

DONALD SCHOFIELD (PONTEFRACT) INSURANCE BROKERS

10 Flemming Court
Whistler Drive
Glasshoughton
West Yorkshire
WF10 5HW

about our insurance services

1 The Financial Services Authority (FSA)

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.

2 Whose Products and Services do we offer?

- We offer products from a range of insurers for
 - Motor Insurance – both private and commercial
 - Property Insurance – both private and commercial
 - Business Insurance
 - Professional Indemnity Insurance

We will advise and make a recommendation for you after we have assessed your needs.

We use a panel on Insurers to identify a suitable product. We would consider this to be a sufficiently large range of insurance providers to in terms of cover, price, quality of service and other relevant features to be making a “fair analysis” of the market.

For Travel Insurance only, we use a Single Provider, Norwich Union.

3 What will you have to pay us for our services?

- No fee.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your insurance business.

Upon cancellation of a policy, the full annual commission earned by ourselves will be retained. Therefore, only the net refund of premium forwarded from Insurers will be passed on. This will apply only if the policy is cancelled after the 14 day Cancellation Rights period.

4 Who regulates us?

DONALD SCHOFIELD (PONTEFRACT) INSURANCE BROKERS is authorised and regulated by the Financial Services Authority. Our FSA Register number is 304095.

Our permitted business is arranging and administering general insurance policies.

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.

5 What to do if you have a complaint

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

...**in writing** at the above address.

... **by phone** Telephone [01977 520824]

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

6 Are we covered by the 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. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder 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. This would include RTA Motor Insurance and Employers Liability

Further information about compensation scheme arrangements is available from the FSCS.

7 Client Money

Monies paid to ourselves are received in our capacity as Agent for the Insurer concerned, by Agency Agreement, for the purpose of collecting premiums. This means that when you pay us a premium it will be treated as having been received by your Insurer. If your Insurer pays us a premium refund this will also be treated as belonging to the Insurer until you receive it .

We will not earn interest on these monies which exceed that prescribed by the FSA.

8 Our Commitment

Our aim is to treat our clients with the upmost good faith and integrity and arrange insurance policies that are the most suitable for their needs. In all cases, we would consider ourselves acting both as your agent and that of the Insurer, without prejudice. All products provided are based upon the information given to us by the client and therefore it should be ensured that the information passed on to ourselves is as accurate as possible and all material facts disclosed. It is essential that each Policyholder read their documentation to ensure they meet their demands. Any failure to disclose information could invalidate cover. Your attention will be drawn to this requirement at the point of each sale.

