



Specialist insurance for:

- ~ Park homes
- ~ Holiday lodges
- ~ Static caravans
- ~ Touring caravans
- ~ Motorhomes

## TERMS OF BUSINESS – General Insurance

### Your Policy

Any quotation or policy of insurance is provided on the basis of the information you have supplied. We understand that your requirements are for insurance to meet your demands and needs against loss, damage, and liability.

The premium quoted includes our administration charge and Insurance Premium Tax at the current rate. If you have chosen to pay by instalments using a credit agreement, full details of the payments and charges will be sent to you by the finance provider, Creation Consumer Finance Ltd.

### Information about you

We will use the information that you supply to provide you with a quotation and to manage any policy you may purchase. In order to do this, your personal information will be passed to the insurer(s) providing your policy(ies), its associated companies, re-insurers and agents providing services on our behalf. It may also be disclosed to other parties where required or permitted by law or regulation. We would also like to provide you with further information about our services, in the future. If you would like to receive such information, please notify us at the address at the foot of this letter. Alternatively, please call us on our Freephone number, 0800 234 485, or email us at [info@coastinsurance.co.uk](mailto:info@coastinsurance.co.uk).

Please note: Telephone calls may be recorded for business and training purposes. In order to help prevent fraudulent claims your insurer(s) may exchange information with other insurers through various databases. It is important that the data you have supplied is kept up to date. You should therefore notify us promptly of any changes so that we may update our records. Please contact the Compliance Manager at the address at the foot of this letter if you would like copies of any data we hold on you.

### Our Terms of Business

#### The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

### Whose products do we offer?

We offer a range of products from different providers.

### Which service will we provide you with?

You will not receive any advice or recommendation from us. We will ask you questions to determine that if we supply any information about a product, that product is applicable to your circumstances. You will then need to make your own choice about how to proceed. You alone are responsible for deciding whether any product you choose to buy is suitable for your needs. Please note that a contract will be formed only after we have accepted your proposal for insurance. Unless otherwise stated, policies sold are for a one year period, and any subsequent renewal is the responsibility of the client. Coast does not accept liability for the consequences of underinsurance or any failure to renew a policy.

### What will you have to pay us for this service?

You will receive a quotation (statement of price). In addition to the premium charged by the insurers we will make the following charges to cover our administration costs for these specified activities:

- Mid-term cancellations £50.00
- Policy administration charge Up to £50.00 (payable at policy commencement and renewal)
- Mid- term adjustment £20.00
- Duplicate documents £15.00
- Postage £2.50 (optional)

### What happens to your money?

Any monies relating to premiums, claims or refunds for your policy which are received by Coast, are held as agent of your insurer(s). Interest earned on monies held on behalf of your insurer(s) is payable to Coast.

### Who regulates us?

Coast is a trading name of Park Home Insurance Services Ltd, which is a company registered in England and Wales with company number 2979679. The registered address of the Company is Helix House, High Street, Wadhurst, East Sussex, TN5 6AA. Park Home insurance Services Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA Register Number is 306716. Our permitted business is selling and administering contracts of general insurance and acting as a credit broker. You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

Helix House, High Street, Wadhurst, East Sussex TN5 6AA

Tel: 01892 784059 ~ Fax: 01892 784863 ~ Email: [info@coastinsurance.co.uk](mailto:info@coastinsurance.co.uk) ~ [www.coastinsurance.co.uk](http://www.coastinsurance.co.uk)

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### What to do if you have a complaint

If you wish to register a complaint, please contact us:

... in writing	Write to the Compliance Manager, Coast, Helix House, High Street, Wadhurst, East Sussex, TN5 6AA
... by phone	Telephone 0800 614849
by email	info@coastinsurance.co.uk

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

### Are we covered by the Financial Services Compensation Scheme (FSCS)?

Coast and the insurers we use are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our 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. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS. (Coast cannot and does not guarantee the solvency or continuing solvency of any Insurer used and does not accept liability for any losses arising in this regard.)

### What you must tell us

#### Change of Personal Circumstances

Please inform us immediately of any changes in your personal circumstances. These include, but are not limited to, if you or any member of your family is refused insurance or has special terms imposed; if you or any person living in your home is convicted of, or receives a police caution for, a criminal offence; if you or your partner become bankrupt, involved in a company insolvency or liquidation, or have a County Court Judgment registered against you. If you are in any doubt, please contact us.

#### Change of Address

Please inform us immediately of your new address when you move home.

#### Other changes

Please inform us of any other changes affecting your insurance. If you are in any doubt about whether the change will affect your insurance, please contact us.

**Please Note:** Withholding information about changes or providing inaccurate information may result in your policy becoming invalid, and could mean that part, or all, of a claim may not be paid.

#### Governing Law

These Terms are governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

TOB Info/Nov 2017

Helix House, High Street, Wadhurst, East Sussex TN5 6AA

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