

INFORMATION REGARDING OUR SERVICES

Stride Limited, Birch House, Parklands Business Park, Forest Road, Denmead, Hampshire PO7 6XP

How to contact us

Tel: 023 9224 8780

email: info@stride.co.uk

web: www.stride.co.uk

1) The Financial Conduct Authority (FCA)

Stride Limited, Head Office Birch House, Parklands Business Park, Forest Road, Denmead, Hampshire PO7 6XP, is authorised and regulated by the Financial Conduct Authority. Our FCA reference number is 304823. Stride Limited is wholly owned by Stride Holdings (Chichester) Limited.

Our permitted business is advising on, arranging and administering general insurance contracts and arranging consumer credit for insurance contracts held through us.

This information can be verified by checking the FCA's register on their website www.fca.org.uk/register or by telephoning the FCA on 0800 111 6768.

2) What products do we offer?

We offer Property Owners Insurance from a range of insurers/providers under delegated authority agreements and the open market.

We offer Landlord's Legal Protection and Rent Guarantee from one insurer.

We offer Tenants Contents Insurance from one insurer.

We offer Landlords Assistance Insurance from one insurer.

We offer Excess Waiver Insurance from one insurer.

3) What service will we provide?

We will advise and recommend suitable policies to you after we have assessed your needs. If you take out a policy through us we will administrate the policy and our service will include advice and assistance regarding adjustments and claims and we will advise you when your policy is due for renewal. At renewal we will ensure that the policy still meets your needs and we will offer an alternative policy, if appropriate.

We will arrange finance for your insurance policy, if required.

We will arrange the policy with the insurer on your behalf. There may be more than one insurer involved in your cover, if you have additional products. Some insurance is not arranged directly with an insurer, it is arranged through companies who use underwriters to provide the cover.

When we are sourcing a suitable policy and making a recommendation we are acting as your agent, when we are advising policy terms and the premium due we are acting as the agent of the insurer.

There may be occasions when we act for both you and the insurer. If this situation arises you will be advised.

In order to assess your application and protect you from fraud, we may use public and personal data from a variety of sources, including credit reference agencies and other organisations. A search may appear on your credit report whether or not your application proceeds. By accepting these terms and conditions you agree to this use of your personal data.

In order to fulfil our obligations to administer your policy we will contact you by telephone, email or post. Please advise us if there is anything in your personal circumstances that may make it difficult for you to understand our communications.

4) What will you have to pay for our services?

Any charge for arranging your insurance will be advised before payment is due.

You will be given details of any other charges that may apply to your policy.

We reserve the right to make charges in addition to any insurance premiums, for the arranging, amending, renewing and cancellation of any policy. These charges will always be advised to you.

Cancellation instructions will only be accepted in writing.

Policies paid by Direct Debit will be subject to an APR of 15.40%, typical, variable. 20% deposit is required and payments are collected over 10 instalments. At renewal the premium will be collected over 12 instalments and the APR is 15.40%, typical, variable.

For your information the premium paid to ourselves for your policy will be held in a non-statutory trust until it is paid to the insurer. This means that the bank or other creditors have no charge on the premium. Money paid by you for your insurance is protected by risk transfer. This means that because we are an agent of the insurer money paid to us is taken as being paid to them. You will be advised if risk transfer does not apply. The non-statutory trust may be used to make advances of credit to enable a customer's premium obligation to be met before we have received the premium from the customer. Any interest earned on the account will be retained by us. The commission due to ourselves from your premium is drawn as soon as the premium is paid by yourself or the finance provider.

As well as charging fees for arranging and administering policies and payments insurers pay us commission, which is usually a percentage of the premium, or a fee is added to the premium charged by the insurer. Some insurers provide additional commission based on the performance of the account e.g. a good claims record.

In the event of the sale of this company to another authorised firm you agree, by way of acceptance of this Terms of Business, that any premium we may be holding on your behalf at the time of the sale may be transferred to the purchasing firm for payment to the insurer or, in the event of a credit, to you. You may at any time request details of commission earned by ourselves and other parties associated with your policy.

5) Professional Indemnity

We conform to the FCA requirements in respect of Professional Indemnity Insurance. This type of insurance is mandatory.

6) Confidentiality and Data Protection

We comply with the requirements of the General Data Protection Regulation 2018. Please see our Privacy Policy at <https://tinyurl.com/stride-ps> for full details.

7) Fair representation

If you take out a policy and fall outside the definition of a consumer as shown in section 8 you will be a commercial customer, and under the Insurance Act 2015 representations of facts made by you to your insurer or us are your responsibility and must be substantially correct and made in good faith.

Your attention is particularly drawn to the importance of the declaration on the statement of fact as any breach may invalidate your insurance cover in part or in whole.

Facts material to the insurance are matters or information which may influence an insurer as to the acceptability of your proposal or renewal and must be disclosed throughout the life of the policy. The information must be able to be verified easily by the insurer.

Under the act an insurer has a remedy against a commercial customer in respect of qualifying misrepresentations in breach of the commercial customer's responsibility where the insurer deems the misrepresentation to be deliberate, reckless or careless.

Some insurers may opt out of parts of the Act, if this is the case you will be advised when we offer a quotation for your consideration.

You are advised to keep copies of all documentation sent to or received from us for your own protection.

Please consult us if you are in doubt regarding any aspect.

For training and mutual protection purposes telephone calls are recorded.

8) Important Information

Under the Consumer Insurance (Disclosure and Representation) Act 2012 it is your duty as a consumer to take reasonable care not to make a misrepresentation to an insurer.

Under the Act a consumer is defined as an individual who enters into an insurance contract wholly or mainly for purposes unrelated to the individual's trade, business or profession.

A failure by the consumer to comply with the insurer's request to confirm or amend particulars previously given is capable of being a misrepresentation for the purpose of this act.

It is important that you ensure all statements you make on proposal forms, claim forms and other documents are full and accurate and we recommend that you keep a copy of all correspondence in relation to the arrangement of your insurance.

Under the act an insurer has a remedy against a consumer in respect of qualifying misrepresentations in breach of the consumers' duty of reasonable care where the insurer deems the misrepresentation to be deliberate, reckless or careless.

If in doubt about any point in relation to your duty to take reasonable care and subsequent qualifying misrepresentations please contact us immediately or look at the Important Information page on our website.

For training and mutual protection purposes telephone calls are recorded.

9) Quotations

Your quotation is usually valid for a period of 30 days provided that you have given a fair presentation of the risk. If any changes, including the advised inception date, have to be made to the quotation this may affect the premium. Insurers reserve the right to change the terms of their policies which may also affect the premium.

10) Your policy terms

When a policy is issued you are strongly advised to read it carefully. That document, schedule and any certificate is the basis of the contract of insurance you have purchased. If you are in any doubt about any of the policy terms and conditions, please seek our advice promptly.

Under the terms of the FCA Insurance Conduct of Business, if you are a consumer as defined in section 8 you may cancel a general insurance contract (apart from a short period travel policy) within 14 days of inception or renewal. The cancellation period begins on the day you receive the written details of the contract. If a claim has been reported during this period the policy may be cancelled but the full premium will be due to the insurer.

11) Documents

With your consent we reserve the right to retain certificates or other policy documents until all payments due under the policy have been made or outstanding documentation received.

Any agreed facilities for payment of premiums through us will be the subject of a written agreement.

By accepting this agreement you agree that delivery of any certificates of insurance to us shall constitute delivery to yourself in accordance with statute law. Should we withhold any documents we will ensure you receive full details of your insurance cover.

12) Claims

If you have occasion to claim on your policy you must notify us immediately and we will promptly advise you and, if appropriate, issue you with a claim form and pass all details to your insurer. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimise the loss until you have agreement from your insurer.

If in any doubt please contact our claims department.

13) Insurer Databases

To check information you have provided and to prevent fraudulent claims, insurers pass information to:

The Claims and Underwriting Exchange run by Insurance Database Services Ltd
www.cueuk.org

14) Transfers

There may be occasions when your policy is transferred to a different provider without prior discussion with yourself. In these circumstances the decision will have been taken in your best interests and the cover will remain the same.

15) Applicable Law

These Terms are subject to the laws of England and the English courts have sole jurisdiction. Without prejudice to the foregoing, we and you undertake to act in good faith in relation to each other and to discuss any dispute that may arise and to seek an amicable settlement. For the avoidance of doubt, these undertakings will not prejudice the rights of either you or us to take legal proceedings against the other.

16) Complaints

It is always our intention to provide a first class service. However, should you have any cause for complaint you should in the first instance contact us orally or in writing. If the complaint can be resolved to your satisfaction within 3 working days we will confirm the details to you following the

resolution.

If your complaint requires further investigation it will be acknowledged, you will be kept informed of progress and the final response advised within eight weeks. If the complaint cannot be resolved within this timescale we will write with an explanation as to the progress and the likely timescale involved.

You will be advised of any further redress available to you, should you believe the matter has not been resolved to your satisfaction.

If you are not satisfied with how your complaint has been handled you may be entitled to refer it to the Financial Ombudsman Service, www.financial-ombudsman.org.uk.

You will be eligible to refer your complaint if you are:

- an individual acting outside your trade or profession or
- the trustee of a charity with an annual turnover of less than £6.5m or
- the trustee of a trust with an annual turnover of less than £5m or
- a 'micro enterprise' where turnover is less than €2m and less than 10 people are employed or
- a small or medium enterprise (SME) where the annual turnover is less than £6.5m and less than 50 people are employed or the balance sheet is less than £5m or
- professional clients and eligible counterparties where the person is an individual acting for purposes outside his trade, business, craft or profession

Their address is Exchange Tower, Harbour Exchange Square, London E14 9GE.

Telephone Number: 020 7964 1000.

Email: complaint.info@financial-ombudsman.org.uk

If your insurer is a Lloyd's syndicate (please refer to your policy wording) and should you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN

Tel: +44 (0)20 7327 5693

Fax: +44 (0)20 73275225

Email: complaints@lloyds.com

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS), details as above.

17) Compensation Scheme

We are covered by the Financial Services Compensation Scheme. If we cannot meet our obligations you may be entitled to compensation. This will depend on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS, www.fscs.org.uk

Their address is 7TH Floor, Lloyds Chambers, Portsoken Street, London E1 8BN.

Telephone Number: 020 7892 7300

18) Note

Your acceptance of these Terms of Business does not affect your statutory rights. These Terms of Business are effective from 01.01.2020.

Any revision to these Terms of Business shall be in writing and form the basis of a revised Terms of Business.