

Terms of Business

For your own benefit and protection, you should read these Terms of Business carefully. If you are unsure about any aspect of our Terms of Business or you have any questions please call us on 0330 123 9199.

Who we are

Profile PI is a trading name of Gamstad No. 1 Ltd who are registered in England and Wales, Company number 09007753. We are appointed representatives of Barbarus Ltd who are authorised and regulated by the Financial Conduct Authority.

When you select a Profile PI insurance product, we will underwrite that product trading from the following address:

Harrogate Business Centre
Hookstone Avenue
Harrogate
HG2 8ER
Call us on: 0330 123 9199

Email us at: info@profilepi.co.uk

Responses to messages received from you by email will be acknowledged no later than the following working day.

Gamstad No. 1 Ltd has no direct or indirect financial holding in any insurer.

Our products and services

We only provide products from a single insurer, Beazley Solutions Ltd and underwritten by Beazley Syndicate 2623/623 at Lloyd's.

You will not receive advice or recommendations from us for our insurance products. We may ask some questions to narrow down the selection of products that we will provide details on. This product is sold on a purely non-advised basis.

Our products and services

Gamstad No 1 Limited is an appointed representative of Barbarus Limited which is authorised and regulated by the FCA. Barbarus Limited Financial Services Register number is 617848.

Barbarus Limited's permitted business is that of assisting in the administration and performance of non-investment insurance contracts for commercial and retail customers.

These details may be checked on the FCA's register by visiting www.fca.gov.uk/register or by contacting the FCA on 0800 111 6768.

Disclosure

All quotations are given on the basis of "utmost good faith". You are under a duty to provide complete and accurate information and disclose all material facts that would influence an insurer in deciding whether a risk is acceptable and, if so, the premium terms and conditions to be supplied. A failure to disclose material information or any inaccuracies may lead to your policy being cancelled, deemed void or affect any potential claims.

We will not be responsible for any failure by you to disclose material information or misrepresentation, howsoever caused.

What will you have to pay for our services?

We do not charge any fees when you buy, renew or alter a policy, or require duplicate documents.

We will confirm your premium including insurance premium tax before your insurance arrangements are concluded.

We accept payment by debit card, credit card and monthly instalment. Monthly instalment 0% finance is offered through Beazley Solutions Ltd (BSL), 60 Great Tower Street, London EC3R 5AD and is subject to status.

It is your responsibility to pay the premium due and any sums payable by direct debit. If you do not maintain payment under the direct debit agreement or any part of your premium remains unpaid, we will be informed of such events by BSL and your policy may be cancelled for non-payment by the insurer.

A payment warranty will apply to your policy, which means that if the premium remains unpaid 30 days from inception the insurer may cancel your policy from inception.

Your Insurer may repay part of your insurance premium(s) to us. This can occur, for example, where the risk covered by your policy is reduced or the policy is cancelled.

Insurer money

All premiums are held in an insurer premium trust account. We have 'risk transfer' in place with insurers whereby we collect payment on behalf of the insurer and payment is deemed to be received by insurers if received by us. We are entitled to any interest earned on these accounts. These terms of business constitute your acceptance of this. Commission will be disclosed on request.

We are not permitted to, and do not, use insurer money balances to provide credit for customers or potential customers.

We will not be able to allow a refund of premium until such time as we receive the credit of premium from the Insurer.

Amending your policy

Should you wish to amend your policy you must contact us at Profile PI, Harrogate Business Centre, Hookstone Avenue, Harrogate HG2 8ER or by telephone on 0330 123 9199.

Policy amendments requested by e-mail will become effective when you receive written confirmation from us.

Should you wish to amend your policy during its term we will not charge any administration fees.

Should you make any amendments to your policy we will re-issue your documentation to reflect any changes.

What to do if you have a complaint

We aim to provide a high standard of service to you at all times. However, we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly.

If you wish to register a complaint please contact us The Managing Director in writing at:

Profile PI
Harrogate Business Centre
Hookstone Avenue
Harrogate
HG2 8ER

Or by email: info@profilepi.co.uk.

In all cases please quote your policy reference or quotation reference number.

If you cannot settle your complaint with us, you may be entitled to refer it to the:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 or 0300 123 0123(mobile users)
or by email to complaint.info@financial-ombudsman.org.uk

Claims

You should advise your insurer immediately in the event of a claim against your policy. Details on how to make a claim are set out in your policy and schedule. Should you have any problems or queries please call us on 0330 123 9199.

Cancellation

You should always call us before any decision is made to cancel. The terms of your policy may allow insurers to retain the premium in full, to charge for the period on risk or retain the premium in full if there has been a claim. Please refer to your policy wording or phone us for clarification.

Should you wish to cancel your policy, you must confirm this in writing to:

Profile PI
Harrogate Business Centre
Hookstone Avenue
Harrogate
HG2 8ER

Or by email: info@profilepi.co.uk.

Your insurance contract may include a cancellation clause. You will be given 30 days' notice in writing if the insurer cancels your policy unless cancellation is due to non-payment, in the event of non-payment you will be given 10 days' notice. Notice will be made to your last known correspondence address.

Law applicable

Insurance is only available to residents of the United Kingdom, Isle of Man and the Channel Islands. This agreement and any policy will be subject to English Law and the Courts of England and Wales will have exclusive jurisdiction.

A person who is not a party to this agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract.

Money Laundering/Proceeds of Crime Act

UK Law requires us to obtain evidence of the identity of clients for whom we act at the start of the business relationship and document that evidence

Under UK Money Laundering Regulations we are obliged to report to the National Crime Agency any situation giving rise to a suspicion of money laundering or which may be in breach of UK Sanctions.

A formal report may be made where there is a suspicion relating to a client's identity, or where the transaction does not appear to be rational in the context of the clients business or personal activities.

We are prohibited from disclosing any report to the client.

Data Protection Act 1998

We will hold your data in compliance with the Data Protection Act 1998, we will use your information to provide our services to you, to inform you of developments and special offers, pass your information to carefully selected partners to make offers to you, full details of how we use your information is available in our privacy policy at www.profilepi.co.uk.

We cannot be held responsible for any incorrect data held in the event of non-disclosure. You have the right of access to your personal records held on file, we will charge a small administration fee for handling your request, and this will be advised to you at the time of receiving your request.

The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if insurers cannot meet their obligations. Whether you can claim depends on the type of your business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or by contacting us.