

Terms of Business

The Financial Conduct Authority

Commercial Marine Insurance Services Limited T/A Morgan Marine Insurance Services, 2 Selwood Road, Brentwood, Essex, CM14 4PX is authorised and regulated by Financial Conduct Authority (FCA). Our regulated firm reference number is 304184.

You can check this on the *Financial Services Register* by visiting the FCA website , www.fsa.gov.uk/register or by contacting the FCA on 0800 111 6768.

Our Service

We are an insurance intermediary and offer products from a range of product providers. We do not recommend any particular product nor do we provide a personal recommendation as to whether a policy is suitable for your specific needs. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed. We will not in any circumstances act as an insurer nor guarantee or warrant the solvency of any insurer.

We offer products from a range of product providers for all types of Marine and associated risks, Personal Accident (for skipper and crew), Legal Protection, Defence, Commercial Combined, Public and Employers Liability, General Household and Commercial Let Properties. Ask us for a list of Product Providers.

We fully support the Financial Conduct Authority Principles for Business, Customers Interests- A firm must pay due regard to the interests of its customers and treat them fairly, and our Company Policy ensures that this Principle is foremost in all our negotiations.

Complaints and compensation

We aim to provide you with a high level of customer service at all times, should you not be satisfied contact us:
In writing: Write to Morgan Marine Insurance Services, 2 Selwood Road, Brentwood, Essex, CM14 4PX
By phone: 01277 22 44 40.

If you are still not satisfied, you may refer the matter to the Financial Ombudsman Service (except in the case of commercial customers with a group annual turnover of £1m or more, or trustees with a net asset value of £1m or more). Further information is available at: <http://www.financial-ombudsman.org.uk/>

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of insurance, size of the business (if a commercial customer) and the circumstances of the claim. Further information about compensation scheme arrangements is available at: <http://www.fscs.org.uk/>

You will receive a quotation which will tell you the total price to be paid, showing any fees, taxes and charges separately from the premium, before your insurance arrangements are concluded.

Full payment of premiums are due before cover commences, or as otherwise stated.

We accept cheques and direct bank transfers. Settlement of Euro Premiums can only be accepted by bank transfer into our Euro Bank Account. When making a direct bank transfer it is a condition that the full premium is received in our account. Any bank charges would be the insured's responsibility.

We also accept Private Debit Card payments. We do not accept Business Debit Cards or Credit Cards.

You may be able to spread your premium payment through insurers' instalment schemes or with a premium finance provider which we have an arrangement with. We will give you full information about your payment options when we discuss your insurance in detail.

With effect from the May 2018:- In the event of cancellation of your policy we reserve the right to charge £25.00 to cover our administration costs or to refund costs from insurers net of our commission whichever is the greater. We also reserve the right to charge an administration fee as disclosed on renewals and quotations.

In the event that payment or requested documents are not received from you we will take whatever steps we see fit to mitigate our position. This may include cancellation of your policy/policies. This could invalidate your insurance cover and could mean that part or all of a claim may not be paid. In the event of cancellation due to non-receipt of payment or non-receipt of requested documents Insurers have the right to exercise a "Time on Risk Charge."

Handling Client Money	<p>We hold all client money collected for onward transmission to the insurance undertaking and return premiums/credits/claims payments due to clients from insurers in a Client Bank Account under a Statutory Trust in accordance with the authorisation we have from the Financial Conduct Authority to do so. For the purposes of some transactions, client money may pass through other authorized intermediaries before it is received by the insurer. Interest will not be paid to customers in respect of money held in client bank accounts. In some respects we may collect or hold money as agent of the insurance undertaking.</p>
Your responsibilities	<p>You are responsible for providing the complete and accurate information, which insurers require in connection with any proposal for insurance cover. This is particularly important before taking out a policy and at renewal, but it also applies throughout the life of a policy. If you fail to disclose any material fact or other information material to the insurance this could invalidate the policy and mean that claims may not be paid. You should check all details on any proposal form and pay particular attention to any declaration you may be asked to sign.</p> <p>You should read all insurance documents issued to you and ensure that you are aware of the cover, limits and other terms that apply. Particular attention should be paid to any warranties and conditions as failure to comply with them could invalidate your policy.</p> <p>You should take note of the required procedures in the event of a claim, which will be stated in the policy documentation. Generally, insurers require immediate notification of a claim or circumstances that might lead to a claim.</p> <p>You should inform us immediately of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. If you are unsure about any matter, please contact us for guidance.</p>
Confidentiality of personal data	<p>All personal information is treated in accordance with the Data Protection Act 2018 the personal data we collect will include data relating to your name, address, date of birth, telephone number and email address and data relating to health or criminal offences. We will only use your data for the purpose for which it is collected. For example; quoting, arranging and administering your insurances and handling claims between you and the insurer. We will only grant access to or share your data within our firm or relevant third parties and our market service providers such as insurers where we are required or entitled to do so by law under lawful data processing.</p> <p>The Data Protection Act 2018 provides you with the access rights that allow you to understand the data being processed, who we share it with, for what purpose, why we retain it and retention periods, to object to the processing and to place restrictions on the processing, to request copies of data and in some cases to request The deletion/erasure of your data. You can view our Privacy Policy by visiting our website at www.morganmarineinsurance.co.uk or you can request a copy by post or email or contact us on 01277 224440.</p>
Claims Handling arrangements	<p>Refer to the policy summary or policy document if you wish to notify a claim. You may also contact ourselves for help and assistance, we will employ due care and skill if we act on your behalf in respect of a claim. You should not admit liability or agree to any course of action, other than emergency measures to minimize your loss until you have agreement from your insurer.</p>
Cancellation Rights	<p>There is the possibility of a 14 or 30 day cancellation right, depending on the type of insurance. Details of this should be contained in your policy summary or policy document. If you have any queries please direct them to us in the first instance.</p>
Cancellation of Insurance	<p>You should make any request for the cancellation of a policy in writing and any relevant certificate of insurance should be returned to us or to the insurer concerned. In the event of cancellation, charges for our services will apply in accordance with "payment for our services". The terms of your policy may allow insurers to retain the premium in full or to charge short-period premiums in the event of cancellation.</p>
Notice	<p>Notice of the possibility that other taxes or costs may exist that are not paid via Commercial Marine Insurance Services Limited or imposed by us.</p> <p>With effect from the 1st June 2017 the Insurance Premium Tax included in the premium was increased from 10% to 12% by the UK Government.</p>

