

Terms of Business & Important Details

(Applicable to Buddies Standard, Premier and Premier Plus policies)



Introduction

This terms of business comes into force on the date you receive it from us and will remain in force until you are provided with revised terms. Buddies is an independent intermediary. The insurers are Zenith Insurance Plc. We provide the arrangement and administration of cover. We will provide you with information about a product, but will not give advice or recommendations.

Who regulates us?

Buddies Enterprises Limited is authorised and regulated by the Financial Conduct Authority. Our Financial Conduct Authority authorisation number is 514428. Our permitted business is arranging general insurance products. You can check this by visiting the Financial Services Register at www.fca.org.uk or contacting the Financial Conduct Authority on 0800 111 6768. Please note that the Financial Conduct Authority, the Financial Ombudsman Service and the Financial Services Compensation Scheme do not operate in respect of Channel Island or Isle of Man risks. Buddies Enterprises Limited acts for and on behalf of the insurer when selling policies and handling claims.

What is our complaints procedure?

We take all complaints seriously. If you wish to register a complaint, please contact the customer service department on 01536 744583, write to The Complaints Officer, Buddies, Oak House, 7 Medicott Close, Oakley Hay, Corby NN18 9NF, or email admin@buddies.co.uk. If we are unable to settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Full details of our complaints procedure are provided in our Policy booklet, a copy of which is available on request.

Quotations

When we supply you with a quotation, we will confirm how long this will be valid for on the terms we have quoted, provide you with a written quotation including all the information you need to make an informed decision and give you a summary of the policy coverage.

Remuneration

In the normal course of our business, we receive income as commission paid to us by the insurance company with whom we place business.

Insurer's money

These are funds we receive in the course of carrying on our insurance mediation service. We do this in accordance with rules set out by the Financial Conduct Authority. The insurers, Zenith Insurance Plc, have given us permission to act for and on its behalf when collecting premiums and paying claims. All client money is segregated from our own money.

Settlement terms

We are responsible for issuing all new and renewal premiums, as well as mid-term alterations. We do this as soon as practicable after the inception, or renewal, of the policy. Premiums are remitted to the insurer in accordance with the agreed terms of business. You are responsible for paying premiums promptly following a request for payment. We have no obligation to fund premiums on your behalf and are not responsible for any loss you may suffer as a result of the late payment of your policy premium.

Policy documentation

Your policy documentation will be issued in a timely manner and confirm the basis of cover, details of the insurer and clear instructions to follow in the event of a claim. Where practicable, we will write to you in no less than 21 days before the expiry of the policy with renewal terms, or advise you if renewal is not being offered. We will also notify you of any changes and may retain evidence of insurance and/or your insurance policy until any outstanding premiums and/or administrators charges are settled. You may also request a new policy document.

Your duty to take reasonable care not to make a misrepresentation

This contract is entered into on the basis that you have taken all reasonable care to answer all questions asked honestly, accurately and to the best of your knowledge and that any other information given either verbally or in writing by you or on your behalf at the time you applied for insurance is also complete and has been given honestly and to the best of your knowledge and belief. Your premium is based on information you supplied at the start of the insurance, subsequent alteration or renewal. You must tell us immediately of any change to that information. Under the Consumer Insurance (Disclosure and Representations) Act 2012 your failure to take reasonable care to avoid misrepresentation in relation to the information provided could result in your policy being cancelled or your claim being rejected or not fully paid.

Charges and cancellation rights

You have the right to cancel a general insurance contract within 14 days. In addition to premiums charged by insurers we make the following charges:

Duplicate documents: £12.00

Cancellation of the policy within the first 14 days of receipt of the policy documents: A full refund of the premium and charges will be made if you decide to cancel the policy within the first 14 days of receipt of the policy documents, provided that there has been no claim(s) or incident(s) that may give rise to a claim(s).

Cancellation of the policy after the first 14 days of receipt of the policy documents: Your policy is a contract for 12 months. If your insurance is cancelled for any reason after the first 14 days, only a pro rata refund of any premium paid will be refunded to you. However, there will be no refund of premium if a claim, or any incident likely to give rise to a claim, has been made during the current year of insurance.

Renewals

Each year, we will send you renewal terms. These may include renewing to a different insurer if the underwriter of pet insurance has changed for new policies during the course of the year. If you pay your premium by instalments, your policy will automatically renew on an annual basis for your convenience. This will be confirmed by us sending you your renewal documents detailing the premium payable and the terms and conditions applicable for the renewed policy. If you do not wish to renew your policy, you should return to Buddies Enterprises Limited the schedule of insurance and cancel your Direct Debit.

Fraud prevention and detection

In order to prevent and detect fraud, Buddies Enterprises Limited may at any time:

- Share information about you with other organisations and public bodies including the police.
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.

Buddies Enterprises Limited and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household.
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies.
- Check your identity to prevent money laundering, unless you furnish us with satisfactory proof of identity.
- Undertake credit searches and additional fraud searches.

Data protection

For the purposes of the Data Protection Act, Buddies Enterprises Limited is the data controller. We will hold and process your personal data for insurance administration, marketing and statistical analysis. For this purpose, the information may also be passed to selected third parties, insurers, and may be processed outside the EEA. You understand that all personal data you supply must be accurate. To help you manage your insurance policy, Buddies and Zenith Insurance will deal with you or your husband, wife or partner, or any person whom Buddies, or Zenith Insurance reasonably believe to be acting for you if they contact Buddies, and Zenith Insurance on your behalf in connection with your policy. If at any time you would prefer to let us deal only with you, please let us know. We like to keep you up to date about our own products and services and those of companies which might be of interest to you. However, if you prefer not to be informed, please write to us at: Oak House, 7 Medicott Close, Oakley Hay, Corby NN18 9NF. Be sure to include your full name, address, date of birth and reference number.

Security

We do not guarantee the solvency of any insurer we place business with. A liability for the premium, whether in full or pro-rata, may arise under policies where a participating insurer becomes insolvent. In the event that an insurer becomes insolvent, or delays making a claim settlement, we do not accept liability for unpaid amounts.

Governing law

The terms of business shall be governed by and construed in accordance with the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

Financial Services Compensation Scheme (FSCS)

If Zenith Insurance Plc, or Buddies Enterprises Limited, is unable to meet its obligations you might be entitled to compensation under the FSCS.

Further information is available from the FSCS website at www.fscs.org.uk

A specimen policy is available on request.

Termination

You may terminate our authority to act on your behalf at any time without notice period or penalty. Notice of termination must be given in writing and will be without prejudice to the completion of any transactions already initiated. We may cancel our authority to act on your behalf at any time by sending 14 days notice to you at your last known address. Any business currently in progress will be completed unless we receive your instructions to the contrary. Any fees outstanding at the date of termination will be due within four weeks of the termination date.