

## BUSINESS TRAVELLER INSURANCE TERMS OF BUSINESS

**Please read this document carefully.** It sets out the terms upon which we agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of your responsibilities. Please contact us immediately if there is anything in these Terms of Business which you do not understand.

### **About our Company**

Astrenska Limited (trading as Business Traveller Insurance) is an insurance intermediary, authorised and regulated by the Financial Services Authority (FSA) to transact general insurance business. Our FSA Registration number is 442233. You can check this information on the FSA's Register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on **0845 606 1234**.

### **Ownership**

We are indirectly owned by a company which also owns Professional Travel Insurance Company Limited.

### **Our Address**

You can contact us at: Astrenska Limited, 145 Leadenhall Street, London. EC3V 4QT, registered company No 03924813.

### **Our Products and Services**

We offer Business Traveller Insurance through Lloyds of London. We are also authorised to issue all documentation and handle post sale enquiries on there behalf.

We do not give advice or recommend any particular insurance policy. We may ask you some questions to narrow down the selection of products that we will provide information on. You will then need to make your own choice about how to proceed.

### **Methods of Communication**

We will normally communicate with you by post, telephone or email. Please let us know if you would prefer not to receive communications by any particular medium.

### **Privacy Policy**

Please see our Privacy Policy (available at [www.businesstravellerinsurance.com/privacy-policy.cfm](http://www.businesstravellerinsurance.com/privacy-policy.cfm)) for more information on how we process personal data, including how we store and protect personal data, and who it may be shared with.

### **Disclosure**

Before you enter into a policy with us, you have a duty to disclose to us every material fact that you know, or a reasonable person in the circumstances could be expected to know, which is relevant to our decision whether to accept the risk of insurance and if so, on what terms. A material fact is any fact, which poses an increase in risk to us and likely to influence us in the assessment, acceptance or continuance of your insurance. Please note if you fail to disclose any material facts to us, this could invalidate your insurance cover.

It is very important that information given in proposal forms, claim forms and declarations to insurers is correct. If a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete. You are advised to keep copies of any correspondence you send to us or direct to your insurers.

### **Fees and Charges**

When you take out a policy with us we make no charges in addition to the insurer's premium.

### **Our Remuneration**

In good time before the conclusion of each insurance contract, or upon renewal, we will remind you of your right to be informed of the level of commission which we receive from underwriters. You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

### **Methods of Payment**

We accept payments by cheque and BACS only.

### **Handling Client & Insurer Money**

When we receive any monies from you or for payment to you, such money will be held either:

- 1) As agent of the insurer concerned; or
- 2) On your behalf in a statutory trust client bank in accordance with FSA client money rules.

For the purpose of some transactions, please note that client money may pass through other authorised intermediaries before the insurer receives it.

Client money will be deposited with one or more approved banks, a list of which is available on request. Please notify us immediately if you do not wish us to use any bank or banks on this list.

#### **Quotations**

Unless stated otherwise, all quotations provided for new insurances are valid for 30 days from date of issue.

#### **Confidentiality**

All information provided by our customers is treated as confidential and only disclosed in the normal course of negotiating, arranging and administering your insurance. This may include disclosing information to agents and service providers such as loss adjustors and approved contractors. With a few exceptions, for example information requested by a court, a regulatory body, or information that is already in the public domain, we will not release information to any other party without your consent.

**We are registered under the Data Protection Act 1998 and undertake to comply with the Act in all our dealings with personal data.**

#### **Changes to your Cover**

We will normally deal with requests to increase or amend cover on the day your instructions are received, or the next working day if a weekend or public holiday. Sometimes changes cannot be processed without obtaining additional information. If additional information is required we will contact you as quickly as possible.

We will confirm changes to your policy, once agreed, in writing. We will also advise you of any extra premiums you must pay or premiums we must return to you.

#### **Receipt of Instructions**

We do not consider instructions to arrange or change cover sent to us by post, electronic mail or facsimile, or left on answering equipment, to have been received until they reach the relevant personnel in our offices. We do not accept responsibility for instructions that do not reach us due to failures in the postal, electronic or telecommunications systems.

#### **Documentation**

Our aim is to produce documentation and 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. We recommend that you keep policy documents for as long as a claim is possible under the policy.

#### **Making a Claim**

In the event you need to make a claim you should firstly check the relevant section of your policy to see if you are covered, and check what documentation is required to make a claim. You should contact the Claims Service to request a claim form and ensure you have your insurance schedule number to hand.

#### **Treating our Customers Fairly**

We aim to provide a first class level of service at all times, and welcome feedback from our customers. If, for any reason, you feel that our service is not of the standard you would expect, please tell us. You can email us at: [customer.feedback@astrenska.com](mailto:customer.feedback@astrenska.com).

**Complaints Procedure**

We recognise the importance of service and set ourselves high standards. Should there be an occasion when we do not meet your expectations we are equally committed to dealing with any complaint in a thorough and professional manner. If you wish to register a complaint about the way this insurance has been sold to you, please contact us in the following ways:

**In Writing**

The Complaints Officer  
Business Traveller Insurance  
145 Leadenhall Street  
London, EC3V 4QT

By Email

[complaints@businesstravellerinsurance.com](mailto:complaints@businesstravellerinsurance.com)

If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service.

**Compensation**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. Insurance advising and arranging is covered at 90% of the claim, without any upper limit.

**Cancellation Right**

You may have a right to cancel your cover up to 14 days from the date you receive:

- The policy document at the start of your insurance or;
- The renewal documentation for subsequent periods of insurance

If you have such a cancellation right this will be separately confirmed to you in your insurance documentation.

Should you decide to exercise the cancellation right you will be entitled to a refund of premium less an appropriate pro rata charge for the period of cover given before the cancellation right was invoked. Should any claim occur prior to the exercise of the cancellation right where the claim terminates the insurance cover, your insurers may not allow a refund of any of the premium paid.

If the cancellation right is not exercised within the 14 day period as stated above, none of the premium paid may be refunded.

To exercise the cancellation right, you must return your insurance documentation to us and follow our further instructions.

**Law and Jurisdiction**

These Terms of Business shall be governed by and construed in accordance with English Law. In relation to any legal action or proceedings arising out of or in connection with these Terms of Business, the parties submit to the non-exclusive jurisdiction of the English courts.