



# about our insurance services



11, Cheshire Street,  
Market Drayton,  
Shropshire,  
TF9 1PD

## 1. The Financial Conduct Authority (FCA)

The FCA 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 for general insurance
- We offer products from a limited number of insurers for this scheme.  
Ask us for a list of insurers we offer insurance from.

## 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs. 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.
- 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 this service?

- No fees are charged for our services on the scheme.

## 5. Who regulates us?

Owzat Insurance is a trading name of Meadons Insurance Brokers Ltd, 11, Cheshire Street, Market Drayton, Shropshire, TF9 1PD; we are authorised and regulated by the Financial Conduct Authority. Our permitted business is advising on, arranging and assisting in the administration and performance of a contract of insurance. We are also authorised and regulated to carry on credit broking.

You can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 1678. Our FCA Register number is 305537.

## 6. What to do if you have a complaint

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

... in writing Write to: Mr N Hancock, Director,  
Meadons Insurance Brokers Ltd,  
11, Cheshire Street,  
Market Drayton,  
TF9 1PD

... by phone Telephone: 01630 658455

... by email [neil.hancock@meadons.co.uk](mailto:neil.hancock@meadons.co.uk)

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

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## **7. Claims**

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We have no authority to settle claims on behalf of insurers. In the event of an incident occurring, which may give rise to a claim under your policy, you should notify us immediately. In an emergency, and outside our business hours, please refer to your policy for guidance. We will advise you promptly of insurer's requirements concerning claims, including the provision of information required to establish the nature and extent of the loss.

If there is a conflict of interest, we shall only handle a claim on your behalf after we have disclosed to you all information you require, to enable you to decide whether to give your informed consent, and after you have given your consent.

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## **8. Are we covered by the Financial Services Compensation Scheme (FSCS)?**

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

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## **9. Disclosure of commission**

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If you would like to know the amount of commission that we are paid in respect of your insurance contract, this information is available on request.

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## **10 Earning interest on customer money**

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We hold premiums that you pay to us in a Client Money Bank Account. Under FCA Regulations we have to inform you that we may earn interest from the money held in this account, which may exceed £20 for any one transaction you make with us. Our policy for payment of interest is not to refund interest. By accepting these terms, you are giving your consent for us to act in the manner described in this section.

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## **11 Customer money passed to another person**

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In accordance with FCA Regulations we have to inform you that in managing/arranging your insurance requirements, we may transfer money that you have paid us, in payment of an insurance premium, to another insurance intermediary. By accepting these terms, you are giving your consent for us to act in the manner described in this section.

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## **12 Disclosure of information**

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Your responsibilities - The Insurance Act 2015 & Duty to Disclose

Your insurance is based upon the information provided to the insurance company.

Under the terms of the Act, before a contract of insurance is entered into we must make a fair presentation of the risk to an insurer.

A fair presentation of the risk requires clear and accessible disclosure, without material misrepresentation, of every material circumstance which the insured knows/ought to know;

Or, failing that, sufficient information to put a prudent insurer on notice that it needs to make further enquiries to reveal those material circumstances

What must actively be disclosed:

- knowledge of senior management, committee members
- knowledge of the insurance team (including broker),
- information which would be revealed by a reasonable search.

If you have any doubts about what information needs to be disclosed, please contact us so we are able to provide advice and guidance.

If you fail to comply with this duty of disclosure, Insurers have various remedies available to them including but not limited to:

- avoidance of the policy,
- declining the claim,
- amendment of terms and increased premiums etc.

Unless you are a Consumer (an individual buying insurance wholly or mainly for purposes unrelated to your trade, business or profession) you must disclose to insurers, before the setting up or renewal of your contract is concluded, any fact or circumstance which is known to you (or which after enquiry ought to be known to you) and which is material to the risk.

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A fact or circumstance is material if it would 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 a fact is material, you should disclose it.

You must check all details on any risk presentation, proposal form or Statement of Facts and pay particular attention to any declaration you may be asked to sign.

It is important that you read all insurance documents issued to you and ensure that you are aware of the cover, limits and other terms that apply.

Particular attention must be paid to any warranties and conditions as failure to comply with them could jeopardise your claim.

You must inform us immediately of any changes in circumstances which may affect the services provided by us or the cover provided by your policy.

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### **13 Documents and awareness of policy terms**

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When a policy is issued you are advised to read it carefully. It is the policy document, the schedule and any certificate of insurance, which are the basis of the insurance. Please ask our advice if you are in any doubt over any of the terms or conditions. We reserve the right to retain certificates or policy documents whilst awaiting full payment of premiums, including instalment facilities. We will ensure that you receive details of your insurance cover and any documents required by law.

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### **14 Telephone Call Recording**

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For our joint protection, telephone calls may be recorded and/or monitored

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### **15 Governing law**

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This agreement shall be governed by the laws of England and Wales and the parties agree herewith that any disputes arising out of it shall be subject to the exclusive jurisdiction of English Courts.

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### **16 Other taxes or costs**

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Other taxes or costs, or both, may exist in relation to products and services offered by us, which are not paid through, nor imposed, by us.