

Business Terms

Hencilla Canworth Limited has been established since 1981. The company is an Independent Insurance Intermediary and an Independent Financial Adviser. The company is an Investor in People. The company offers a comprehensive range of insurance and financial services to both corporate and private customers. Hencilla Canworth Limited incorporates First Act Insurance, Sound Insurance and Meybane Insurance Services.

Contact Numbers:

Tel: 020 86 86 50 50

Fax: 020 86 86 55 59

E-mail: mail@hencilla.co.uk

Internet: www.hencilla.co.uk

Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. Hencilla Canworth Limited is authorised and regulated by the Financial Services Authority. Our FSA Register number is 226263.

Our permitted business is arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Products and Services

Unless we confirm in writing otherwise, you will not receive any personal recommendations from us. You will be provided with information about the products that we offer in order that may make your own decision about how you wish to proceed. We may ask some questions to narrow down the selection of products that you will be offered.

In circumstances where we do make a personal recommendation, this will be done after we have completed an assessment of your demands and needs. We will provide you with written details of our assessment along with our recommendation and the reasons for that recommendation.

Awareness of Policy Terms

When a Policy is issued, you are strongly advised to read it carefully, as it is that document, the schedule and any certificate of insurance that is the basis of the insurance contract you have purchased. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.

Payment

Hencilla Canworth Limited act as agents of the Insurance Company when collecting premiums. Full payment of the premium is required within 14 days of the start of the insurance or renewal date unless otherwise agreed in writing. We are obliged by the Insurer to cancel the policy if payment is not received in the prescribed time by giving you written notice of not less than 7 days by recorded delivery letter to your last known address.

Hencilla Canworth Limited is licensed under the Consumer Credit Act.

Client Money (as an agent of an insurer)

We act as agents for the insurer for the collection of premiums and payment of claims and refunds of premiums. This means that premiums are treated as being received by the insurer when received in our bank account and that any claims money or premium refund is treated as received by you when it is

actually paid over to you. There are occasions where such transactions are restricted (for example, to receiving premiums only) and we will tell you if this is the case.

Client Money (non-statutory trust)

We will hold client money separate from our own money with an approved bank segregated in a client bank account designated as subject to a Non-Statutory Trust. Under a Non-Statutory Trust we are entitled to use client money to make advances of credit, for example to pay another client's premium before the premium has been received from the other client and to pay claims and premium refunds to a client before such monies have been received from the insurer. We act as Trustees of our clients' monies and must meet certain legal and regulatory conditions.

Payment to Third Parties

We may transfer client money to another person, such as another broker or settlement agent, for the purpose of effecting a transaction on your behalf through that person. We do however still remain responsible to you in respect of your money.

This may include brokers and settlement agents outside of the UK. The legal and regulatory regime applying to a broker or settlement agent outside the UK may be different from that of the UK and in the event of a failure of the broker or settlement agent, this money may be treated in a different manner from that which would apply if the money were held by a broker or settlement agent in the UK. You may notify us if you do not wish your money to be passed to a person in a particular jurisdiction.

Charges

Unless agreed otherwise prior to the commencement of cover, we will apply the following charges in addition to the premiums payable to cover administration expenses.

Mid-term adjustments	£10.00
Replacement & duplicate certificates or cover notes	£10.00
Bounced cheques	£20.00
Payment of premium by credit or debit card	£ 5.00
Payment of premium by up to 3 post-dated cheques	£20.00

Where premiums are below £1000:

New policies:

Travel Insurance	£ 5.00
Household Insurance	£10.00
Equipment Insurance	£10.00
Public/Employers Liability	£20.00
Commercial Insurances	£20.00
Motor	£10.00

Renewals:

Travel Insurance	£ 5.00
Household	£15.00
Equipment Insurance	£15.00
Public/Employers Liability	£20.00
Commercial Insurances	£20.00
Motor	£15.00

These charges will always be shown separately.

