SIS (Sale Insurance Services) Ltd
Commercial Terms and Conditions
15-17 Washway Road, Sale, Cheshire, M33 7AD Tel: 0161 969 6040

1. Who are we? - Sale Insurance Services Ltd is an insurance intermediary and not an insurer.

2. We are authorised and regulated by the Financial Conduct Authority (FCA) - The FCA is the independent watchdog that regulates financial services. Our FCA Register number is 306620. You can check this on the FCA's Register by visiting the FCA's website www.fca.gov.uk/register or by contacting the FCA on 08001116768. Our permissions enable us to act in relation to non-investment insurance contracts. We also trade under the registered business name "SIS".

3. Our relationships - As an insurance intermediary we normally act as your agent. We may also have relationships with insurers and act for them on a delegated authority, which means we act as their agent. They may also allow us to discount premiums in limited circumstances. We will advise you when these circumstances occur so you will be aware of any possible conflicts of interest. We are subject to the laws of agency and will always act in your best interests.

4. Whose products do we offer, and which service will we provide for you? - Where we are making a personal recommendation based on a fair and personal analysis, we will examine sufficient insurance contracts, based upon cover, premiums and service. In all other cases for example when we conduct a limited search or offer a single insurer or offer no advice or personal recommendation or where we are contractually bound to offer a particular insurer. We will supply you with a list of the insurers we may and do conduct business with. When arranging instalments, we act as a credit broker and not a lender. We only offer instalment facilities from Close Premium Finance. We do not guarantee the solvency of any insurer we place business with.

5. What you will have to pay us for this service? - We are remunerated by commission from your premium paid to us by your insurer. We may also charge you a fee (see below). Where we receive no commission, we will agree a specific fee with you before you agree to buy. We may receive other income based on the profitability or volume of our accounts from an insurer, or commission for arranging instalments from a premium finance provider. We may earn income from claims management companies. We may also earn income from business where you have agreed to be introduced to a Financial Advisor. You have the right to ask us about our earnings at any time.
Because the commission rates paid by insurers are variable and do not always reflect the level of work carried out by us, we also make individual service charges over and above the charges made by your insurers to cover the administration of your insurance policy. Such charges are non-refundable.
When arranging your new policy or renewing your existing policy, we will charge: -
£75 fee on premiums up to £499 including insurance premium tax (IPT)
£100 fee on premiums between £500 - £5000 inc. IPT
£250 fee on premiums above £5000 inc. IPT
£50 for amending your existing policy other than at renewal.
£50 midterm cancellations.
Any charges will be clearly explained before you commit to the insurance.
Where a transaction results in a premium refund being due, that refund will be reduced by any service charge and any other sums owing in respect of the policy. If you have paid by credit or with debit card any refunds will only be made back to that card.

6. What to do if you have a complaint - We do our best to provide you with the highest levels of customer service at all times, however, should you wish to make a complaint you should do so with our Office Manager. You can do this in writing to us at the above address, by email to enquiries@saleinsurance.co.uk or by telephone on 01619696040, detailing the nature of the complaint. If we are unable to resolve your complaint by close of business on the third working day after receipt an acknowledgement will be sent no later than 5 working days after receiving your complaint confirming who is dealing with the complaint and when we will expect to respond to you. Within 8 weeks of the date, we receive a complaint we will provide you with our final response. If you remain dissatisfied you can refer your case to the Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone 08000234567 or email complaint.info@financial-ombudsman.org.uk.
Web www.financial-ombudsman.org.uk.

7. 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. Non-Compulsory Insurance is covered for 90% of the claim without any upper limit. For Compulsory classes of insurance advising and arranging is covered for 100% of the claim without upper limit. Further information about the compensation scheme arrangements is available from the FSCS.

8. Looking after your money – All our Insurers have appointed us as agents for the receipt of money and they specify the banking arrangements for their money. Your premium is held in an insurer trust account until it is passed to the insurer or returned to you.

9. Payment - You are responsible for paying premiums by the due date. We have no obligation to fund premiums for you and have no responsibility for any loss you may suffer as a result of the insurer cancelling the policy due to non-payment. We normally accept payment by cash, debit or credit card, bank transfer, Premium Finance or cleared cheque funds.

10. Your contract of Insurance – You have a Duty of Fair Presentation, which means you must inform your insurers of any material circumstances about your business both accurately and in good faith. A material circumstance is any information which may affect the insurer's view of your risk. On receipt of new information, we will notify insurers and amend your cover to accommodate any changes. It is your responsibility as policyholder to ensure that all material circumstances are declared to insurers prior to cover commencing and throughout the policy period.
If a fair presentation of the risk is not made, where the failure to do so is deliberate or reckless, or where the insurer would not have accepted the policy had the insurer been told about a material fact or circumstance, then the insurer may treat the policy as if it had not existed and refuse to pay any claims. In other cases, the insurer may only pay part of the value of the claim or impose additional terms. If you are in any doubt as to what constitutes a material circumstance, you must contact us immediately.

11. Your responsibility to read all documents - When a policy and related documents for example Key Facts - Demands and Needs - Statement of Facts – Policy Schedules are issued, you are strongly advised to read them carefully as they form the basis of the cover you have purchased. If you are in doubt over any of the policy terms or conditions, please seek our guidance promptly.

12. Your cancellation rights - You have the right to cancel your policy at any time during the course of the policy period once we have received your written instruction to do so. If there is any right to a cancellation refund this is detailed in your policy. Our own charges for all customer types are separate and if the policy is cancelled at any time neither these nor the commission, we have earned for arranging the policy, will be refunded.
If you opt to pay your premium on direct debit and your policy is cancelled midterm or you suffer a claim, you will still be expected to pay any premiums due to your finance company, Close Brothers Premium Finance.

13. What to do in the event of a claim - If you want to claim on your policy, you should contact our office on 01619696040 or your insurer direct. You should not admit liability nor agree to any course of action, other than emergency measures carried out to minimize the loss, until you have agreement from either us or your insurer.

14. Quotation validity - Unless we specifically advise to the contrary, we will stand by quotations for 30 days from date of issue.

15. Document retention - We reserve the right to retain certificates at this office until all payments due under the policy have been made and any cheques cleared through our bank account. By accepting this agreement, you agree that delivery of any certificate of insurance to Sale Insurance Services Ltd shall constitute delivery to yourselves in accordance with statute law.

16. Commission Disclosure - Prior to the conclusion of each insurance contract, or upon renewal, we will remind commercial customers of their right to be advised of the level of commission we receive from underwriters. You are entitled at any time to request information regarding commission we may have received as a result of placing your insurance business.

17. Governing law - The laws of England & Wales govern this agreement, and the parties agree that any dispute arising from it is subject to the exclusive jurisdiction of the English courts.