Terms of Business

This document details our service and our arrangements for dealing with your insurance. These terms replace all previous terms you may have received from us. Please read this document carefully and retain a copy for future reference. Your instructions to proceed with any quotation or policy renewal implies acceptance of our Terms of Business.

Who we are and how to contact us

WeLoveMusicians
The Boardwalk,
Cambridge Research Park,
Cambridge CB25 9PD

Phone: 01223 792265
Email: info@welovemusicians.co.uk

The Financial Conduct Authority regulates financial services. WeLoveMusicians is a trading style of NWBIB Ltd who are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 306173 and you can check our status and permissions at http://www.fca.org.uk/register/ or by contacting the FCA on 0800 111 6768.

We are authorised to undertake certain Consumer Credit activities. Where these are undertaken we act as a credit broker not lender and only as an introducer. We do not charge for this service.

Our Services

We can act both as agent of insurer, and on behalf of you, the customer. Unless we advise you otherwise, we are acting on your behalf. We also act on behalf of insurers when collecting premiums under risk transfer (See "Payment of Premium" section). We will confirm to you the level of service we are providing as part of our sales process. In respect of policies purchased through our website you will not receive advice or a recommendation from us and you will then need to make your own choice regarding the suitability of products offered and about how to proceed. If you contact us at any time either during the sales process or during the lifetime of your policy we will discuss your options with you but you will still need to make your own choice regarding the suitability of products offered and about how to proceed if you transact cover via the website. Guidance on the circumstances in which any policy is likely to meet customer's needs, will be confirmed in a demands & needs statement with the quotation. In all cases our service will include arranging and administering your insurance, including on-going changes and dealing with your claims. Where we have delegated claims authority with an Insurer we act as agents of the insurer. If we use the services of another intermediary to place your insurance we will advise you of the name of the intermediary we use and the name of the insurer.

Consumer Credit Act (applicable to Consumers taking Personal Lines policies and Commercial policies for individuals, Sole Traders and small Partnerships). We may use providers who will conduct a credit check, which will be recorded on your credit record. **Please contact us if you do NOT consent to a credit check being undertaken,** however this may affect our ability to offer instalment facilities to you. In relation to the provision of credit, we offer only the facilities provided by Insurers, or those of Premium Credit Ltd

Confirmation of Cover

We will provide you with cover notes and written confirmation that cover has been effected and the terms thereof as well as the insurers involved. You agree to review all information upon receipt and advise us immediately if the details of the cover do not meet with your approval, or do not reflect the instructions previously given to us, and particularly if any cover you require is excluded.

Payment of Premium

We will advise you of all premiums due from you to Insurers by means of an invoice. We normally accept payment by cheque, electronic transfer or most credit and debit cards. You may also be able to spread your payments through an instalment or credit financing scheme. We will give full information about your payment options when we discuss your insurance requirements.

Please Note: Your policy cover will cease if you fail to keep up payments on an instalment agreement or premium finance facility related to it.

Where we offer facilities for paying by instalments we will provide you with the details and where we have considered one provider this will be advised to you. The premium is due on attachment of cover. In order that we can settle with Insurers we will require payment of the premium immediately or within the terms of credit specified on the invoice or covering letter.

We must stress that breach of any payment terms may enable insurers to void the policy from inception of cover. You agree that the settlement of premiums in good time is your responsibility.

In the majority of cases we act as agent of the insurer when collecting or refunding premiums. This means that while your money is with us it is treated by the insurer as having been paid to them. If your insurer does not provide this facility, we will hold your money in a

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Statutory Trust bank account before passing it to the insurer. The account will protect your money in the unlikely event of the failure of this firm or failure of the bank. We will exercise due care & diligence in selecting an appropriate bank but we can not be held responsible for the bank's failure and will not be liable to refund money to you on behalf of the bank.

Our Fees and other Charges
We are normally remunerated by a commission paid to us by the insurer with whom your insurance is placed. For policies where the commission received makes the business uneconomical to handle, we will normally make an additional administrative charge. Any fees charged will be reasonable and we will always advise you in advance. We normally also make the following additional administrative charges:

Mid term adjustments	£10
Replacement/duplicate certificates or cover notes	£10
Renewal	£10
Mid term cancellations	£15

Policies cancelled during the 'Right to Cancel' period will be subject to an administration charge of £15, in addition to the premium charged by the insurer for the period of cover provided. Occasionally we may arrange a policy on which we earn no commission (a'net-premium policy') and in these cases we will advise you of the arrangement fee before you take the policy out. Specific charges, which apply to individual policies will be shown in our quotation letter/report applicable to that policy. **The specific charge and purpose of any additional charges will always be advised to you in advance.**

We may also be entitled to benefit from:

- Earnings which we are able to generate due to the weight of an account placed with certain markets and its underwriting performance, or volume of business placed with premium finance providers which are not identifiable to any specific account; and
- Earnings which we are able to generate through management of cash balances held on behalf of Insurers and clients which are not identifiable to any specific account.

In the normal course of operating as brokers we sometimes ask other brokers to assist us in responding to your instructions where we believe this is to your benefit. Unless a fee arrangement has been agreed these brokers will usually be remunerated by brokerage which will be included in the premiums charged. We may also charge a fee for other services and administration. These will always be reasonable and will always be advised to you in advance.

Claims
It is essential that claims, or circumstances which could give rise to a claim, are notified immediately. Such notification should include all facts concerning the claim. **Failure to do so may entitle the insurers to deny claims.** Your Policy wordings will describe in detail the procedures and conditions attaching to making a claim.

We will provide a claims handling service for as long as you remain a customer of NWBIB Ltd we will:

- If you wish us to do so, give you guidance in pursuing a claim under the policy;
- Handle claims fairly and promptly and keep you informed of their progress;
- Inform you in writing if we are unable to deal with any part of a claim;
- Account to you, without avoidable delay, once a claim has been agreed and settled

Claims settlement will be dependent upon collection from Insurers. Part payments may be made during the collection process and we cannot be responsible for the wrongful non-payment or delay in payment of any claim by Insurers. Claims payments where appropriate will be made in your favour. If you require a payment to be made to a third party then you must confirm the required payee name and details and provide an explanation for your request.

Market Security
As an Independent Broker we use both UK and overseas Insurers to obtain the best terms and conditions available for clients. However, the levels of regulation vary in each jurisdiction and if Non-EU or Non-UK Insurers participate in insurance contracts, the future ability of an insured to issue legal proceedings and/or execute judgement may also vary. In selecting security a wide variety of factors including financial statements of the Insurer in question are taken into account However, we cannot guarantee the future ability of any Insurer to meet policyholder obligations and therefore the final decision on the suitability of any Insurer rests with you. If you have any concerns about the security offered please contact us immediately to discuss the matter further

Data Protection and Confidentiality
We will treat any information received by us from you with the utmost respect and where appropriate in accordance with data protection legislation, including the Data Protection Acts 1984 and 1998.

Information provided by you, or, which is obtained from other sources in the course of our dealings with you may be used by NWBIB Ltd to facilitate the provision of the services applied for or requested.

For this purpose we may share your data with third parties. We may use providers which may involve, without limitation, carrying out credit checks to verify identity and for the detection and prevention of premium finance.

One Broker Ltd is the holding Company of NWBIB Ltd and you agree from time to time we may disclose your information to other entities owned by One Broker Ltd.

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We may use this information that we hold about you to offer you other services that we think may be of interest to you. If you prefer not to receive information about these services please advise the Compliance Officer NWBIB Lakeside 300 old Chapel Way Broadland Business Park Norwich NR7 0WG.

Under the Data Protection Act 1998, you are entitled to a copy of your personal data held by us upon written request.

Complaints
If at any time you have a complaint about the services that we provide for you, then you should initially contact us by phone, fax, email or in writing. Please address your compliant to the Compliance Officer at the above address.

We will acknowledge your complaint promptly, explain how we will handle your complaint and indicate when you may expect our reply. We will keep you reasonably informed as to the progress but will provide a formal written response after eight weeks from receipt of the original complaint. If the complaint cannot be resolved within this timescale we will write with an explanation as to the progress and the likely timescale involved.

If you are dissatisfied with our final decision you may be able to refer the matter to the Financial Ombudsman service at Exchange Tower, Harbour Exchange Square, London, E14 9GE.

www.financial-ombudsman.org.uk.Tel. 0800 023 4567 (calls to this number are normally free from a "fixed line" phone, but charges may apply if you call from a mobile phone) or 0300 123 9 123 (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs). In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded in writing, and will track the progress of the complaint and responses of that party**.**

Although the Financial Ombudsman Service is the primary point of contact in the UK if you remain dissatisfied, we are also required to make you aware of a European scheme which caters solely for products and services bought on-line. This scheme is known as the 'Online Dispute Resolution' (ODR), however disputes in the UK are likely to be directed to the FOS. Further information is available at the following link http://ec.europa.eu/odr.

Compensation
You may be entitled to compensation if we cannot meet our obligations due to insolvency. The Financial Services Compensation Scheme may arrange to transfer your policy to another insurer, provide a new policy or provide compensation. You can get more information from the Financial Services Compensation Scheme at 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU : Tel.0800 678 1100 www.fscs.org.uk

Our Limit of Liability
To the extent permitted by law, our liability for losses suffered by you as a direct consequence of any negligent performance of our services shall be limited to £10,000,000 per claim. In respect of any other claim arising out of our performance or non-performance of the services our liability shall be limited to the amount of commission and fees which we have received for arranging your insurance during the 12 months prior to such claim arising. We shall not be liable to you for any economic loss, loss of profit or loss of business (whether direct or indirect) which arise out of or in connection with this agreement. Nothing in this paragraph excludes or limits our liability for death or bodily injury caused by our negligence or for loss caused by our fraud, wilful misrepresentation or breach of our regulatory obligations owed to you.

Money Laundering/Proceeds of Crime Act
UK money laundering regulations may require us to obtain evidence of the identity of clients for whom we act at the start of a business relationship. This might, for example, be evidenced by sight of a current signed passport and two utility bills/bank statements. For companies (other than listed ones) evidence of identity will usually comprise a copy of the certificate of incorporation, a list of directors, a list of shareholders and the registered address. We are obliged to report to the National Criminal Intelligence Service any evidence or suspicion of money laundering at the first opportunity and we are prohibited from disclosing any such report.

Governing Law and Language Used
In respect of policies issued in England and Wales, these Terms and Conditions of Trading will be governed by, and construed in accordance with, the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales. The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract.

IMPORTANT INFORMATION FOR PERSONAL LINES CUSTOMERS (CONSUMERS) ONLY- Your Right to Cancel

You have a legal right to cancel your policy or credit agreement for any reason, subject to no claims having occurred, within 14 days of receiving the full terms & conditions. You will always be advised where this Right applies. A charge will apply for the period of cover provided and, in addition, we make an administration charge as detailed above. If you cancel a credit agreement you will need to repay any sums provided in full and make alternative arrangements to pay your premium.

If you wish to cancel a policy you must advise us in writing, prior to expiry of the 14-day cancellation period, to our usual office address.

Consumers' Responsibility to Provide Information

You must take reasonable care to answer all questions honestly and to the best of your knowledge, and if you volunteer any other information, you must ensure that the information is not misleading.

If any information that you have provided to us changes before you take out your insurance, during the life of the policy or at renewal, you must inform us of the change.

If you deliberately, recklessly or carelessly misrepresent any information in relation to this insurance then your policy may be cancelled without refund, or treated as if it never existed, or your claim rejected or not fully paid.

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INFORMATION FOR COMMERCIAL CUSTOMERS ONLY

Prior to the conclusion of each insurance contract, or upon renewal, we will remind commercial policyholders of their right to be advised of the level of commission which we receive from underwriters. 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.

Commercial Customers' Duty to Give Information

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy, and when you renew your insurance. It is important that you ensure that all statements you make on proposal forms, statements of fact, claim forms and other documents are full and accurate.

Please note that if you fail to disclose any information or change in circumstances to your insurers which could influence the cost, or their decision to accept your insurance, this could mean that your policy is invalidated or cancelled without refund or that part or all of a claim may be not be paid.

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