

## Insurance Terms of Business

### About This Document

This document outlines Jax Insurance Services Terms of Business. Should you choose to proceed with our services, you accept our Terms of Business and both parties will be bound by the terms laid out below. This agreement is governed and shall be construed in accordance with the Law of England and the parties shall submit to the exclusive jurisdiction of the English Courts. Jax Insurance Services shall not be in breach of this agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

### The Financial Conduct Authority

Jax Insurance Services is a trading style of Broker Advice Limited who is authorised and regulated by the Financial Conduct Authority (FCA). The FCA regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by [visiting the FCA website](#).

Our Financial Services Register number is 1013885.

### Our Services

For insurance services we are an independent insurance broker, and we will recommend an insurance product that is suitable for you following an assessment of your personal needs and circumstances. This will include a detailed assessment of affordability.

For non-investment protection contracts, we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection, critical illness.

### **Costs of our Service**

We do not charge a fee as we will receive commission from the provider/insurer after the policy has been placed on risk.

### **Our Ethical Policy**

We are committed to providing the highest standard of advice and service possible. The interest of our customers is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.

### **The Importance of Providing Complete and Accurate Information**

It is your responsibility to provide complete, accurate, and comprehensive information to us and to any product provider or lender we may recommend.

Failure to disclose material information could invalidate any insurance product we arrange for you or lead to the decline of the insurance application.

We rely on the information you provide and cannot be held responsible for consequences arising from inaccuracies in your file due to changes you have not communicated.

### **Cancellation Rights**

Certain protection and insurance contracts give you the right to cancel after the contract is in force. Before you enter into any protection or insurance contract, we will provide you with specific details, including the duration, conditions, practical instructions, any costs associated with exercising this right, and the consequences of not exercising it.

### **Instructions**

We prefer our clients to provide instructions in writing to ensure clarity and prevent misunderstandings. However, we will accept oral instructions as long as they are subsequently confirmed in writing.

### **Financial Services Compensation Scheme (FSCS)**

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme.

Further information about the limits applicable to the different product types is available from the FSCS at [www.fscs.org.uk/what-we-cover/products](http://www.fscs.org.uk/what-we-cover/products)

### **Client Verification**

We may need to verify our clients' identities and gather information about the purpose and nature of the business we conduct on their behalf. To ensure that our records are up to date, we may use electronic identity verification systems and conduct these checks periodically throughout our relationship, not just at the outset.

### **Law**

This agreement is governed and shall be construed in accordance with the Law of England/Scotland/Northern Ireland and the parties shall submit to the exclusive jurisdiction of the English/Scottish/Northern Ireland Courts.

### **Force Majeure**

Jax Insurance Services shall not be in breach of this agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

### **Termination**

Either party may terminate the authority to act on your behalf at any time without penalty by providing 7 days' written notice to the other party. This termination does not affect the completion of any transactions already in progress. Any transactions completed before termination, along with a proportionate share of any service charges, will be settled up to the date of termination.