

Terms and Conditions of Business

Please read this carefully as it sets out the terms of business between ourselves and contains important information.

About Us - Insure Your Motor is a trading name of Hyperformance Ltd which is authorised and regulated by the Financial Conduct Authority and is on the Financial Services Register number 307711 (www.fca.org.uk/register). The company is registered in England & Wales number 03758951 with its registered office at Garrick House, 161 High Street, Hampton Hill, Middlesex, TW12 1NG. Mulsanne Insurance Company Limited is our fully-owned subsidiary insurer and we have procedures in place to manage any conflict of interest that may arise.

Our Service And The Products We Offer - We offer products from a range of insurers, including Mulsanne Insurance Company Ltd, for motor, household and commercial business. We offer additional products such as vehicle breakdown and excess recovery on the basis of a single insurer although we are not required by contract to do so. You will not receive advice or a recommendation from us on any products but we will offer you the lowest priced products we have available which are closest to your demands and needs it is then your choice how you wish to proceed. With all motor policies we include a compulsory motor legal expenses policy. We do this to ensure all our customers experience the same claims service irrespective of the insurer we place the business with.

How We Are Paid - We are remunerated by commission paid by insurers. Where we are not, we will levy a charge of up to 15% of the annual premium.

Our Service Charges - We make the following charges which are in addition to your insurance premiums and these are non-refundable.

Arranging a new policy	£50 plus up to 15% of the insurance premium. We will quote you an exact figure before you take your policy out.
Renewing a policy	£50 plus up to 15% of the insurance premium. We will quote you an exact figure before you take your policy out.
Making a change to a policy	£50 plus up to 15% of any additional or refunded premium. We will quote you an exact figure before we make the change.
Issuing a duplicate insurance certificate	£25

Insurance Documents - We may send your insurance documents to you by post or by email.

Payment Options - If you choose to pay your premium by instalments, we can arrange this for you through a third party finance provider. The finance provider will send out their own terms and conditions to you. In the event of a claim, instalments must continue to be paid until the full premium and charges have been settled. Other charges you may need to pay are listed below:

Administration of a missed payment	£30
Reinstating your finance agreement or changing the collection date	£10

Credit/Debit Card Payment - If you choose to pay by credit or debit card, any refunds will only be made back to that card. We do not charge for debit card transactions, but we do make a charge of 2.5% on credit card transactions.

Short Term Insurance - Where we offer short term insurance, we will discuss charges for this service when setting up the policy.

Credit Check - To make sure you get our best offer at any time (including renewal) we will use public and personal data which we obtain from a variety of sources. This includes credit reference agencies and other external organisations, which will help protect you from fraud. We will use this to verify your identity and ascertain the most appropriate payment options for you. Our search will appear on your credit report whether or not you choose to buy from us.

Unpaid Premiums - If you do not pay any sums due to us and we have to appoint a debt recovery agent, they may charge you a fee for their service.

Introductory Motor Insurance Discounts - New customers without any no claims bonus may be given an introductory discount if proof of prior driving experience, such as being a named driver on another policy or having use of a company car can be provided. If documentary proof cannot be provided any such discount already given may have to be withdrawn. Introductory discounts may not be transferrable to another insurer at renewal.

Your Duty Of Care - Please take reasonable care to answer all questions honestly and to the best of your knowledge. Carefully read all policy documentation sent to you and inform us immediately of any incorrect information shown. You must inform us of any changes to your details during the life of your policy, including at renewal. For instance you must tell us if you change your job, become unemployed or receive any endorsements on your licence. If your information changes your premium might go up or down. For your protection, insurers maintain databases to prevent fraud and the information you give us may be subject to checks.

If you give inaccurate information or do not notify us of any changes then the insurer may cancel your policy without refund and be entitled to refuse a claim.

Cancellations - If You Decide To Cancel - Before cancelling you should always discuss this with us on 0800 440 2532 as there may be other options available to you. With some insurers cancellations must be in writing with the return of the Certificate of Insurance. Please note that cancelling your Direct Debit does not cancel your policy.

You may cancel your policy at any time during the period of cover; however charges vary depending on when you cancel:

Before Your Policy Starts - There will be a £50 cancellation charge if you instruct us to start a policy for you and then change your mind before it starts.

The Right to Change Your Mind - You have a 14-day cooling off period in which to cancel your policy from the start date of your policy, or the date you receive your documents, whichever is later. If you cancel within this period, we will charge you £50 and the insurer will charge for any days of insurance cover provided plus an administration fee. Any refunds due will be paid within 30 days.

After 14 days - Our charge is £125, or for customers who have renewed with us, our charge is £75. The insurer will also charge you for time on cover or a percentage of your premium. Examples of typical charges for the percentage of your premium can be seen in the table below:

Period on cover up to (months)	1	2	3	4	5	6	7	8
Premium Payable	30%	40%	50%	65%	75%	80%	90%	100%

You may be entitled to a refund of premium if you have paid your premium in full and have had no claims. If you have chosen to pay by instalments there may be an outstanding balance to pay. If there has been any claim, the full premium is payable. Some policies do not contain any refund at all after 14 days, for example additional products. Any refunds, if due, will not be paid until we have received all the required documents from you and the insurer has processed the payment which can take 10-14 working days and in some exceptional circumstances up to 30 days or more.

Renewal of your policy - If your policy is eligible for an automatic renewal, we will confirm this to you, in which case you need do nothing and the policy will be renewed. Otherwise we will need your instruction to renew. You will still receive a renewal invitation in good time before the end of your policy. If you do not wish to accept this, or if you wish to amend any of details, you can call us before the end of your current policy on the number provided on the renewal invitation.

Important - please contact us to make payment before the due date if you have not received written confirmation that your policy is being automatically renewed.

If You Have A Complaint - We have a real commitment to customer care. However if you are unhappy with any aspect of our service please either write to us at the address shown at the top of this page (please provide your phone number), call us on 0800 440 2483 or email to complaints@insureyourmotor.com. If you remain dissatisfied, you may be able to refer your complaint to the Financial Ombudsman Service.

Financial Services Compensation Scheme (FSCS) - We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about compensation scheme arrangements is available from the FSCS.

Protecting Your Money - We hold your premium payment/refund in a trust account until it is passed to the insurers. While it is in the account, your money cannot be used for any purpose other than paying the insurers or any brokers through whom we may have arranged your insurance. We will retain any interest earned on the account.

Governing Law - The laws of England and Wales govern this agreement and any dispute is subject to the jurisdiction of the English courts.

Data Protection - We will keep your information safe at all times. Your data may be used for marketing purposes so that we, or carefully selected third parties, may offer you other goods or services. You can opt out of this at any time by contacting us at the address above.