



## **Pikl Terms of Business**

### **About Pikl**

Pikl Insurance Services Limited are a privately-owned Insurance Intermediary whose registered address is at Suite B, 2<sup>nd</sup> Floor, The Atrium, St Georges Street, Norwich, NR3 1AB, with company registration number 10449346.

### **Who regulates us**

Pikl Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA) and our FCA registered number is 773457.

You can check our registration on the FCA's register by visiting their website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

We are authorised in arranging and dealing as an agent and assisting in the administration of insurance contracts.

### **Our Intermediary Service**

As an intermediary, our service to you includes:

- Arranging your insurance cover on your behalf with insurers in order to meet your requirements.
- Supporting you with any changes or amendments which may be required to your insurance policy.
- Arranging the renewal and cancellation of your policy as required.

Pikl will support you in making an informed decision about the purchasing of your policy of insurance and will provide you with sufficient information to enable you to do this. However, we do not provide any advice or make any specific recommendations.

When providing a quote for buildings and contents insurance, we may help you by providing estimates of rebuild costs. Please note that we are not professional valuers and as such cannot be held responsible if any estimates are incorrect. If you have any doubts about the rebuild costs, we recommend that you seek professional advice.

We are also a credit broker in that we introduce those wishing to pay by instalments to firms that are able to lend money under a regulated credit agreement by way of business.

### **Information about your Contracts of Insurance**

You will enter into two separate contracts when you take out this insurance policy with us.

- 1) The first contract is with Pikl Insurance Services Ltd for arranging and administering your insurance policy. Pikl charges a commission in respect of these services.
- 2) The second contract is with the insurer we have arranged to provide your insurance, who will charge you a premium and insurance premium tax (IPT). The name of your insurer is shown on the Policy Schedule and Statement of Fact. The insurer's terms and conditions are set out in your Policy Wording documents.

The total costs presented to you and shown in the Policy Schedule and Statement of Fact are the combination of Pikl's charges and the insurer's charges, including IPT.

In this contract of Insurance, Pikl's role is that of an agent and administrator acting on your behalf. It is important to note that all claims will be dealt with by the insurer concerned or the insurer's appointed representatives.



## **Your Duty to Provide Information**

It is your duty to take reasonable care to answer all questions honestly and to the best of your knowledge. If you do not, your insurance policy may be cancelled or treated as if it never existed or your claim may be rejected or not paid in full. It is important that all statements you make on proposal forms, claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document. Failure to provide requested information to your insurers could invalidate your insurance cover and mean that part or all of a claim may not be paid.

## **Introducer Arrangements**

Pikl works with various third parties to advertise our services and provide customer introductions to us. We call these introductions 'Introducer arrangements' and under these arrangements we may have agreed to pay a fee to the third party for this introduction.

## **What you pay for our service**

We make the following charges for administering your insurance:

<b>Policy arrangement and administration</b>	<b>Fee</b>
Arranging your new policy online	£0
Arranging your renewal policy online	£0
Amendments to your policy	£0
Policy documents emailed to you or made available online	£0
Paper copies of policy documents sent by post	£0
Cancellation of your policy	£20

(for full details on your rights to cancel, see the 'cancellation rights, processes and fees' section below).

All-Inclusive Home Insurance Charges - for details of any charges, please refer to your insurer policy booklet.

The specific amount and purpose of any administration charges will always be provided to you in advance.

We will also be paid a commission by the insurer for administering your insurance and this is agreed between us and the insurer and makes up a proportion of the premium you pay.

If we give a discount on our fees and/or the insurer's premium at the inception of your policy, and the policy is subsequently cancelled we shall be entitled to reduce the amount of any refund to enable us to reclaim the unused portion of the discount.

## **Insurers**

Whilst we take every care to check the financial stability of any firm with which we place business, we cannot be held responsible if that firm subsequently ceases to trade.

## **Duration of policy and renewal for Pikl Insurance Top Ups**

### **On Demand Policies**

If you have chosen an On Demand policy which provides coverage during a specified date range for a period of less than 28 days, then each day of cover begins from 12pm on the date selected and ends at 11.59am on the following date. This is to cover a usual check in and check out process for your guests under 1 night of cover.



## **Annual Policies**

Our annual policies cover you for the number of days specified in the occupancy period, which can be found on your Policy Schedule and Statement of Fact beginning from the date shown on the policy schedule and concluding 12 months thereafter.

We will contact you annually in writing within good time prior to the expiry date of the policy with details of your renewal offer. Please note that neither we nor the insurer(s) are obligated to provide you with a renewal offer, however in the unlikely event that we are unable to do so, we will clearly explain the steps you need to take.

If you have given us authority, we will use the same payment card details throughout the policy term and on renewal. If your payment card expires by the time your policy is due for renewal, you will need to contact us to ensure we can take payment, so that your cover can continue without interruption.

If any of your personal details change during the period of insurance, you will need to let us know as soon as possible. There is no administration charge to update your personal details. For details of any charges to make changes to your All-Inclusive Home Insurance, please refer to your insurer policy booklet.

### **Cancellation Rights, Process and Fees**

For details on your right to cancel, insurer processes and any applicable insurer fees please refer to the relevant policy documents and Insurance Product Information Documents (IPIDs).

For All-In-One policies any cancellations made after 14 days from the start of your cover or receipt of policy documents whichever is later, we will apply a cancellation fee (detailed under 'what you pay for our service'). This also applies to buildings and contents policies where you have not selected the Host Protection Top Up.

### **Collection of Insurance Premiums**

Pikl is responsible for collecting monies from you in respect of insurance premiums on behalf of the relevant insurer. These monies are held in an Insurer Premium bank account, so that you have no risk in the event of our bankruptcy.

The total price of your insurance is shown in your Policy Schedule and Statement of Fact including insurance premium tax where applicable.

We use a third-party gateway and merchant service to collect and store your card details in accordance with industry standards.

We will use the card details stored on our behalf to collect payment for balances for the automatic renewal of your policy. We will inform you in advance of doing so.

If payment is initially made by debit/credit card any refund will be made to the same card in accordance with the terms and conditions of the card issuer. We are unable to give cash refunds.

In the unlikely event of you receiving an overpayment, we will attempt to recover our funds using the credit/debit card stored on your behalf.

If you do not pay for your insurance, it is your responsibility to show these details to the person who pays on your behalf.



For details of how premiums are collected for All-Inclusive Home Insurance policies, please refer to your policy schedule & Insurer policy booklet.

### **The Financial Services Compensation Scheme**

In the unlikely event that we or the Insurer(s) cannot meet our obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance and the circumstances of the claims. Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).

### **Looking after our Customers**

We aim to give our Customers a high standard of service at all times. However, if you are unhappy with the service you have received and believe we have fallen short in our delivery of service to you, please contact us with your complaint:

Pikl Insurance Services Limited  
Suite B, 2<sup>ND</sup> Floor  
The Atrium  
St Georges Street  
Norwich  
NR3 1AB

Email: [complaints@pikl.com](mailto:complaints@pikl.com)

If your complaint is not resolved through our complaints procedure, you may be able to refer it to the Financial Ombudsmen Service. This does not in any way affect your rights to take legal proceedings.

### **Data Protection Notice**

This section contains an important notice about the information you provide to us and how it is used. Any information you provide us to enquire about and or obtain insurance will be used by Pikl Insurance Services Limited and the insurer named on your Policy Schedule, Policy Wording or Statement of Fact.

Together we act as joint data controllers for the purpose of the Data Protection Act 2018 and GDPR in relation to the personal data you supply.

We (Pikl or the Insurer) will use the information which you have provided about yourself and others to process your request in accordance with the Data Protection Act, GDPR and other applicable laws.

We (Pikl or the Insurer) may need to collect data that the Data Protection Act and GDPR defines as sensitive (such as criminal convictions) so that your insurance policy can be managed and administered (for example, through any claims that might arise).

By proceeding to provide any sensitive information about a third party (for example, a joint policyholder), you must have sought their prior agreement to this, and we will continue on the assumption that you have done so. We may pass your information to other organisations (e.g. service providers) to enable them to manage services under the terms of this insurance policy and they in turn may pass your information to their agent(s) in order to deliver the service or carry out relevant investigations.

### **What Personal Data do we collect?**

pg. 4

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We collect personal information directly from you when you register for any online service with us, such as a request for a quote, purchasing an insurance policy, creating an online account with us or through the claims handling services.

We will always seek to limit the collection of personal information to what we need to know to maintain the accuracy of our records, assess the financial standing of customers, to manage claims and provide service to you as well as to fulfil any legal and regulatory requirements which may exist.

It is important that your details are accurate and up to date and to do this we would ask you to notify us of any changes that occur to your personal information.

All personal information provided by you is held securely and in confidence by us and when we process your personal information, we do so in compliance with the terms of the Data Protection Act and GDPR.

We maintain strict security standards and procedures with a view to preventing unauthorised access to your data. We use leading technologies such as firewalls and server authentication to protect the security of your data.

#### **How we use your Data**

The data you provide to us may be used by us and shared with other insurers, appointed representatives and associated suppliers, as well as certain statutory and other authorised bodies.

It will be used for the purpose of insurance underwriting to consider the insurance risk you represent and to manage the provision and administration of insurance and related services for you.

This may include:

- Making relevant disclosures to regulatory bodies for the purposes of monitoring and/or enforcing any regulatory requirements.
- Conducting research and statistical analysis to help us develop our product or pricing offering, develop our website and systems and facilitate our internal customer service monitoring and management information reporting.
- Prevention of fraud and money laundering. Pikl or the Insurer may use your data to detect and prevent fraudulent claims and/or activities. This may include sharing information about you with other insurers and organisations such as law enforcement agencies and public bodies which may include the Police. These organisations may access and use this information for the detection, investigation of, or prevention of crime.
- The insurer and other organisations may also access and use this information to prevent fraud and money laundering, which may also include checking your identity, credit checks, making searches to credit reference agencies, including checking electoral roll information.
  
- In line with Industry practice, we may pass information to the Claims and Underwriting Exchange (CUE) and search the CUE register for information about you.
  
- In the event of a claim we may need to disclose information with other third parties involved in the management of the claim and/or incident including, their Insurer, solicitor, representative and public bodies such as the police. We also may have to investigate your previous claims and conviction history.



- If you make a complaint about the service we have provided, we may be obliged to forward details about your complaint, including your personal information, to the relevant ombudsman.
- If prior consent has been received for marketing communications, we may contact you with selected offers and information about other products which we believe may be of interest to you.

#### **How your data will be processed**

Information which is supplied to third parties in the situation in the above paragraphs above may include details such as your name, address and date of birth. It is your right to receive a copy of the personal information we hold about you at any time on request.

Please write to us quoting your full name, address and policy number where relevant to:

The Compliance Office  
Pikl Insurance Services Limited  
Suite B, 2<sup>nd</sup> Floor  
The Atrium  
St Georges Street  
Norwich  
NR3 1AB

Or email us at [info@pikl.com](mailto:info@pikl.com)

Your request will be managed within the regulatory 1prmonth period.

If you would like us to remove any personal information from our records then please write to us at the address shown above. We will take reasonable steps to delete your information if it is appropriate for us to do so.

#### **Law and Jurisdiction**

Unless specifically agreed to the contrary, this policy of Insurance shall be governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales