

## Your Agreement with Able Insurance Services Limited

Gladiator is a trading name of Able Insurance Services Limited ('we/us/our'). Able Insurance Services Limited (Able) is a 100% owned subsidiary of Admiral Group plc.

Able is an Insurance intermediary. We are authorised and regulated by The Financial Conduct Authority (FCA) under registration number (311649), you can check this at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by calling 0800 111 6768.

In addition to the contract that you have with the Authorised Insurers, you have a separate agreement with Able for the arrangement and administration of your insurance policy. This agreement covers the specific insurance intermediary services that we provided directly to you, in addition to other services that we may provide on behalf of the Authorised Insurers. The services and the charges applied under this Agreement are shown below. Please use this information to decide if our services are right for you.

### Cancellation rights

#### Public Liability and Goods in Transit (Haulage) policies

You have the right to cancel your policy within 14 days of the policy start date. If you exercise this right and cover has not commenced, you will be entitled to a full refund of premium. If the insurance has commenced, your Insurance provider will make a deduction for the time you have been covered under the policy, please see your policy booklet for Insurer charges. We will retain our new business or renewal fee to cover our arrangement costs. Any additional products purchased such as Goods in Transit (Own goods) are fully refundable within this period subject to no claim having been made.

After 14 days, your Insurance Provider will charge for the time you have been covered under the policy. Charges can vary between Insurance Providers and are detailed in your policy documents. We will then retain 10% of any return premium. Any additional products you may have purchased, such as Goods in Transit (Own goods) are non-refundable. Please note that the combination of charges and non-refundable products as outlined above will often result in a greater charge than the actual period of insurance. This may leave customers who pay by instalments with an outstanding balance that will need to be paid at cancellation.

### Important information about your Policy Renewal

Unless you contact us we will automatically apply for your renewal premium using the current payment details we have on file, 7 days before your renewal date. This is to make sure there is no interruption in your insurance cover.

### What will you have to pay for our services?

Arranging your policy at new business	£20.00
Arranging your policy at renewal	£20.00
Any change to your policy details	£20.00

### When and how do I pay?

You can pay for your insurance with one lump sum with a debit/credit card. If eligible, you can pay in monthly instalments by Direct Debit. Monthly instalments will apply for the duration of the policy.

## Commission

Able receives a variable commission from the authorised Insurers that underwrite your insurance policy. The commission is included in your premium and covers the costs incurred by Able in arranging and administering your policy. Able does not however receive commission from the insurers of optional add on products you may have purchased alongside your policy (I.E – Own goods/Goods in Transit). Able also receives an additional bonus from the authorised Insurers which is dependent on the underwriting profits.

## Remuneration

Able remunerates its employees using a combination of fixed and variable rewards that are designed to ensure they act in the best interest of customers at all times. All employees receive a base salary and participate in share schemes that are based on overall company performance. In addition, contact centre employees also receive variable financial rewards based on the insurance policies they process, providing they also achieve high levels of customer service. Discretionary non-financial rewards (e.g. additional holidays) may also be given for the same reasons.

## Products we offer

We only offer products from a limited number of insurers for Public Liability and Employers' Liability. We only offer products from a single company (Royal and Sun Alliance PLC) for Goods in Transit (Haulage) and Goods in Transit (Own Goods).

## Who we act for

We act on behalf of a limited number of insurance companies who are permitted to set up, make mid-term adjustments, and renew your insurance contract on behalf of the Authorised Insurers and act on your behalf in arranging your contract of insurance. We are not permitted to deal with any aspect of the claims process. We hold as agent, any insurance premiums collected on behalf of the insurers described above. We do not hold client money.

## Our services

We will help you identify your needs by providing appropriate information and may ask you some questions to help you make an informed choice. You will then need to make your own decision on how to proceed. We will not provide advice or a recommendation for any of the products we offer, including optional additional products.

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

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 circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## What to do if you have a complaint

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

In writing: Quality Manager, Gladiator, Ellipse, Ground Floor, Padley Road, Swansea, SA1 8AN

Tel: 0333 222 6720 or Email: [gladiatorquality@aisl.uk.com](mailto:gladiatorquality@aisl.uk.com)

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

Further information can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)