



Compliance Document

This document provides guidance on providing information to your insurers. Failure to comply with guidance below could mean that your policy may be invalidated and claims may not be paid. If you are unsure about any issues, please contact us and we will provide guidance to you. For motor insurance, it is an offence under Road Traffic legislation to provide incomplete or inaccurate information to the questions asked in your application for the purposes of obtaining a certificate of motor insurance. It is recommended that you keep records of all information provided to insurers, or to us, for your future reference.

Providing information to your insurers:

Your insurance is based upon the information provided to the insurance company. Unless otherwise indicated by the specific insurer underwriting your particular policy, the following circumstances apply.

For Consumers (individuals buying insurance wholly or mainly for purposes unrelated to their trade, business or profession) this means that you must take reasonable care to answer all questions fully and accurately. Once cover has been arranged, you must immediately notify us of any changes to the information that has been provided to your insurers. Failure to provide accurate and up to date information may invalidate your insurance cover and mean that a claim may not be paid.

All other customers must present the risk (i.e. the subject matter of the proposed insurance) fairly. This means that you must disclose to insurers, before arranging or renewing your insurance policy, and throughout the policy period, anything that might influence the judgement of an insurer in fixing the premium, setting the terms or determining whether they would take the risk. If you are uncertain whether anything is material, you should disclose it. In order to identify what must be disclosed, you are obliged to carry out a reasonable search before presenting the risk to insurers. This includes (but is not limited to) consulting with all senior managers (anyone who plays a significant role in the making of decisions about how your activities are to be managed or organised, regardless of whether or not that individual is a member of your board or is formally in a management role). You must also consult with anyone who has particular knowledge about the risk to be insured. Material information will include:

- Incidents/losses that have arisen during the year that you have settled without involving insurers
- Changes to your business activities
- Criminal convictions or any financial issues such as potential bankruptcies or CCI's
- Previous Claims
- Previous insurance being declined or cancelled

You are expected to disclose information you “ought to know” that should reasonably have been revealed by a “reasonable search” of information available to you. Including but not limited to information held by you, information held internally, information held externally and information held by persons and entities who are to be covered by the insurance.

You must not make any misrepresentations to your insurer.

You must provide the information to your insurer in a manner which would be “reasonably clear and accessible”.

You must complete any proposal forms or fact finds honestly, accurately and in good faith. Any deliberate or reckless misrepresentation may involve part or the entire claim being declined and in some circumstances the insurer may be entitled to retain the premium whilst avoiding the policy or applying additional terms to the policy.

Warranties and Other Terms

Your insurers may have applied additional endorsements and warranties on your policy. Any warranties, conditions, clauses, exceptions and policy limitations must be complied with. Breach of these may affect a claim being made under your policy or indeed the policy cover.

Please pay particular attention to any warranty, clause or condition relating to premium payment terms within the policy.

