

# Working with Residentsline

## IMPORTANT INFORMATION ABOUT OUR BUSINESS PROCEDURES

### Capacity Statement

We act on the insurer's behalf for the sourcing and placing of business, but act for the client when assisting with any claim. We have our panel of insurers for this class of business and do not offer any advice on the suitability of the contract; it is the responsibility of the client to make their own choice.

### Disclosure of Information and Material Disclosure

It is your responsibility to provide us with complete and accurate information when you renew, and throughout the life of, your policy. It is important that all statements contained within the Statement of Fact are full and accurate and that all material facts are disclosed. 'Material facts' are any matters or information relating to your policy which may influence your insurer's decision to offer cover or accept you as a policy holder. Examples include; previous claims, whether insured or not; previous subsidence at your property; criminal convictions that have not become spent under the terms of Rehabilitation of Offenders Act 1974; and, bankruptcy or other financial arrangement with any creditor. This duty of disclosure applies throughout the life of your policy. If you have any doubt as to whether a fact is material, you must disclose it.

If you do not disclose material information to your insurers, part or all of a claim may not be paid, or your insurance could be invalidated.

### Our Earnings

You may ask for details of our earning as a result of placing your insurance at any time.

### Fees

We charge a £25 fee per policy. This covers administration costs for the insurance-related activities reflected in our Service Charter; for example, mid-term adjustments, cancellations, duplicate documents and credit contract communications. This fee is in addition to the commission that we receive from insurers on premiums paid. Please note that all fees and commission will normally be retained by us on cancellation. Where any full or part-paid premium or fees remain outstanding after 30 days, unless otherwise agreed with us in advance, we may make reasonable charges and/or levy additional interest for their recovery.

If you elect to pay your premium by instalments, there will be a charge for the credit provided by the finance company. This will be detailed in the payment options that are offered to you.

**Exclusively flats, it's our policy.**

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