

Terms of Business



Great value taxi insurance

This document sets out the terms upon which we agree to act for our clients and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities. **Please read it carefully.**

Please contact us immediately if there is anything in these Terms of Business that you do not understand or with which you disagree.

The Financial Conduct Authority

Cover My Cab is a trading name of J&M Insurance Services (UK) Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA). Our firm reference number is 307580.

Our permitted business is advising, arranging, dealing as agent and assisting in the administration and performance of general insurance contracts.

You may check this information on the FCA's register by visiting www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

Our service

We are an independent insurance intermediary. You will not receive advice or recommendations from us. However, we may ask you some questions to narrow down the selection of products we will provide details on. You will then need to make your own choice on how to proceed.

We will select insurance products from a range of different insurers. You may ask us for a list of the insurers we deal with.

How we handle your money

We hold all insurance premiums as agent of the insurer. This means that when you pay us, your insurers are deemed to have been paid at the same time.

Information on costs

In addition to the premiums charged by insurers, we may charge a professional fee to cover the placing and ongoing handling of your insurance.

If you request a replacement certificate there may be an administration charge.

You will receive a quotation that will tell you the total price to be paid, showing any fees, taxes and charges separately from the premium.

Full payment of premium and fees is due before cover commences, or as otherwise stated under terms of credit, invoice or statement issued to you.

Quotations

Unless stated otherwise in our documentation, all quotations provided for new insurances are valid only for a period of 28 days from the date of issue.

You should be aware that quotations may change or be withdrawn if the information given to us, or your insurers, in proposal forms or declarations differs from that provided at the time the quotation was issued.

Cancellation

You may cancel your policy at any time. Any request should be made in writing and is subject to any relevant certificate(s) of insurance being returned to us.

The terms of your policy may allow insurers to retain the premium in full, or to charge short-period premiums in the event of a cancellation. We will also make (or deduct from any return premium) an administration charge of £70.

Claims

When you first become a client of Cover My Cab we will give you details of how you can make a claim.

If the claim involves damage to your vehicle, please do not authorise repair work until this has been authorised by your insurers.

If your claim involves damage to third party property or injury to persons, please pass copies of all correspondence, including solicitors' letters, to us immediately and unanswered.

Any attempt to negotiate or respond to the incident without prior reference to your insurers or us might prejudice your cover.

You should be aware that a claim arising after renewal of a policy has been invited might affect the assessment and acceptance of renewal by your insurers.

If you are in any doubt as to what action to take in the event of a claim please contact us our Customer Service Centre at the address opposite, or telephone us on 0845 456 4505.

Insurer security

While we monitor the financial strength of the insurers with whom we place business, it should be noted that the claims-paying ability of even the strongest insurers could be affected by adverse business conditions. We cannot, therefore, guarantee the solvency of any insurer or underwriter.

A liability for the premium, whether in full or pro rata, may arise under policies where a participating insurer becomes insolvent.

Documentation

Our aim is to produce documentation and issue correspondence in a clear and understandable format. In the event of any uncertainty we would ask you to let us know immediately. Our staff are always happy to clarify the cover provided.

You should check all policy documentation to ensure that the details are correct and the cover provided meets with your requirements. Any errors should be notified to us immediately.

All policies contain conditions, exclusions and excesses. It is your responsibility to examine the document to familiarise yourself with these. A breach of a policy condition may result in non-payment of a claim.

Complaints

If you wish to make a complaint about our service, please contact our Customer Service Centre at:

Cover My Cab
Peregrine House
Falconry Court
Bakers Lane
Epping
CM16 5DQ

complaints@covermycab.com

If you cannot settle your complaint with us, you may be able to refer your complaint to the Financial Services Ombudsman Scheme. A copy of our complaints procedure is available on request.

Your duty to disclose information

It is your responsibility to provide complete, up-to-date and accurate information when you take out your insurance policy, throughout the life of your insurance policy and when you renew your insurance.

If you fail to disclose any facts which may be material to the insurance policy, or any other information material to the policy, this could invalidate the policy and may mean that any claims made under the terms of the policy may not be paid.

You should check all details on any proposal form or Statement of Facts, as well as any declaration you may be asked to sign.

You should read all policy documents and key facts documents issued to you, and ensure you are aware of the cover, limits and other terms that may apply.

You should inform us immediately of changes in circumstances that may affect the services we provide to you, or the cover under the terms of your policy.

You should notify your insurer immediately regarding the circumstance of an event that may give rise to a claim under the terms of your policy. If you are in any doubt as to if information is material you should disclose it.

Confidentiality

All personal information is treated by us as confidential and is processed in accordance with the Data Protection Act 1998.

We may use and disclose information to third parties in the course of arranging and administering your insurance policy.

We will not disclose information to any other parties without your consent unless required to do so by law.

We may use information we hold about you to provide you with information about other products and services we feel may be of interest to you.

If you do not wish to receive this information please write to our head office address. Under the Data Protection Act you have the right to see the personal information we hold about you.

If you have any queries in this regard, you should write to the Compliance Officer at the head office address.

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.

Non Compulsory Insurance is covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit.

For Compulsory classes of insurance advising and arranging is covered for 100% of the claim without any upper limit. Further information on the scheme is available from the FSCS.

Applicable law

This Terms of Business Document is subject to English Law.



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0345 456 4505
www.covermycab.com