

Terms of Business and Key Facts

Mayfair Consultancy Services UK Ltd

Mayfair Consultancy Services UK Ltd is authorised and regulated by the [Financial Services Authority](#).

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

The permitted business of Mayfair Consultancy Services UK Ltd is arranging non investment insurances, assisting in the administration and performance of a contract of insurance. We do not provide advice at any time during the process. You will be provided with information on which to make an informed choice.

Mayfair Consultancy Services UK Ltd's FSA registration number is: **473360**.

You can check this on the FSA's Register by visiting the FSA's website: www.fsa.gov.uk/register or by contacting the FSA on **0845 606 1234**.

GENERAL INSURANCE SERVICES

In accordance with the Financial Services and Markets Act 2000, we have pleasure in setting out below our Terms of Business and Key Facts about our services. The legislation highlights the importance of obtaining the type of sound service which we have consistently sought to provide for our customers in the past and which we look forward to continuing to provide in the future.

Terms of Business and Key Facts about our Services

1. Commencement of Terms of Business

The Financial Services and Markets Act 2000 requires that we explain the main aspects of the way we operate, and how this affects you, **the client**. We reserve the right to amend the terms of this letter without your consent but we will give at least 10 business days notice before conducting relevant business, unless we consider it to be impracticable to do so under the circumstances existent at that time.

2. Client Monies

WE DO NOT HANDLE CLIENT MONIES. All cheques/wire transfers for premiums and valuation fees, etc. must be made payable to the appropriate Insurer.

3. Regulatory Introduction and Services

Mayfair Consultancy Services UK Ltd is authorised and regulated by the [Financial Services Authority](#) (FSA) and is authorised to arrange non investment insurances, assist in the administration and performance of a contract of insurance.

4. General Insurance Objectives

Following the issue of this letter, any information provided if offered to you will be based on your stated objectives, acceptable level of risk and any instructions you wish to make regarding the type of policies and benefits you are willing to consider. Details of your stated objectives will be included in the Demands and Needs letter we will issue to you confirming the information provided and your choice of plan.

5. Client Classification

The FSA has two tiers of client: retail and commercial and different levels of consumer protection apply to each. We have classified you as a commercial client. Please be aware that as such you may not be eligible for the full FSA protection. Further details can be provided on request.

6. Client Relations

When you have instructed us to arrange a specific contract or contract's no further information will be given unless it is requested by yourself or we have an agreement confirmed in writing to provide periodic reviews. We will, however, if no agreement is in place be pleased to provide further information to you at any time should you require further assistance.

7. Personal Interests

Occasions can arise where we, or one of our other customers, will have some form of interest in business which we are transacting for you. If this happens, or we become aware that our interests or those of one of our other customers conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

8. Complaints and Compensation

- If you should be dissatisfied with a product which you have bought,
- please write to the Compliance Officer at Mayfair Consultancy Services UK Ltd at 3 Trinity Place, 29 Thames Street, Weybridge, Surrey, KT13 8JG
 - Or telephone 01932 845268
 - Under the rules of the FSA, you may if eligible have the right to refer any complaint, which we have been unable to resolve within an eight week timescale, to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Please be aware as a commercial customer this may not always be available to you.
 - A copy of our complaints procedures are available on request.

9. Financial Services Compensation Scheme: We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we cannot meet our liabilities.

This depends upon the type of business and the circumstances of the claim. Non compulsory Insurance arranging is covered for 90% of the claim, without an upper limit. Further information about compensation arrangements is available from the Financial Services Compensation Scheme.

10. Instructions

Where information has been given to you, we shall write to you with full details. We prefer our clients to give us instructions in writing or email, to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing/email. We may, at our discretion, refuse to accept instructions although such discretion shall not be exercised unreasonably. We will record all transactions on our files which, along with copies of relevant documentation, will be retained by us for a period of not less than six years. You have a right to inspect copies of contract notes, vouchers and entries in our books or computerised records relating to your transactions. We reserve the right to withhold copies of these records if information pertaining to other parties would be disclosed.

11. Remuneration

Normally, no charge will be made to you for our services without prior notice and agreement with you. If you wish to pay for our services by way of fee or if we propose to make a charge, the basis will be explained and agreed with by you. Normally, we derive income from commission from insurance companies with which policies are arranged.

12. Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days notice in writing/ email to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

13. Law

These Terms of Business are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

14. Data Protection

Information provided by you may be held, processed, disclosed and used by ourselves, professional advisers and any associated companies in servicing our relationship with you. However, strict confidentiality will be maintained at all times. It is understood that, unless you notify us otherwise, you agree to the storage, use and disclosure of such information. This information may be disclosed to third party product providers in the course of providing our analysis and servicing of our relationship with you. Your details may also be shared with other Firms in order to facilitate the smooth running of your facilities. We may also share your data with third parties who may provide you with information on products and services which may be of interest to you. Please advise us in writing if you wish us not to do so. No information will be passed to another party without your prior consent unless we are legally obliged to do so. You also agree that for the purposes described above your data may be transferred to countries outside the European Economic Area. We may use and analyse your data, including the nature of your transactions, to provide you with information by post, telephone, fax or e-mail to service and update you. If you would prefer to be excluded from these services, please write to us at the company address on this Agreement.

15. UK Money Laundering Regulations

We are obliged to conform with the UK Laundering Money Regulations and also adhere to the guidance notes from the Joint Money Laundering Steering Group which requires financial institutions to verify the identity and place of residence of each customer. This process may require sight of certain documentation. If you provide false or inaccurate information and we suspect fraud or money laundering we will record this. We will not forward any applications or money to third parties/product providers until our verification requirements have been met. We take no responsibility for any delay in arranging a product where money laundering verification is outstanding. In circumstances where sufficient verification is not received in a timely manner after we have received completed applications, the application(s) and any monies may be returned to you.

16. Whose products do we offer?

Insurance

We only offer our own products from a panel of Insurers for non investment insurances, such as Private Medical Insurance.

17. Which service will we provide you with?

Insurance

You will not receive advice or a recommendation from us for non investment insurances such as Private Medical Insurance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.