

# Terms of Business

## Important Information



This document outlines key information about our insurance services and should be used to assess whether our services are right for you. By asking us to quote, arrange or handle your insurance you are providing your informed agreement to these Terms of Business

## About Us

Intelligent Insurance, Custom Home and Intelligent Insurance Complete Home are trading names of Intelligent Advisory Services Ltd, which is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number is 624474. Our permitted business includes arranging non-investment insurance. You can check this on the [Financial Services Register](#) or by contacting the FCA on 0800 111 6768.

Intelligent Insurance is an insurance intermediary and has variable levels of delegated authority from insurers, depending on the product:

**Intelligent Insurance Complete Home** – Intelligent Insurance has authority to underwrite policies, handle claims and manage complaints on behalf of The New India Assurance Co. Ltd (“NIA”). Claims made under these policies are handled by GHG Solutions on behalf of Intelligent Insurance.

**Custom Home by Intelligent Insurance** – Intelligent Insurance has authority to underwrite policies and manage complaints on behalf of AmTrust Specialty Limited. Claims made under these policies are handled and managed by AmTrust Specialty Limited.

Where your policy is placed with Intelligent Insurance Complete Home or Custom Home by Intelligent Insurance, Intelligent Insurance acts as the agent of the insurer.

For policies placed with all other insurers, Intelligent Insurance acts as agent of the customer and claims are handled by the insurers' own appointed claims service.

For all policies, Intelligent Insurance acts as agent of the insurer when collecting client premiums and refunds. We are paid commission by the insurer.

Monthly payment plans are available through a single provider of premium finance, Premium Credit Limited. Intelligent Insurance acts as a credit broker and does not offer advice or recommendations in relation to premium finance.

## Your Contract with Intelligent Insurance

When purchasing an insurance policy with Intelligent Insurance, you will enter two separate contracts, one with us, another with the insurer. This section represents your contract with Intelligent Insurance, including the services we offer, our fees, cancellation terms and how to complain.

## Our Services

We offer specialist insurance for unusual properties or personal circumstances, often more difficult to insure. We typically offer quotes from a panel of insurers. To see a full list of our panel of insurers please [visit our website](#).

We do not offer advice or provide a personal recommendation. We will give you clear information on cover and terms and conditions to help you make an informed decision, presenting the most competitive price. Prior to entering a contract of insurance, you should carefully assess the cover, excesses, and any applicable endorsements, to make sure the product is suitable and meets your needs and requirements.

This product meets the demands and needs of someone wishing to insure their home buildings and/or contents. Information about the insurer, the level of cover and any optional extras you have chosen will be shown in your Policy Schedule.

We are required to verify the identity of our customers and to comply with all applicable anti-money laundering and financial sanctions legislation. We may check your details against the UK sanctions list and report any suspicious activity to the relevant authorities.

We will provide you with payment options but do not provide advice nor make a recommendation regarding methods of payment.

Where possible we offer an automatic renewal to give you peace of mind of always being protected. Your renewal invitation will clearly state if your policy is on an automatic renewal basis.

We will write to you before your insurance is due to renew. This communication will detail the renewal price, terms and instructions for how to renew. This could leave you without cover when the policy expires. To opt out, simply get in contact with us:

Online Chat: [Click here](#) to chat to us

By Email: [contactus@intelligentinsurance.co.uk](mailto:contactus@intelligentinsurance.co.uk)

In Writing: 4 Lakeside, Headlands Business Park, Salisbury Road, Ringwood, BH24 3PB

By Phone: 03333 11 11 10

## Fees For Our Services

All policies include a **non-refundable £50 arrangement fee** which is included in the price quoted. The following fees and charges may also apply to the policy.

Amendment or cancellation of the policy within the 'cooling off' period	£0
Cancelling the policy outside the 'cooling off' period	£60
Amendment of the policy outside the 'cooling off' period	£30
Duplicate document fee	£0

At new business the 'cooling off' period is 14 days from the day on which you purchase your policy, or on the day you receive your policy documentation, whichever is later. At renewal the 14 days 'cooling off' period begins on the policy inception date. For more information about cancelling the policy, please refer to section 'Policy Conditions' in the policy Booklet.

## Ending Your Relationship with us

Subject to your immediate settlement of any outstanding premiums and fees, you may instruct us to cancel your policy. In circumstances where we feel we cannot continue providing services to you, we will give you a minimum of 7 days' notice. Valid reasons may include, but are not limited to, non-payment of premium or fees, failure to provide requested documentation or information, circumstances we cannot cover, deliberate misrepresentation / non-disclosure, attempted fraud, use of threatening or abusive behaviour and language.

You will be liable to pay for any transactions concluded prior to the end of our relationship, together with all fees charged by us for services provided. Full details of cancellation rights initiated by Intelligent Insurance or by You can be found in the Section 'Policy Conditions' in the Policy Booklet.

## Complaints

Intelligent Insurance is responsible for complaints in relation to selling, arranging and the ongoing servicing of your policy. We always aim to provide excellent levels of customer service but if you feel that we have not met the high standards we expect during the sale or administration of your policy please contact us. We take all complaints seriously and aim to resolve them fairly.

If you wish to make a complaint to Intelligent Insurance our [dedicated complaints page](#) will provide all the relevant contact details. Your Policy Schedule also details this. If you are unhappy with the final response to your complaint, you are entitled to refer to the Financial Ombudsman Service, free of charge, within six months of the date of the letter.

## Your Contract with Your Insurer

The specific insurer of your policy will be shown on your Policy Schedule, along with their contact details for claims. These details can also be found on our website. Visit our [claims and emergency helplines page](#) for more information. Our insurers will underwrite your policy and are responsible for handling any claims you may have. If you are unhappy with the handling of a claim or the underwriting of the policy, please contact the relevant insurer detailed on your Policy Schedule.

There may be occasions where, depending on the type of policy, the insurance provider applies its own fee for their service. Any such fee will be shown separately on your Policy Schedule and will be payable to the insurer (or their appointed cover holder) as part of the total price quoted.

If you have an underwriting complaint about the Intelligent Insurance Complete Home insurance scheme, please refer to the complaint's procedure above.

If you are unhappy with the final response to your claims related complaint you are entitled to refer to the Financial Ombudsman Service, free of charge within six months of the date of the letter.

## Monthly Direct Debit

Intelligent Insurance acts as a credit broker and exclusively uses Premium Credit Limited to provide finance. We earn a commission from this arrangement. You will enter into a credit agreement with Premium Credit and will be required to sign the agreement. Using premium finance (rather than paying the premium in one amount) makes the overall cost of the insurance more expensive.

A full breakdown of the cost of your insurance and the cost of credit will be provided as part of your new business or renewal quotation before you decide whether to proceed. If you pay for your premium using the monthly instalment plan offered by Premium Credit Limited, they will charge you £25 for failing to sign your credit agreement. For every failed payment collection, a fee of £25 is applied. If you fail to keep up with repayments, your agreement may be cancelled.

If you change your mind you can withdraw from the credit agreement free of charge within 14 days, any repayments you have already paid will be refunded to you and you will have to find an alternative way to pay for your insurance. If you cancel after 14 days, you may have to repay any money owed to Premium Credit.

We, and other firms involved in arranging your insurance (insurers, other intermediaries or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. Any credit reference search will appear on your credit report whether or not your application proceeds.

## Processing of Personal Data

Where we process personal data, we comply with the statutory data processing requirements as set out by the Data Protection Act 2018. Full details can be found in your Policy Booklet.

## Financial Services Compensation Scheme

The Financial Services Compensation Scheme (FSCS) is the UK's statutory compensation scheme for customers of authorised financial services businesses.

All insurers on our panel are covered by the FSCS, so you may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about the compensation scheme arrangements is available from the FSCS.

Please note that consumer credit activities (such as the arrangement of premium finance) are not covered by the Financial Services Compensation Scheme (FSCS). This means that in the event of failure, you may not be eligible for compensation under the FSCS for any losses related to those services.

Financial Services Compensation Scheme  
Address: PO Box 300, Mitcheldean, GL17 1DY  
Telephone: 0800 678 1100

<https://www.fscs.org.uk/>

