

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 interest, 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.

Our Register Number is 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

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; in this case, 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 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. 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; 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 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, if preferred, electronically as a PDF file:

- 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.

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 directly 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

12. What to do if you have a complaint

Our aim is to provide all our customers with a high level of service; however occasionally, it is possible that we may fail to meet your expectations. If this happens you should let us know as soon as practicable, you can call our main office telephone 01902 712962 and ask to speak with Mrs Belinda Thorpe or, in her absence, Mr Laurence Hughes. Or you can write to us at 29 Waterloo Road, Wolverhampton, WV1 4DJ or send us an email: info@residentsline.co.uk. If we are unable to resolve your concerns within 5 working days, we will formally acknowledge your complaint and send you a copy of our complaints process to help you understand the next steps in the complaints process as well as the right to refer your concerns to the Financial Ombudsman Service (FOS). Our aim is to act honestly, fairly and professionally and in the interests of customers at all times ensure all complainants (i.e. you or any other parties acting on your behalf) are regularly informed as to the progress of a complaint and give you a final response no later than 8 weeks.

The FOS Consumer Helpline is on 0800 023 4567 or you can write to them at Exchange Tower, Harbour Exchange Square, London, E14 9SR. www.financial-ombudsman.org.uk

In circumstances where you are not eligible to refer your concerns to the FOS (i.e. you are a large corporate customer) we will attempt to resolve any concerns through negotiation, if the matter cannot be resolved directly with us (usually with 6 months from the date of receipt of the concern) we will seek the assistance of an independent compliance firm or mediator as might be agreed between us and any complainant or other means to try and resolve the matter.

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 which, amongst other matters, explains: our lawful basis of processing information we collect; how we use and share that information; how long we keep information, including the purposes (e.g. to administer your policy); and, the technical and organisational measures we have in place to safeguard your information and 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 us at 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.