

TERMS OF BUSINESS FOR GENERAL INSURANCE

1. Status

Worldwide Sports Insurance UK Ltd. (WWSI) is a specialist sports insurance intermediary acting on your behalf as an agent to arrange your sports insurance cover. We cater for a wide range of sporting insurance requirements and have access to the leading insurers in the sports insurance market place. We aim to offer the highest standards of service in establishing appropriate insurance cover for your requirements.

In January 2005 the Financial Services Authority (FSA) became the sole regulator of general insurance business. We are authorised by FSA to conduct general insurance business under Firm Reference No. 314146

2. Our Service

Our service includes advising you on your sporting insurance needs; arranging insurance cover with insurers to meet your requirements; and helping you with any ongoing changes that you wish to make. We will ensure as far as we are able that the products or services offered match your requirements:

- We will offer you products & services meeting your needs & any requirements you may have.
- If we cannot match your requirements, we will explain the differences in the product or service that we can offer you.
- If it is not practical to match all your requirements, we will give you enough information so that you can make an informed decision about your insurance.
- We will explain the main features of the products & services offered including who the insurer is, all the important details of cover & benefits, any significant or unusual restrictions or exclusions, any significant conditions or obligation that you must meet, & the period of cover.
- If you want to consider the products or services that we have offered, we will give you a written quotation, including all the information you need to make an informed decision, & inform you the period for which the quotation is valid; & provide you with a sample policy wording upon request.

3. Duty of Disclosure

It is your responsibility to provide complete & accurate information to insurers when you take out an insurance policy, throughout the life of the policy & when you renew your insurance. It is important that you ensure all statements you make on proposal forms, claim forms & other documents are full & accurate. Please note that if you fail to disclose any material information to your insurers, this could invalidate your insurance cover & could mean that part or all of a claim may not be paid.

4. Information on Costs

We will provide you with details of all the costs of each insurance product or service we are offering. In the addition to the premiums charged by insurers, we may also make charges to cover the administration of your insurance.

Tariff of Charges

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| 1. any mid term policy adjustment | £20.00 |
| 2. duplicate schedules or certificates | £20.00 |
| 3. any cheque returned from your bank or cancellation of direct debit mandate or standing order mandate | £20.00 |

Please be aware that these charges are in addition to those imposed by your insurer. Full details of the charges imposed by your insurer can be found in the policy document. We consider that our commission is earned for arranging your policy. If the policy is cancelled mid-term or a mid-term adjustment results in a return of premium, we will not refund commission.

Where we arrange non-commission or low commission paying products we will charge an administration fee. We will advise you of the actual amount at the time of quotation or renewal.

WORLDWIDE SPORTS INSURANCE UK LTD.

Jonathan Scott Hall Thorpe Road Norwich NR1 1UH

5. Terms of Payment

Our payment terms are as follows (unless specifically agreed by us in writing to the contrary):

- New Policies: immediate payment on inception date the policy;
- Alterations to Existing Policies: immediate payment on the effective date of the change
- Renewal: due in full by the renewal date. Unless we receive your instructions to renew a policy before the renewal date, we will assume that the renewal is not required and all policy cover will cease.

In the event that payment is not received in accordance with the above terms we will take whatever steps deemed necessary to mitigate our position. This may include cancellation of your policy(ies) . This could invalidate your insurance cover and could mean that all or part of a claim may not be paid.

Subject to status, you may also be able to spread your premium payments through an insurers installment scheme or a credit scheme, which we have arranged via a finance provider on your behalf. We will give you full information about your payment options upon request.

6. Notification of Incidents

It is essential that you immediately notify us of all incidents that may result in a claim against your insurance policy, whether or not you consider liability to be in question. Any correspondence received in connection with any claim should be passed to us immediately without acknowledgement. Failure to do so could result could invalidate your policy cover and result in all or part of a claim not being paid.

7. Confidentiality & Data Protection

All information held about you will be treated as private & confidential. We will only disclose information in the normal course of arranging & administering your insurance. We may pass information about you to a credit reference agency for the purposes of arranging payment of insurance premiums by installments. We may also use the information we hold about you to provide you with information about other products on offer. Under the Data Protection Act of 1988 you have rights of access to any personal information we hold about you in our records. If you have any queries concerning this please contact us at the above address.

9. Complaints

We operate a comprehensive Complaints Procedure to assist you with any complaint. You may make your complaint either verbally to any member of staff or in writing to our Director Graeme Jolly ACII Chartered Insurance Broker at the above address. Your complaint will be formally logged & acknowledged within 5 working days. We will provide you with a full written response within 20 working days or provide you with an explanation as to the current position of your complaint together with a timescale for a full response.

