

# Our Service Charter

## 1. Who Are We?

Residentsline is a trading name of Residentsline Limited, an intermediary specialising in all aspects of insurance for residential and commercial properties. If it is in your best interests, we may also act as agents of other property insurance specialists.

A full list of our trading names and Appointed Representatives is available for you to view on the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) after entering our Register number 305998.

## 2. Whose Products Do We Offer?

Although not obliged to do so, we only offer products from a selected number of insurers. Upon request, we will be happy to provide you with a list of the insurers with whom we offer cover. Summaries of Cover can be viewed on our website: [www.residentsline.co.uk](http://www.residentsline.co.uk)

## 3. Which Type Of Service Will We Provide You With?

Usually, we will ask questions to identify the most appropriate product. You will then need to make your own decision about how to proceed.

We will not normally provide advice or recommendations for insurance contracts unless you specifically request such a service, when your enquiry will be passed on to one of our senior managers.

We act as the agent of the insurer in the sourcing and placing of insurance, which is suitable for your needs. We act as the agent of the client when assisting with any claim you may need to make under a policy.

## 4. What Will You Have To Pay Us For Services?

When we arrange insurances for you we charge an annual fee of £10 to £25 to help cover our administration costs for the following specified activities: new policies and renewals, mid-term adjustments, cancellations, duplicate documents, cheques returned unpaid and credit control communications. This fee is in addition to the commission that we receive from Insurers on premiums paid. Please note that all fees will normally be retained by us on cancellation. In addition where any full or part premium and/or fees remain outstanding after 30 days, unless otherwise agreed with us in advance, we may make reasonable charges for the recovery of these.

We receive commission from insurers and you are entitled to contact us for more information in this respect. If it is in your interest and it is agreed by you, in some circumstances we may be required to collect a fee on behalf of another intermediary.

## 5 Who Regulates Us?

Residentsline Limited of 29 Waterloo Road Wolverhampton WV1 4DJ is authorised and regulated by The Financial Conduct Authority.

Our FCA Register number is 305998.

Our permitted business includes assisting in the administration and performance of a contract of insurance.

You may check details on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting The FCA on 0800 111 6768 (freephone) or 0300 500 8082.

## 6. Our Principal Service Standards

Upon receipt of a request from you or one of our agents, we will provide a quotation or request further information within 2 working days.

When an urgent quotation response is required we will endeavour to meet the deadline. If the submission meets the chosen insurer's underwriting criteria, we will try to respond within 2 hours.

With the quotation, Residentsline will send the following documentation using "First Class" post or electronically by PDF, if preferred:

- a quotation letter
- a pre-prepared proposal form or Statement of Fact based on the information so far supplied
- brief details of covers provided
- this Service Charter.

Policy documents and any certificate(s) will normally be issued within 14 days of Residentsline receiving both the fully completed proposal form, or confirmation that the Statement of Fact is correct, and the premium due and policy documents from the insurers.

## 7. Your Duty To Make A Fair Presentation of Risk

It is your responsibility to disclose facts that are material to risk/property being insured, when you take out your policy, throughout the life of your contract and when you renew your insurance. It is important that all knowledge or information that is pertinent to the accurate underwriting of your contract is disclosed in a clear and accessible manner before the contract commences.

Where your duty to make fair presentation of risk is breached, part or all of your claim may not be paid or your claim could be invalidated. If you are unsure, please disclose it.

Where a deliberate or reckless breach of disclosure has been proven we can void your policy and retain the premium. Non-deliberate or non-reckless breaches could lead to us voiding your policy and refunding premiums, reducing claim settlement payments and/or

application of new or different terms (e.g. conditions and exclusions).

## 8. "Demands and Needs" Statement

The products we offer are designed specifically to meet the demands and needs, both now and in the foreseeable future, of Residential and Commercial Property Management Companies, Property Managing Agents and similar organisations who are responsible for arranging insurance covers in respect of residential and commercial property and its management.

We keep our panel of insurers under constant review to ensure you are provided with broad cover at a competitive premium, always taking into account insurer service levels.

As we do not normally give any advice as to the suitability, or otherwise, of any product it is up to you to decide whether a product is suitable for your needs.

## 9. Payment

We normally accept premium payments by cheque, BACS or debit/credit card. This money will be held in a Residentsline Limited Insurance Brokers Insurers' Trust Account maintained solely for premiums received on behalf of your insurers. You may also be able to spread your payment by way of a Credit Agreement. Full details are available upon request.

Whilst awaiting payment of your premium we may retain certain items such as policy documents and certificates of insurance. Failure to pay may lead to insurers cancelling your policy. Moreover, payment of any claim could be prejudiced if there is a delay in Residentsline Limited receiving the premium due.

## 10. Claims

Should you suffer loss or damage which you consider may be a claim under your policy, we will usually have already provided you with a telephone number for direct access to your claims team. You should be aware that such claim teams act on behalf of insurers. Alternatively, contact us direct and we will make appropriate arrangements with the insurer on your behalf.

Although the primary responsibility rests with the insurer to handle claims promptly and fairly, when involved with a claim Residentsline will always act with due care, skill and diligence. Please do not hesitate to contact us if any claims handling issues give you cause for concern.

## 11. Are We Covered By The Financial Services Compensation Scheme?

Yes, 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 the claim. Insurance advising and arranging for compulsory classes of insurance is covered for 100% of the claim and 90% for non-compulsory protection, without upper limit.

Further information about compensation scheme arrangements is available from the FSCS at:-

Financial Services Compensation Scheme  
10th Floor Beaufort House, 15 St Botolph Street, London EC3A 7QU  
Tel: 0800 678 1100 or 020 7741 4100 Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

## 12. What To Do If You Have A Complaint

In the first instance you should write to us, for the personal attention of Mrs Belinda Thorpe, at Residentsline, 29 Waterloo Road, Wolverhampton, WV1 4DJ. Alternatively, you can contact us by telephone on 01902 712962 and ask for Mrs Belinda Thorpe or, in her absence, Mr Laurence Hughes or by email to [info@residentsline.co.uk](mailto:info@residentsline.co.uk).

If we are unable to resolve the matter very quickly, we have an FCA compliant complaints procedure and you will be provided with full details at the time of your complaint.

If you cannot settle your complaint to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service at:-  
Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Tel: 0800 023 4 567 (free for people phoning from both a landline or a mobile) or 0300 123 9 123 (free for mobile phone users paying monthly charge for calls starting 01 or 02)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## 13. General Data Protection Regulations

We aim to process your data responsibly, fairly and in strict accordance with the General Data Protection Regulations (GDPR) effective 25th May 2018. We have developed a separate Privacy Notice accessible at [www.residentsline.co.uk](http://www.residentsline.co.uk) which explain amongst other matters, our lawful bases of processing information we collect, and how we use and share that information; how long we keep information, including the purposes (e.g. administer your policy) as well as the technical and organisational measures we have in place to safeguard your information and importantly your individual rights.

It is vitally important to take time to read this document carefully as it contains full details of what we do with your information. It is also your obligation to ensure you show this notice to all parties related to any insurance arrangement. If you have given us information about someone else, you are deemed to have their permission to do so.

If you have any questions, require a copy of the privacy notice, or any further information about our approach to the GDPR you can e-mail [info@residentsline.co.uk](mailto:info@residentsline.co.uk) or write to our Compliance Department.

## How to contact us

If you have any questions in connection with this Service Charter, please do not hesitate to contact us on 01902 712962.