

CORNMARKET INSURANCE SERVICES LTD - TERMS OF BUSINESS

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1. STATEMENT - TERMS OF BUSINESS

The aim of this Terms Of Business section is to set out how we will deal with customers who avail of our services and/or arrange a policy through Cornmarket Insurance Services Ltd. The Terms Of Business are provided for your information and to assist customers in making an informed choice about the products they purchase. We strive to ensure that our service in general (verbal and written) is thorough and transparent, and these terms may be referred to if we need to resolve any complaints.

Should you have any queries in connection with the contents of the Terms Of Business, please contact us.

Your agreement to these Terms Of Business does not affect your statutory rights.

- **Our Service**

Cornmarket Insurance Services Limited is an Independent Insurance Intermediary. Our service /activities includes:

- Arranging deals in non-investment insurance contracts;
- Making arrangements with a view to transactions in non-investment insurance contracts;
- Advising on non-investment insurance contracts;
- Dealing as an agent in non-investment insurance contracts;
- Assisting in the administration and performance of non-investment insurance contracts.

Cornmarket Insurance Services Ltd specialises in dealing with a number of affinity groups, such as members of the Institute of Advanced Motorists, professional truck and bus drivers, teachers and motorcyclists.

As well as advising you on insurance products most suitable for your needs, we will also assist you with any ongoing changes you have to make.

We offer products from a range of insurers for non-affinity related Private Car, Household and Motorcycle insurance.

We only offer products from a limited number of insurers for affinity related Private Car insurance and for non-affinity related Annual Travel insurance, for UK residents. You may ask us for a list of insurers we offer insurance from.

- **Our Statutory Status**

In connection with the above activities, Cornmarket Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority. Our Firm's Reference Number is 308099 and details of our registration with the FCA can be found on The Financial Services Register at www.fca.org.uk or by contacting them on 0800 111 6768

Registered in Northern Ireland: N.I.030039.

Our Registered Office is: First Floor, Boucher Plaza, 4-6 Boucher Road, Belfast, BT12 6HR.

Cornmarket Insurance Services Ltd (hereafter referred to as 'Cornmarket' or 'CIS') is a wholly owned subsidiary of Cornmarket Group Financial Services Ltd. Cornmarket Group Financial Services Ltd is a member of the Irish Life Group Ltd. which is part of the Great-West Lifeco Group of companies.

2. FEES AND CHARGES

Like most other insurance intermediaries, in addition to premiums /charges made by insurers, Cornmarket makes charges to cover the administration of your insurance. They are as follows:

Policy Arrangement at New Business and Renewal	Cornmarket Fee
- Household or other non-motor Insurance (excl Travel)	£25.00
- Private Car Insurance	£30.74
- Motorcycle Insurance or Van Insurance	£30.74
- Travel Insurance	£20.00
- GAP Insurance	£20.00
Mid-term Adjustments (Permanent or Temporary)	
- Change of address to differently rated postcode	£20.00
- Change or Addition of Vehicle or Driver(s)	£20.00
- Change in level of Cover	£20.00
Cancellation Mid-term	
- Car, Motorcycle or Van Policy	£30.00
- Household or Travel Policy	£25.00
Additional Documents	
- Review of records to issue written details of named driver experience	£20.00
Credit facilities	
-Fee for set-up or renewal of credit facilities enabling you to pay your insurance by instalments	£10.00
- Loan charges (based on total amount payable) typically	10%
- Default of instalment payment	£25.00
Payment handling charges	
- Cheques	3.00%

Any additional charges will be advised to you in advance and will continue to be disclosed for ongoing services.

Insurance Premium Tax: For travel insurance policies the rate of tax is 20%. From June 2017 all other policy types, the rate of tax is 12%.

3. PAYMENT METHODS AVAILABLE TO CUSTOMERS

Cornmarket Insurance Services can accept a range of payment methods, which may suit you:

DEBIT CARD • Simply ring our office with card details for immediate cover.

CREDIT CARD • Simply ring our office with card details for immediate cover.

Building Society / Bank DRAFT - Please ensure that your Client Reference and Name /Address are attached or written clearly on the reverse. 3% charge applies.

CHEQUE /POSTAL ORDERS - Please ensure that your Client Reference and Name /Address are attached or written clearly on the reverse. 3% charge applies.

CASH - Please note: **We cannot accept cash.**

MONTHLY • Direct Debit

At Cornmarket, it may* be possible to pay for your cover on a monthly basis.

New policy – A first payment is required before cover can be arranged. This first payment will be 20% of the total cash price** plus the £10 credit set-up fee. 10% interest is added to the remaining balance to be repaid by 9 equal monthly instalments by direct debit, commencing one month after policy start date. A Credit Agreement and Direct Debit mandate must be completed and returned to us.

Renewals — 10% interest and £10 credit set-up fee will be added to the total cash price of the policy. This will be payable by 10 equal monthly instalments by direct debit, commencing on renewal date. If you have an existing Credit Agreement and Direct Debit Mandate in force for us, it may be possible to continue paying monthly, requiring simply your authorisation.

*See Instalments criteria below.

**Total cash price = insurance premium including policy arrangement fees and any optional extras.

4. MAKING PAYMENT

Cornmarket Insurance Services Ltd receives payment of premium and premium refunds as agent of the insurance company ('Insurer'). Premiums received by Cornmarket will be promptly paid into a separately designated bank account. Such monies shall not be applied for any purpose, other than payment to the Insurer. Gross Premiums may be commingled with other insurer / client monies, but Cornmarket will not commingle any Gross Premium collected from you with operating funds or any other funds held by us.

• By Post

Payments sent by post e.g. Cheques, Bank Drafts, Postal Orders etc. must be accompanied by your Client Reference (found on all documentation issued to our customers), or at least the name and address of the policyholder. This will enable us to allocate the payment to the appropriate client account. Liability cannot be accepted for cash sent through the post in the event of loss. We issue a receipt for any payment received by us. Should you have any dispute about what was paid, we will require that you produce a receipt issued by Cornmarket Insurance Services.

- **Instalments**

All premiums must be paid in full to the Insurance Company at the start of cover. However, providing you meet the required criteria, an instalment arrangement can be set up through us. This arrangement allows Cornmarket Insurance to pay the full premium to the insurance company and meet the full cost of your insurance. From this point on, this constitutes a Loan Agreement for money and no longer relates to the arrangement of your insurance.

Payment by instalments is subject to status, eg:

- Policyholder must be aged 18 or over;
- Policyholder must be in acceptable employment and have good payment history;
- Have a suitable Bank Account from which Direct Debits can be promptly collected.

Instalment facilities are not available on all policy types.

- **Settlement Of Outstanding Balance After A Claim**

Where your insurance company has made a payment under your policy following an incident (e.g. accident, theft, etc.), you are required to repay the full outstanding balance due to Cornmarket, as the premium has been paid by us in full on your behalf. In the event of a claim where your insurer is obliged to pay full costs, they will retain full premium, and there will normally be no refund from your insurer, even if the policy is cancelled.

- **Procedure In The Event Of Default By The Customer**

In the event of default on an instalment arrangement, Cornmarket will apply a £25 charge. Default will automatically instigate the cancellation process. At the end of this process, if outstanding monies are still unpaid, your policy will be cancelled by Cornmarket Insurance Services.

For other payments (eg. deposits /first payments on instalment arrangements or payments to be made in full for: new policies, renewals, additional costs for mid-term adjustments) -failure to pay will automatically instigate the cancellation process. At the end of this process, if outstanding monies are still unpaid, your policy will be cancelled by Cornmarket Insurance Services.

Where such cancellation relates to motor insurance, you must return the relevant Certificate of Insurance immediately; and in line with statutory requirements, we will inform the DVLA.

5. CANCELLATION

- **If you change your mind**

If, having examined your policy documentation, you decide that you do not want the insurance policy, you have a statutory right to cancel the policy and receive a refund of any premium paid for the unexpired period of cover, provided that you have not made a claim under the policy. This right extends provided that you notify us within 14 days of the start date of your cover, or the date on which you receive the terms and conditions of your policy, whichever is later.

In such cases, Cornmarket will not apply our cancellation fee. Some insurers will charge a minimum time on risk charge.

To cancel, please contact Cornmarket Insurance Services Ltd and return your current policy certificate or covernote

- **After 14 day period**

If you require to cancel your policy, we will need a brief written request and reason for cancellation (cancellation will not normally be effective until we or the insurer receive the documents). Please forward by email to cancellation@cornmarketinsurance.co.uk or post to our address supplied below.

In the event of policy cancellation (requested by you, or instigated by us), we will calculate the amount of premium due to the insurer for the period on cover, and the amount of premium you have paid (excluding our aforementioned arrangement /set-up fees, and /or loan charges due). If you have not paid sufficient premium in respect of the time on cover, you will be responsible to pay the balance.

N.B. — Not all policies are refundable upon cancellation, for example:

- Where your insurer has made /will make payment under the policy following an incident /accident — as per your policy booklet.
- Some insurers apply a scale of “short-period” cancellation charges (instead of pro-rata), and if cancellation occurs after the policy has been running for several months, there will be no refund — as per your policy booklet.

6. REFUNDS

Where you are entitled to a refund, after we receive the rebate or confirmation of the rebate from the Insurer, we will forward the refund to you. Please allow up to 28 days to receive cheque.

Where a refund is due under your insurance but you are still due to pay monies to Cornmarket, eg. remaining instalments, we will usually offset monies owed with the credit, eg. reduce your remaining instalments accordingly.

7. PROVISION OF COMPLETE AND ACCURATE INFORMATION

We will ask you for certain information that is essential to the arrangement of your insurance. Please take reasonable care to answer all the questions honestly and to the best of your knowledge.

It is important that you ensure that all statements you make on proposal forms, online quotes, claim forms and other documents, together with verbal statements (e.g. on recorded phone call) are full and accurate. Your attention is particularly drawn to the importance of the Declaration and signature on insurers' Proposal Forms (Instead of a proposal, a 'Statement of Facts' may be used, which does not require return unless details are incorrect).

If the answers to proposal questions should alter due to changing circumstances during the period of the policy, then you should advise us.

If you don't answer the questions correctly it could invalidate the cover, could mean that your policy may be cancelled, that part or all of a claim may not be paid and you may encounter difficulty in trying to purchase insurance elsewhere.

If you are in any doubt as whether to advise us of changes in circumstances that may be relevant to the cover, then you should contact us. Please do consult us if you are in any doubt on any aspect.

8. COMPLAINT HANDLING PROCEDURE

Cornmarket Insurance Services are committed to providing a first class service to our customers. You can help us to do this by letting us know if you are unhappy with our service for any reason or have any cause for complaint.

We will do our best to put things right and improve the service we provide to you. Please contact the Head of

Department or the Customer Experience Team in the first instance at Cornmarket Insurance Services Ltd, First Floor, Boucher Plaza, 4-6 Boucher Road, Belfast, BT12 6HR in writing or by phone, fax or email:

Customerexperience@cornmarketinsurance.co.uk. Cornmarket will acknowledge in writing all complaints within 5 business days of receipt unless the complaint has been resolved to your satisfaction within 3 working days. The complaint will be fully investigated and a full response in writing will be provided to you within 8 weeks of receipt.

If you are not satisfied with the outcome of Cornmarket's internal complaint handling procedure you may refer the matter to the Financial Ombudsman Service. To find out more information visit their website www.financial-ombudsman.org.uk or telephone 0800 023 4 567. Their address is – The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

9. COMPENSATION

You may be entitled to compensation if we or your Insurer cannot meet our obligations due to insolvency. The Financial Services Compensation Scheme provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claims under its policies. For non-compulsory classes of insurance, 90% of the claim is protected, with no upper limit. For compulsory classes of insurance, such as motor third party and employers' liability, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information can be obtained from us or the Financial Services Compensation Scheme (FSCS), 7th floor Lloyds Chambers, Portsoken Street, London E1 8BN, on www.fscs.org.uk or on 0800 678 1100 or 020 7741 4100.

10. CLAIMS

In the event of an incident which may give rise to a claim under your insurance, you must advise us or your insurance company as soon as possible.

If you are a member of **IAM RoadSmart**, please phone 028 9032 2167; or if you are an **EIS** member, please phone 028 9053 8167. For all other car or motorcycle incidents, please phone 028 9032 2607; for non-motor claims, please contact us in the first instance using the normal contact number.

You should be able to provide the date and time of the incident, an indication of the extent of the damage or loss, and details of any other parties involved. In most cases you will be required to complete an incident report form. If there has been a theft or attempted theft, you must tell the police immediately. If you receive a writ, summons or other legal documents or letters, you must send them to the claims handler promptly.

- **Claims and Underwriting Exchange**

Insurers may pass information to the Claims and Underwriting Exchange register, run by Insurance Database Services Limited (IDS Ltd) and the Motor Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers (ABI). The aim is to help check information provided and also to prevent fraudulent claims. When we deal with your request for insurance, your Insurer may search the register. When you tell us about an incident, information will be passed to the registers. The Claims and Underwriting Exchange register is also used by insurers and their agents to decide whether to accept your application and, if so, on what terms. In dealing with your application, this register may be used.

- **Motor Insurance Database**

Details of motor insurance policyholders are added to the Motor Insurance Database (MID), run by the Motor Insurer's Bureau (MIB). MID data may be used by the DVLA and DVLNI for the purposes of establishing whether a driver's use of the vehicle is likely to be covered by a motor policy and /or preventing and detecting crime. If you are involved in an accident (in the UK or abroad) other UK Insurers and the Motor Insurers Bureau may search the MID to ascertain relevant policy information. Persons with a valid claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID. You can find out more about this from us, or at www.mib.org.uk.

11. DATA PROTECTION INFORMATION

- **Our Data Privacy Notice**

Cornmarket Insurance Services (Cornmarket) Data Privacy Notice available at www.cornmarketinsurance.co.uk/data-privacy-notice, provides you with full details about how we as a company process your personal data and the legal bases we rely on for the processing of your personal data. It also provides you with important information regarding your rights in relation to the personal data we hold about you and with information on how you can exercise these rights.

- **The Information We Collect About You**

Cornmarket is a Data Controller as defined under Data Protection Law. Cornmarket will only collect personal data from you that is relevant to the service(s) that you are availing of at that time or for the administration of your policy through Cornmarket. We will take great care with the information provided, and will take necessary steps to keep it secure and to ensure it is only used for legitimate and specified purposes. We will not keep any information we hold about you for any longer than is necessary. This processing of information applies to both our online and offline work practices.

- **Special Categories of Personal Data**

You may also be required to provide Cornmarket with special categories of personal data (sensitive personal data) such as information relating to your health, or your union membership. This information is required to provide you with appropriate insurance products, to process your application for a policy or for the administration of your policy through Cornmarket. Cornmarket is committed to protecting the privacy of special categories of personal data and will only use this data in a manner consistent with our Data Privacy Notice available at www.cornmarketinsurance.co.uk/data-privacy-notice.

- **Telephone Calls**

Telephone calls may be recorded for quality control and training purposes.

- **Who We Share Your Personal Data With**

We may pass your personal information to the relevant underwriter of your policy, to third parties and to contractors where necessary, and to regulatory authorities that need the information by law. This may involve the transfer of personal data, and to countries outside the European Economic Area. Appropriate safeguards are in place to keep your personal data secure in these circumstances.

- **Marketing Communications**

With your consent, your personal data may also be used to advise you of products, services and special offers we offer which we think may be of interest to you. You can opt-out of receiving these marketing communications at any time by writing to Cornmarket Insurance Services Ltd., Boucher Plaza, 4-6 Boucher Road, Belfast, BT12 6HR, or by emailing dataprotectionofficer@cornmarketinsurance.co.uk. Your data will not be passed on to third parties for the purposes of direct marketing.

- **Your Rights**

Data Protection Law provides you with specific rights in relation to your personal data. Our Data Privacy Notice as set out above provides you with important information regarding these rights and with information on how you can exercise these rights.

Your rights under Data Protection Law are as follows:

- **Right to Information**

You have a right to the information provided in our Data Privacy Notice available at www.cornmarketinsurance.co.uk/data-privacy-notice. This outlines how we as a company process your personal data and the legal bases for this. It also provides more information regarding your rights as set out in this section

- **Right to Restrict or Object to the Processing of your Personal Data or to Withdraw your Consent**

You can restrict or object to any unfair and unlawful collection or use of your personal information. You also have the right to withdraw any consent you have provided for the processing of your personal data

- **Right to Correct and Update**

You can ask us to correct and update personal information we hold about you.

- **Right to Delete and Be Forgotten**

You can have your personal information deleted if it is incorrect or has been processed unfairly or unlawfully. However, if we have provided a regulated product or service to you, we must keep your personal information for a minimum period by law.

- **Right to Portability**

You can ask for a copy of all personal information held by us in an automated format, that you gave us, including through your interactions with us. You can receive this in a machine readable format. You may also request that we send this personal information in a machine readable format to another company. The format will depend on our ability to provide this in a secure way that protects your personal information.

- **Right to Access**

You have the right to know what personal information we hold about you and to receive a copy of your personal information.

- **Cornmarket's Data Protection Officer**

Cornmarket has a Data Protection Officer that you can contact directly with queries or requests you have in relation to your personal data:

Post: Cornmarket Data Protection Officer
Cornmarket Insurance Services
Boucher Plaza
4-6 Boucher Road
Belfast
BT12 6HR

Email: dataprotectionofficer@cornmarketinsurance.co.uk

Tel: 02890442200

- **Information Commissioner's Office**

If you do not think that we have processed your personal information in line with our Data Privacy Notice, available at www.cornmarketinsurance.co.uk/data-privacy-notice, please contact us.

If you are not happy with how we have processed your personal information or handled your privacy rights, you can complain to the Information Commissioner's Office by contacting them below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745
Fax: 01625 524 510
Web: <https://ico.org.uk/concerns/>

12. FRAUD PREVENTION, DETECTION & CLAIM HISTORY

In order to prevent and detect fraud, we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Check and /or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and suspect fraud, we will record this.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity;
- Undertake credit searches and additional fraud searches.

- **Claims History**

You must tell us about any insurance related incidents (such as accident, fire, theft or malicious damage) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.

We may search these databases when you apply for insurance, in the event of any incident or claim, or at any time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

- **Road Traffic Act Statement**

It is an offence under the Road Traffic Act to make any false statement or withhold any material information for the purpose of obtaining a Certificate of Motor Insurance.

13. WHOLE AGREEMENT

This agreement (and documents related to this agreement), supersedes all prior representations, arrangements, understandings and agreements between the parties relating to the subject matter hereof, and sets forth the entire, complete and exclusive agreement and understanding between the parties relating to the subject matter thereof.

- **Discretion To Execute Clients' Instruction**

Nothing in this agreement imposes on Cornmarket any obligation to execute or undertake any transaction on your behalf and Cornmarket may refuse to execute any transaction at its sole discretion.

- **Changes To Our Terms Of Business**

All information printed in these Terms of Business is correct at time of going to press. We may, however, amend these terms from time to time. Where appropriate we will notify our policyholders in writing by sending a notice describing the relevant changes.

- **Termination**

Both you and Cornmarket Insurance Services have the right to terminate these terms and conditions by sending the other party prior written notice. You may terminate any service or product you have undertaken with / through us. Likewise, Cornmarket Insurance Services reserves the right to withdraw its services to you by advising you in writing. In such circumstances we will provide you with adequate written notice and will endeavour to ensure that any outstanding business is satisfactorily dealt with. Such termination will take effect from the date specified in the notice.

- **Conflict Of Interest**

Your attention is drawn to the fact some person(s) connected with us may have an interest, relationship or arrangement which is material in relation to the transaction or service we are providing. However, our employees are required to comply with our Conflicts of Interest & Inducements Policy to ensure that your best interests are served at all times.

- **Force Majeure**

Notwithstanding any other provision contained in this document, Cornmarket Insurance will not be responsible or liable for any loss or for any failure to fulfil any of its obligations or duties hereunder or for any claims, losses, damages, liabilities, costs or expenses suffered or incurred by you if such loss, damage, liability, cost, expense, or failure arises directly or indirectly out of, or in connection with, or as a result of any fire, natural disaster, delay or breakdown in communications or electronic transmission system, or any other cause beyond the reasonable control of Cornmarket Insurance Services.

- **Governing Law And Language Applicable**

In the absence of an agreement to the contrary the law of England and Wales will apply to these terms and conditions. If you reside in (or in the case of a business policyholder, the registered office /principal place of business is in) Scotland, Northern Ireland, the Channel Islands or the Isle of Man, the law applicable to that appropriate country will apply.

The language used in these terms and any communications relating to them will be in English.

14. HOW THE COST OF YOUR INSURANCE IS MADE UP

- **Example Cost Of Arranging A New Motor Policy**

Annual Premium before tax:	£400.00	Charged by the Insurance Company after their assessment and upon acceptance of the proposed risk.
	+	
Insurance Premium Tax (IPT):	£48.00	IPT is currently 12% and collected on behalf of the government by the Insurance Company.
	= £448.00	
	+	
Arrangement Fee:	£30.74	Charge made by Cornmarket Insurance Services for arranging each insurance policy. Non-refundable upon cancellation.
	= £478.74	
	+	
Optional Extra(s) - example shown Motor Legal Expenses	£20.00	Separate from insurance policy and optional. Provides prompt legal advice in the event of a non-fault incident, and help in the recovery of uninsured losses. Includes Insurance Premium Tax 12%
Total amount payable:	£498.74	Other optional products which may add to the cost include: - Car Rescue – 24hr accident & breakdown recovery with HomeStart; - Bike Assist – 24hr accident & breakdown recovery (incl. punctures); - ClaimsAssist – claims mediation & assistance on property claims.

- **Example Cost Of Paying The Above By Instalments**

	£498.74	
	-	
Deposit:	£109.75	20% of total cash price + £10 credit set-up fee

		£109.75 payable upon arrangement of cover
Balance =	£398.99	
Charges for Credit	£39.90	Equivalent to typically 10% of balance payable
Balance payable =	£438.89	
in 9 monthly payments of:		£48.76 by Direct Debit beginning one month after cover arranged
Total cost of insurance and instalment plan	£548.64	

- Example Cost Of Making A Mid-Term Change**

[eg. a permanent change after 151 days, i.e. with 214 days remaining before policy expires.]

(A) THE NEW DETAILS BEING RATED AS A LOWER RISK		(B) THE NEW DETAILS BEING RATED AS A HIGHER RISK	
Annual Premium (incl. IPT) on new details:	£424.00	Annual Premium (incl. IPT) on new details:	£636.00
Inception Premium (incl. IPT) on previous details:	£530.00	Inception Premium (incl. IPT) on previous details:	£530.00
Annual Difference:	-£106.00	Annual Difference:	£106.00
Pro-rata on days remaining:	/365 x214	Pro-rata on days remaining:	/365 x214
Premium Credit:	£62.15	Premium Debit:	£62.15
Cornmarket Administration Fee:	-£16.50	Cornmarket Administration Fee:	+£16.50
Refund due to customer:	£45.65	Additional due from customer:	£78.65

If there are future instalments due, the remaining monthly repayments will be adjusted accordingly.

- Example Of Cancelling A Policy Mid-Term**

[eg. after change **(A)** above, having been on cover for 250 days on a policy with pro-rata* cancellation.]

Annual Premium (incl.IPT) as at last change:	£424.00	(Arrangement fees and the cost of optional extras are non-refundable upon cancellation).
Pro-rata on days remaining:	/365 x115	The cancellation method /scale* used by your Insurance Company can be found in the policy booklet.
Premium Credit:	£133.59	
Cornmarket Cancellation Admin Fee:	-£30.00	(Your Insurance Company may also charge a fee upon cancellation).

Refund due to customer:	£103.59	Please note if there are instalments and or monies outstanding any refund due may be used to cover any outstanding balance.
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A proportion of the loan charge is refunded on instalments not yet due.

*Note – not all policies provide cancellation on a pro-rata basis, as outlined above.

15. CONTACTING CORNMARKEt INSURANCE SERVICES

- **Normal Hours Of Business**

Our office is open:	Monday to Thursday	9:00am to 8:30pm
	Friday	10:00am to 5:00pm
	Saturday	9:00am to 12:30pm

- **POST** — by writing to us at:

Cornmarket Insurance Services Ltd
First Floor, Boucher Plaza
4~6 Boucher Road
BELFAST
BT12 6HR

- **VISITING:**

Our office is conveniently located less than 2 miles from Belfast's city centre with easy access and free car-parking.

If you do not find the steps at the front of the premises convenient to use, you may use the lift - access can be gained via the car park to the rear of Boucher Plaza and by pressing the buzzer on the rear door, or by phoning our office, so that we may unlock the rear doors.

In the interest of security, all motorcyclists must remove their helmet before entering our premises.

- **TELEPHONE:**

Calls may be recorded for our mutual protection and for training purposes. This also helps us to keep paperwork to a minimum and may assist in resolving any problems quickly should they arise.

If you are a member of the Institute of Advanced Motorists, please phone 028 9033 2111;

If you are a member of the Coach Drivers' Club, please phone 028 9044 2202;

If you are an LGV or PCV driver, please phone 028 902204;

If you are a member of EIS please phone 028 9044 2211;

If you are a teacher, please phone 028 9044 2201;

For all other customers, please phone 028 9044 2200.

- **E-MAIL:**

We have several email addresses depending on which affinity group you belong to or type of insurance you wish to discuss. Please refer to www.cornmarketinsurance.co.uk/contact for further information.

You may also contact us at: mail@cornmarketinsurance.co.uk.

We regularly review our E-mail in-box during our normal office opening hours, however E-mail requests for cover arrangement or policy alteration cannot be assumed to be completed until we confirm same.

This Terms of Business is effective from 25th May 2018.

Cornmarket Insurance Services Ltd is a wholly owned subsidiary of Cornmarket Group Financial Services Ltd, Cornmarket is a member of the Irish Life Group Ltd. which is part of the Great-West Lifeco Group of companies. Cornmarket Insurance Services Ltd is authorised by the Financial Conduct Authority in the UK and is regulated by the Central Bank of Ireland for conduct of business rules.