



Terms of business

▶ Our service and capacity

Coverdrone is a trading name of Coverdrone Limited. Coverdrone Limited is an independent insurance intermediary. All sales are provided on a non-advised basis and in purchasing a policy you deem the policy to be suitable for your requirements. We act on your behalf when we source a policy, when you place your insurance and where we assist you with a claim. We act on behalf of Insurers when we collect premium. We can provide documentation on paper at no additional cost. Should you require this please contact our office. Our website address is www.coverdrone.com

▶ Policies purchased on our website

Where you purchase a policy through our website, we offer just information on which you can make an informed decision. You are responsible for checking the product is suitable for your needs. Our website address is www.coverdrone.com. We are not under a contractual obligation to conduct insurance distribution exclusively with one or more insurance undertakings and we do not give a personal recommendation on the basis of a fair and personal analysis. We conduct business exclusively with one insurer in respect of Coverdrone business.

▶ Customer protection information

Coverdrone Limited is a Private Limited Company registered in England and Wales. Registered Office: Arrowscroft, 142 Nantwich Road, Crewe, Cheshire CW2 6BG, United Kingdom. Company number 09602269.

Coverdrone Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA Register number is 920670. We are permitted to:

- advise customers on general insurance contracts (however, see section above 'Our Service and Capacity' regarding non-advised sales)
- arrange deals and deal as agent in general insurance contracts
- make arrangements with a view to transactions in general insurance contracts
- assist in the administration and performance of a general insurance contract

You can check this information on the FCA's Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0845 606 1234.

It is our intention to provide you with a high level of customer service at all times. However, should you be unhappy with our service or have any cause for dissatisfaction we have a formal complaints procedure. In the first instance you should contact us by telephone on +44 (0)1270 448 998 or in writing at Arrowscroft, 142 Nantwich Road, Crewe, Cheshire CW2 6BG United Kingdom.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (www.fos.org.uk).

We are covered by the Financial Services Compensation Scheme (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.



Fair presentation of risk *(Commercial)*

It is your statutory duty before entering into a contract of insurance, prior to an alteration, and at renewal to make a fair presentation of the risk to be insured and to ensure that information is provided in a clear and accessible format.

Where practical, every material circumstance should be disclosed. We will expect firms to make reasonable enquiries and proactively gather information, however, where this is not practical you must make us aware, as your broker, that further enquiries are needed to accurately underwrite the risk.

Any questions put to you in a proposal form or otherwise must be answered honestly, accurately and in good faith.

Failure to make a fair presentation of the risk could invalidate your insurance cover and mean that part or all of a claim may not be paid.



Your duty to provide information *(Commercial/Recreational)*

It is your duty to take reasonable care to answer all questions honestly and to the best of your knowledge. If you do not, your insurance policy may be cancelled or treated as if it never existed or your claim may be rejected or not paid in full.

It is important that all statements you make on proposal forms claim forms and other documents are full and accurate.

If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document.

Failure to provide requested information to your insurers could invalidate your insurance cover and mean that part or all of a claim may not be paid.



Information on costs

We will provide you with separate premiums for each of the individual products and services that we are offering including any fees. We charge an administration fee of 2.50% plus GBP 0.20 for new policies, mid-term adjustments and renewals. In addition to this fee, cancellations and mid-term adjustments resulting in a refund of premium, will be paid net of policy commission.

Fees already paid at the outset of a policy or during the term of a policy are non-refundable.

Certificates and other policy documentation will not be released to you until we are in receipt of full payment of the policy premium(s) and any fees. In these circumstances we will ensure that you receive full details of your insurance cover and will provide you with any documents that you are required to have by law.

Coverdrone Limited are remunerated by receiving a percentage of premium by way of commission or brokerage which will be disclosed to clients on request. We may receive profit share and/or an override from insurers or premium funding providers, which you consent to us retaining. Any interest earned on your money whilst in our possession will be retained by us.

Cancellation

You can cancel this Policy at any time by giving the Insurers 30 days' notice in writing.

You can cancel your policy in your online account, or send your notice of cancellation to: Coverdrone Limited, 142 Nantwich Road, Crewe, Cheshire CW2 6BG, United Kingdom - support@coverdrone.com.

A pro-rata refund of the premium will be paid for the remaining portion of the Period of Insurance after the cancellation date, if the refund exceeds GBP 25.

The Insurers can cancel this Policy by giving you thirty (30) days' notice in writing but will only do so for a valid reason. The Insurers will either return a pro rata portion of the premium in respect of the unexpired Period of Insurance or have the option to retain the premium in the case of fraudulent claims.

There will be no return of premium in respect of any UAS on which a loss is paid or is payable under this Policy. Any return of premium will be subject to the fees outlined in 'Information on Costs'.

Cancellation during the cooling off period *(Consumers only)*

In addition to the above cancellation rights a consumer has the right to a cooling off period where the policy is a short-term policy of one month or more. There is no cooling off rights in respect of a policy of less than one month's duration.

Cancellation under this clause should be sent in writing or by email to Coverdrone Limited, 142 Nantwich Road, Crewe, Cheshire CW2 6BG United Kingdom – support@coverdrone.com.

Where a policy of one month or more is cancelled a pro-rata refund of the premium will be paid for the remaining portion of the Period of Insurance after the cancellation date.

Any return of premium will be subject to the fees outlined in 'Information on Costs'.

The cancellation period begins either from the day of the conclusion of the contract or from the day on which you receive the contractual terms and conditions if this is later than the date of the conclusion of the contract.

Risk transfer/client money

Coverdrone Limited act as agent of the Insurer for the collection of premiums and refunds of premium. This means that premiums are treated as received by the Insurer when received by us and we will advise you if this is not the case.

Claims

In the event of a claim:

- Report all incidents to our office as soon as possible (even if you do not think you are to blame)
 - Report the incident via our website www.coverdrone.com/claims
 - Please forward or upload any relevant documentation to us
 - Do not reply to any third-party correspondence yourself since it may prejudice your claim
 - You can email us at claims@coverdrone.com
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Conflict of interest

There may be occasions when a potential conflict of interest arises. If this happens, we will inform you and obtain your consent before we carry out your instructions.

Terms of credit

All balances must be settled within 14 days of receipt of our invoice unless we have agreed other written credit terms with you.

If third party funding is used to finance premiums (e.g. Close Brothers Premium Finance) you will be required to complete and sign a credit agreement. If the agreement with a third-party provider is terminated for any reason, then you do have to pay the balance of premiums due immediately. We will give you regular accounting documentation. If you are unsure about any aspect of these credit terms, please notify us as soon as possible so that we can discuss it with you.

Where a statement balance is in your favour, we will arrange for payment to be made to you by way of a bank transfer, refund to your original payment card, or we will apply it against any outstanding premiums.

Payment options

Payment can be made in full by card, and for certain policies, you may pay by direct debit (premium finance agreement) or bank transfer (see below).

Please note that we can only issue confirmation of cover when we are in receipt of either full payment or a premium finance agreement.

A deposit may be required for premium finance agreements.

Credit/Debit card

A service charge does not apply to card payments.

Bank transfer

If you wish to pay by bank transfer, please use the bank details on our quote presentation or invoice.

Please use your Broker Reference (or policy number) as the transaction reference so we can identify your payment.

Direct Debit *(Close Brothers Premium Finance (CBPF))*

CBPF are an independent premium finance facility and the credit agreement can be used for any insurer and policy type. Payments are collected by direct debit from your bank account. A service charge applies to this credit agreement, which will increase the overall cost to you.

Please contact us for the latest rates. You must purchase an annual policy to pay on premium finance and be a Commercial client.

Consumer credit

Where we arrange credit we act as a credit broker and arrange credit with either your insurer or a finance provider. We will receive commission from the lender for arranging your credit agreement, details of which will be disclosed on request. When applying or taking out credit we will share your data with lenders who may carry out anti-money laundering checks and credit underwriting to assess creditworthiness and affordability to meet their regulatory or business obligations. Credit checks may include a search of your records (for limited companies this may include directors and the organisation itself) at a credit reference agency. This type of search will leave a footprint that other lenders will be able to see but not the outcome of the search. The type of search made should not have a detrimental effect on the credit rating of an individual.

If, when the lender has received the new business transaction, the inception date has already passed, they may collect any payments that would have been due had the transaction been received prior to the inception date as soon as possible. This will ensure your payment schedule stays on track with the policy period but may mean that the first payment is higher than the rest.

You will have 14 days to cancel your credit agreement.

If the signed credit agreement is not returned, lenders may charge you a fee to cover the costs of chasing its return, which will be added to your next monthly payment.

If you default on your payments, the lender may try to collect the missed payment again together with any default charges. You will have 14 calendar days to resolve the payment issues and if required set up a new direct debit instruction. Any missed payments can be made by credit or debit card over the telephone to the premium funding provider or directly into their bank account. We will be informed of such events and if the default is not resolved the credit for the related transaction will be cancelled. If you do not make other arrangements with us to pay your premium your insurance policy may also be cancelled. You will be responsible for any time on risk charge. Where there are any unpaid premiums or charges due from you under your credit agreement if this is cancelled, we will recover these from you.

Law and jurisdiction

These terms of business shall be governed by and construed in accordance with English law.

In relation to any legal action or proceedings arising out of or in connection with these terms of business we both irrevocably submit to the non-exclusive jurisdiction of the English Courts.



Privacy policy

This document details how information about you, that you have provided to us, will be used.

Legal basis for processing data

There are several lawful bases under which we can hold and process your data. Coverdrone Limited will hold and process your data where:

- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract
- Processing is necessary for compliance with a legal obligation
- Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, right or freedoms of the data subject
- Processing is necessary for reasons of substantial public interest

Information we collect about you

When you contact us for an insurance quotation we collect the relevant information needed by an insurer to calculate the premium and understand and arrange insurance to meet your needs, and also arrange premium finance where applicable.

The information varies dependant on the risk to be insured. It may be necessary to collect sensitive personal data, and/or we may need information (including sensitive personal data) about other members of your household or family (including children) who may also be included as a beneficiary on your policy e.g. family members who may drive your car or may be included on a travel insurance policy.

Where this involves passing information to us relating to children you acknowledge that in doing so you are the responsible parent or guardian of the child and are providing explicit consent for us to use this information specifically to fulfil the insurance cover and services requested.

We collect this information

Information is collected during our meetings, telephone conversations, letters, e-mails with you and through the completion of proposal forms and fact finds or via online submission forms.

We store your personal data

Coverdrone Limited use several data storage methods which include:

- Electronically on our Acturis and Open GI system
- On Microsoft 365 (for Word, Excel, Emails, PDF's etc.)
- Feefo and Mailchimp (or similar email or review systems)

Information held on Acturis, Open GI, Microsoft 365, Feefo and Mailchimp is securely backed up and your data encrypted to protect your data from cyber-attacks and on-line hackers.

How your information will be used *(and who might it be shared with)*

The information we collect will be passed to insurers to enable them to calculate a competitive insurance quotation to meet your requirements and/or handle a claim you are making under the policy.

In order to obtain the most appropriate policy it may be necessary to pass your information to other insurance intermediaries who are authorised and regulated by the Financial Conduct Authority. Information provided by you may be put onto a register of claims and shared with other insurers to prevent fraudulent claims.

We may share your data with other third parties in order to meet our legal or regulatory requirements. This includes statutory bodies and third parties who request information about you that they need to help prevent or detect crime and fraud or organisations who are responsible for tax or where we are required to give this information under an order of the court or legislation.

Should you wish to pay your premium by instalments we may pass your information to a premium finance provider however, this will not be done without discussing payment options with you first.

When applying or taking out credit we will share your data with lenders. Coverdrone Limited, or the lenders, may carry out anti-money laundering checks and credit underwriting to assess creditworthiness and affordability to meet regulatory or business obligations. Credit checks may include a search of your records (for limited companies this may include directors and the organisation itself) at a credit reference agency. This type of search will leave a footprint that other lenders will be able to see but not the outcome of the search. The type of search made should not have a detrimental effect on the credit rating of an individual.

We keep your data for

We will retain any information held in manual files for not less than 7 years.

We will retain any information held electronically for not less than 7 years.

Your personal data is processed by us by our staff in the UK. However, for the purposes of IT hosting and maintenance this information may be located on servers within the European Economic Area.

Your rights of access

Under the GDPR (General Data Protection Regulations) you have a right to obtain a copy of the personal information that we hold about you free of charge.

If you believe that any information held is incorrect or incomplete, you should contact us (see contact details below). Any information that is found to be incorrect or incomplete will be amended promptly.

Erasure rights

You have the right to request the deletion or removal of your personal data if you feel there is no compelling reason for its continued processing.

Your right to data portability

You have the right to request us to transmit your data directly to another organisation which we will undertake if this is technically feasible. We will respond to your request within one month and if we are unable to action a request we will explain why.

Your right to object

Under the GDPR you have the right to object to us processing personal data based on grounds relating to your particular situation. If you object to us processing your personal data we will stop unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or, the processing is for the establishment, exercise or defence of a legal claim.

For any of the above please write or email us at the address below in the first instance.

Your right to complain

You have a right to complain to the Information Commissioners Office if you feel there is a problem with the way Coverdrone Limited is handling your data. Please contact <https://ico.org.uk/concerns/handling/>

Marketing

Coverdrone Limited take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us, or to send you information about other products and services that we believe may be relevant to you.

We will not use your information or share your information with any other company for marketing purposes without your prior consent.

If you wish to unsubscribe from receiving marketing material at any time, please use the contact details at the bottom of this notice.

Contact details

If you need any further information or need to contact us please write, telephone or email us at:



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Arrowscroft
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