policy. Premium Credit may request documents to be able to complete your application.

**Continuous Payment Authority:** If you arrange with us to make payments on certain dates, with your credit or debit card details, we will take the payments on those dates or the following working day until the payment arrangement has finished unless advised by you to rearrange the dates of the payments or stop those payments.

## Counter Indemnity on default of premium finance

If you default on your direct debits through Premium Credit, then U Drive Cover will pay what is owed on their behalf and will chase you for the payment due.

## Change of card or bank details

Please call our customer services team on 0333 400 1061 to change your card details if you are paying by in house payments or you need to change your bank details if you are paying by direct debits. Premium Credit can be contacted on 0344 736 9820.

## Impound and Short-Term Policies

We have a separate terms and conditions for this on our website. The only way to get a quote for this is by calling our sales team on 0333 400 1060.

## Your Duty of Care

**All Customers** – You must take reasonable care to provide complete and accurate answers to the questions we ask you when you take out, make changes to or renew your policy. If you are unsure, please contact us. Insurance is based on the information that you give to the insurer and if this information is wrong or incomplete, claims may not be paid in full or at all, your policy may be cancelled, have special terms added, policy voided, and the full premium may be due.

## Changes to your policy

Before making changes to your policy i.e., buying a different car, we would recommend that you call our customer services team on 0333 400 1061 to ensure that your Insurers will be able to offer cover. Our panel of Insurers all have their own criteria for offering cover on vehicles, depending on various factors but not limited to, their grouping, minimum and maximum values and your driving experience. Please note most Insurers will not agree to change from a car to van. If any refund is due this will be paid towards any outstanding finance first.

## Renewal of your policy

We will send you a renewal invitation at least 14 days before the due date and if you do not wish to accept this or want to amend the details, please contact us on the number provided on your renewal invitation. Your policy may be eligible for automatic renewal. If your details have not changed and you wish to go ahead with the renewal you do not need to do anything. If, however, your details have changed, or you do not wish to renew your policy you must notify us before the due date. You must contact us to make a payment before the renewal date if you have not received confirmation that your policy is being automatically renewed.

## Commercial Customers only

If you are purchasing Insurance for purposes related to your trade, business or profession: As well as the above, you must disclose all facts material to the insurance you wish to take out. The facts you need to advise of are all those which the insurer needs to estimate your risk and set the premium and terms. You must disclose this information clearly and substantially correct.

You must also inform us of any changes to your policy details during your policy, including at renewal. Please read carefully all policy documents sent to you and inform us immediately of any incorrect information shown. If you need help understanding anything, please let us know and we will assist you. For your protection, insurers maintain databases to prevent fraud and the information you give us may be subject to checks.

## Claims

If you are involved in an accident/incident, please contact our Claims Handling team as soon as possible. Claims Handling is provided and administered by Progress Vehicle Management who can provide help to you with your incident and other services such as hire car in a non-fault accident and uninsured loss recovery. Please make sure any claims information is provided to Progress Vehicle Management or to your insurers so that they can best assist you.

You can call Progress Vehicle Management on 0333 400 1060.

**Please note that if you have had an accident during your policy the full balance will be charged if you cancel after the claim has occurred unless the Insurer has recovered their costs from the third party.**

## Complaints

It is our intention to always provide an exceptional service. However, if you are unhappy with our service, please contact us immediately and we will try our best to provide you with the service you are entitled to. Most complaints are resolved by close of business on the third working day after receipt. For more complex issues, an acknowledgement will be sent confirming who is dealing with the complaint and when we will expect to respond to you in full. Within 8 weeks of the date, we receive a complaint we will provide you with our final decision.

You can contact us on 0333 400 1060, by e-mail to [complaints@udrivecover.com](mailto:complaints@udrivecover.com) or in writing to: Grosvenor House, 4/7 Station Road, Sunbury-on-Thames, TW16 6SB. If you remain dissatisfied, you may be eligible to refer the matter to the Financial Ombudsman Service. <http://www.financial-ombudsman.org.uk>

## Unpaid Premium

If you do not pay any sums due to us and we must appoint a debt recovery agent, they may charge you a fee for their service of up to 25%. They may run credit checks, use tracking systems, use legal services—any unpaid premium to them may result in a CCJ— County Court Judgement, against you. Please note, we are unable to release your no claims bonus until the outstanding balance has been paid.

## Additional products

We can only add on additional products within the first 14 days. If you remove an additional product in the first 14 days as long as it has not been used, you can get a full refund. For any removal of additional products after the cooling off period has ended there will be no refund.

## Telephone calls

Our telephone calls may be recorded. This is for training, monitoring, quality and compliance purposes.

## 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.

## Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from this scheme if we cannot meet our obligations. Further information is available from [www.fscs.org.uk](http://www.fscs.org.uk)

## Governing Law

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