

Terms of Business

For your own benefit and protection, you should read these Terms of Business carefully. If you are unsure about any aspect of our Terms of Business or you have any questions please call us on 0333 207 5644.

Who we are

Love Your Hut is a trading name of Precision Underwriting (UK) Ltd registered in England and Wales under company number 07889205. We are an insurance intermediary and will act on your behalf in arranging your insurance.

When you select a Love Your Hut insurance product, we will underwrite that product trading from the following address:

2 Burgage Square
Merchant Gate
Wakefield
WF1 2TS

T: 0333 207 5644

E: enquiry@loveyourhut.com

Please note calls may be recorded and monitored for compliance and training purposes. Responses to messages received from you by email will be acknowledged no later than the following working day.

Barbarus Limited has no direct or indirect financial holding in any insurer. No insurer has a financial interest in the company.

Our products and services

We only offer products from Legal & General Insurance Limited and ERGO Versicherung AG.

You will not receive advice or a recommendation from us for Love Your Hut products. We may ask some questions to narrow down the selection of products that we will provide details on. This product is sold on a purely non-advised basis.

Who regulates us

Precision Underwriting (UK) Limited is an appointed representative of Barbarus Limited which is authorised and regulated by the Financial Conduct Authority. Barbarus Limited Financial Services Register number is 617848.

Barbarus Limited's permitted business is that of assisting in the administration and performance of non-investment insurance contracts for commercial and retail customers.

These details may be checked on the FCA's register by visiting www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.

What will you have to pay for our services

We will confirm your premium including insurance premium tax before your insurance arrangements are concluded.

We will charge a customer service charge of £15.00 in addition to any insurance premiums for the arranging, amending, renewing and cancellation of any insurance policy. We will also charge £15.00 for any bounced or stopped cheques and any requests for duplicate documentation.

A charge of £15.00 will be deducted from any refund of premium and no refund will be given below £15.00.

Our remuneration will be either a fee as agreed with you or commission from the insurer or in some circumstances a combination of both. We also reserve the right to retain all or part of the commission earned on any premiums subsequently returned.

Your Insurer may repay part of your insurance premium(s) to us. This can occur, for example, where the risk covered by your policy is reduced or the policy is cancelled.

We accept payment in full by cheque, bank transfer, debit card, credit card or by instalments. When you pay by direct debit on an instalment plan this will be provided by Close Brothers Premium Finance (CPF), Wimbledon Bridge House, 1 Hartfield Road, London, SW19 3RU. We earn a small commission from CPF for all policies placed with them.

If any direct debit or other payment due in respect of the credit agreement you enter with CPF to pay insurance premiums is not met when presented for payment or if you end the credit agreement or if you do not enter the credit agreement with CPF, we will be informed of such events. You may incur charges as a result of this and these will be charged and informed to you directly by CPF.

Insurer money

All premiums are held in an insurer premium trust account. We have 'risk transfer' in place with insurers whereby we collect payment on behalf of the insurer and payment is deemed to be received by insurers if received by us. We are entitled to any interest earned on these accounts. These terms of business constitute your acceptance of this.

We are not permitted to, and do not use insurer money balances to provide credit for customers or potential customers.

We will not be able to allow a refund of premium until such time as we receive the credit of premium from the Insurer.



Disclosure

All quotations are given on the basis of "Utmost good faith". You are under a duty to provide complete and accurate information and disclose all material facts that would influence an insurer in deciding whether a risk is acceptable and, if so, the premium terms and conditions to be supplied. A failure to disclose material information or any inaccuracies may lead to your policy being cancelled, deemed void or affect any potential claims.

We will not be responsible for any failure by you to disclose material information or misrepresentation, howsoever caused.

What to do if you have a complaint

We aim to provide a high standard of service to you at all times. However, we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly.

If you wish to register a complaint please contact us in writing to:

The Managing Director
2 Burgage Square
Merchant Gate
Wakefield
WF1 2TS

Or by telephone: 0333 207 5644

Or by email: enquiry@loveyourhut.com

In all cases please quote your policy reference or quotation reference number. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

If you bought your insurance online, you can also register your complaint on the Online Dispute Resolution website at <http://ec.europa.eu/odr> which has been set up by the European Commission.

Amending your policy

Should you wish to amend your policy you must contact us at:

2 Burgage Square
Merchant Gate
Wakefield
WF1 2TS

T: 0333 207 5644

E: enquiry@loveyourhut.com

Policy amendments requested by e-mail will become effective when you receive written or verbal confirmation from us.

Should you make any amendments to your policy we will re-issue your documentation to reflect any changes.

Money Laundering/Proceeds of Crime Act

UK Law requires us to obtain evidence of the identity of clients for whom we act at the start of the business relationship and document that evidence.

Under UK Money Laundering Regulations we are obliged to report to the National Crime Agency any situation giving rise to a suspicion of money laundering or which may be in breach of UK Sanctions.

A formal report may be made where there is a suspicion relating to a client's identity, or where the transaction does not appear to be rational in the context of the clients business or personal activities.

We are prohibited from disclosing any report to the client.

Data Protection

We are the data controller of any personal information you provide to us or personal information that has been provided to us by a third party. We collect and process information about you in order to arrange insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. [This may involve sharing your information with third parties such as insurers, brokers, insurance intermediaries such as Managing General Agents, reinsurers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies].

For further information on how your information is used and your rights in relation to your information please see our Privacy Policy at <https://www.loveyourhut.co.uk/privacy-policy/>.

The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if insurers cannot meet their obligations. Whether you can claim depends on the type of your business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or by contacting us.

