



about our insurance services

1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

2. Whose products do we offer

- We offer products from a range of Insurers
- We only offer products from a limited number of Insurers. Ask us for a list of Insurers we offer insurance from.
- We offer products from a single Insurer.**

3. Which service we will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. 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.**

4. What will you have to pay us for our services?

- A fee
- No fee**

5. Client Money

Client money is money that we receive and hold in the course of our business, on behalf of our clients (including you) or which we treat as client money in accordance with client money rules.

Client money can be held in one of the following ways:

- In a statutory trust
- A non-statutory trust
- In accordance with the FSA client assets sourcebook (CASS)

Client money will only be held on behalf of an Insurer or Underwriter in accordance with a written agency agreement.

Non Statutory Trust

The aim of a non-statutory trust is to protect the client in the event of the failure of the firm, or the failure of the bank or a third party at which the money may be held. In such a circumstance, the firm's general creditors should not be able to make claims on client money as it will not form part of the firm's property.

The fact that Bannerman Rendell Limited holds money on trust gives rise to fiduciary duties which we owe to you until the client money reaches the insurance or product provider.

We hold client money subject to a non-statutory trust. This means that we are entitled to and may use client money held on behalf of one client to pay another client's premium before the premium is received from that other client, and to pay claims and premium refunds to another client before we receive payment from the Insurer. However, we are not entitled to use money to pay commissions before we receive the relevant premium from the client.

Segregation of designated investments

We keep client money separate from our own money. We may do this by paying it into a client bank account or through separately permitted designated investments. We are responsible for meeting any shortfall in our client money resource which is attributable to falls in market value of a segregated investment.

Interest on client money

Any interest earned on client money held by us and any investment returns on any segregated designated investments will be retained by Bannerman Rendell Limited.

6. Who regulates us?

Bannerman Rendell Limited, Peek House, 20 Eastcheap, London EC3M 1EB is authorised and regulated by the Financial Services Authority. Our FSA Register Number is 308692

Our permitted business is arranging general insurance contracts.

You can check this on the FSA's Register by visiting the FSA's website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

7. Ownership

Bannerman Rendell Ltd is privately owned. No Insurer has any of our share Capital and we do not hold any voting rights with any Insurers we trade with.

8. What to do if you have a complaint

If you wish to register a complaint, please contact us:

.....in writing Write to Mr. M. Rendell, Bannerman Rendell Limited, Peek House, 20 Eastcheap, London EC3M 1EB

.....by phone Telephone 0207 929 3400

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

9. 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. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2000 and 90% of the remainder of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

“Cooling off period”

We allow you a period of 14 days in which to consider the cover provided by this insurance. During this period should you decide you no longer wish to continue with this insurance you may cancel the insurance and we will refund your premium in full subject to you not having made a claim.