

Terms of Business Agreement

Definitions

In this Terms of Business Agreement “we”, “us” and “our” means RIAS, a trading name of Ageas Retail Limited a wholly owned subsidiary of Ageas (UK) Limited and a sister company to Ageas Insurance Limited.

We are an intermediary; we work on your behalf to understand what you need from your insurance and to offer appropriate products and services. We work on behalf of the insurers to incept, collect and refund premiums for your insurance policy. We will also handle mid-term adjustments and cancellations on behalf of your insurers. We are registered in England and Wales No. 1324965 and our registered address is Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA.

Who regulates us

We are authorised and regulated by the Financial Conduct Authority (“FCA”) and our registration number is 312468. You can check this by visiting their website www.fca.org.uk/register.

About our service

Our service includes arranging your insurance cover and helping you with on-going changes. You will be asked a series of questions so we understand what you need from your insurance, we will not provide advice or recommendations. Please ensure that the policy meets your needs.

About the products we offer

We only offer home insurance from a single insurer, Ageas Insurance Limited. Our additional optional products are provided by one insurer per product:

- **Home Products**

Home Protection, Excess Protection and Key Protection are underwritten by Inter Partner Assistance S.A. Personal Legal Protection is underwritten by AmTrust Europe Limited.

Information about you and changes to your circumstances

Please ensure that at all times, when requesting an insurance quotation or contacting us about your policy you have purchased from us, you take care to answer all questions honestly and to the best of your knowledge. If you don't, your policy may be cancelled, treated as if it never existed or your claim rejected or not fully paid.

You must tell us about any changes which affect your insurance policy. In particular you must contact us before you move address or if there are any changes to the item(s) to be insured. For other examples of changes you should tell us about, please see your policy document.

You should read and retain all the documents we have sent or may send you in the future. You should make sure the documents are accurate and contact us if the documents contain any errors. If you have any queries about your policy or do not understand it, please contact us and we'll be happy to help you.

To help you manage any changes to your policy, any persons named on your policy, who we reasonably believe to be acting for you, will be dealt with if they call on your behalf in connection with your policy. However, if you wish to cancel your policy by calling us, we will only accept this instruction from you or someone authorised by you e.g. a solicitor or power of attorney.

How we will use your information

For details of how we collect, use and store your personal data - please visit our website www.rias.co.uk/privacy-policy or contact our Data Protection Officer at Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA or thedpo@ageas.co.uk. You can also request a copy by contacting us.

What we receive from your insurers

When you arrange or renew your policy and any additional optional products, we retain commission from your insurer(s) which is a percentage of the premium. We have a profit share agreement with the provider of our optional Home Protection additional product. We also charge arrangement and renewal fees.

Receiving your documents

It's easy to see your documents, make changes and renew online and it's more environmentally friendly. So if you currently receive paper copies but would like to manage your policy online, speak to us in live chat or give us a call.

If you need paper documents please contact us.

Mid-term adjustment premium

If you are entitled to a refund of your premium for any reason, we will only provide this where the amount due to you is greater than or equal to £10.00.

What you will have to pay for our services

The following fees and charges are non-refundable and are payable at the time of the transaction to which it relates.

If multiple transactions are made, a combination of these charges will apply.

Transaction	Home Insurance
Policy Set Up fee (applies to New Business and Renewal policies)	£20.00
Administration fee for cancellation within 14 days	£25.00
Cancellation fee after 14 days	£35.00
Making any policy changes by phone, email, post or web chat. Or if we need to make changes due to inaccuracies in your policy information being identified	£20.00
Making any policy changes in your online account at my.rias.co.uk	FREE
Direct Debit Default fee	£12.50

Any changes made to the policy can increase or decrease your insurance premium.

If you pay by instalments, your current rate of interest will be applied to any fees, charges, or additional premium added to your repayment plan. The rate of interest will be confirmed when you arrange, amend or renew your insurance.

Cancellation

Cancellation within 14 days

- You have 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later) to cancel the cover. Providing a claim has not been made, you will only have to pay for the number of days you were covered.

Cancellation after 14 days

- You can cancel the policy any time after the 14 days. Providing no claim has been made you will only have to pay for the number of days you were covered.

If there is an unpaid balance on your policy after it is cancelled, we may pass this to a debt collection company to recover on our behalf. If we are unable to collect the unpaid balance it may result in the issue of a County Court Judgment.

Client Money

We act as agent for the insurer for the collection and payment of your premiums. This means that premiums are treated as being received by the insurer when they are received by us. Any premium refund is treated as received by you when it is actually paid to you. We will not pay you the amount of any interest that we earn from investing your money before paying it to your insurer.

Quote Guarantee Period

When we have provided you with a quotation, it is only valid for a limited period of time and providing there are no changes made to the information provided, including the start date of the policy:

- By telephone or post:** Your quote is valid for 60 days from the date we gave the quotation but in any event not beyond the commencement date of the policy.
- Online:** Your quote is only guaranteed while you are on our website. This is because rates can change throughout the day.

Renewal of your policy

Your renewal invitation will be sent to you before your renewal date and will show your new premium and clearly confirm whether you have chosen to auto renew or not. It remains your responsibility to ensure that your insurance is valid and in force.

Automatic renewal

If you have chosen to auto renew and you are happy with the price and cover provided, you do not need to do anything, your policy will renew and we will send your new insurance documents. You can stop the automatic renewal of your policy by logging in to your online account and changing your preference, by emailing us or calling us. If you make this choice your policy will not automatically renew and you will need to contact us to ensure you remain covered. If we are unable to automatically renew your policy, we will tell you what you need to do in your renewal invitation letter.

Non automatic renewal

If you have opted out of automatic renewal you will need to call us, or visit your online account to renew your policy.

Renewal pricing

We want to make renewing insurance easy for our customers so we don't offer discounted prices to people who call us. We think it's fairer and more convenient for our customers if we provide our final price from the outset. The price on your renewal invite will be the only price available from us, based on the cover you've chosen and information we hold about you.

Making a complaint

If we have not met your expectations and you would like to make a complaint, you can do so by contacting us directly. If you remain dissatisfied you can contact the Financial Ombudsman Service. Full details on how to make a complaint about us or your insurer can be found in your policy documentation.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS) meaning you may be entitled to compensation from the scheme in the unlikely event that we cannot meet our obligations to you. Further information about the compensation scheme arrangements can be found in your policy documentation.

The Law and Language Applicable to this Agreement

This Terms of Business Agreement and the services which we provide under it are subject to the laws of England and Wales and subject to the non-exclusive jurisdiction of the courts of England and Wales unless we agree otherwise.

All communications from us relating to your insurance policy will be in English.