



CITY FINANCE BROKERS

TERMS OF BUSINESS

PROTECTION INSURANCE

About Us

City Finance Brokers Ltd is an independent finance and protection specialist based in the heart of the City who specialises in providing professional advice and arrangement across a wide variety of protection insurances for private individuals and corporate clients.

What We Offer

Insurances - we offer non-investment protection products, such as term assurance, income protection and critical illness cover, from a range of reputable insurers.

General Insurance - we offer buildings & contents insurance, accident, sickness & unemployment (ASU) and private medical insurance from a range of insurers.

Our Services

We offer a full advice, recommendation and arrangement service. We will assess your personal circumstances and requirements, including affordability and narrow down the selection of provider and recommend a protection product that meets your needs.

Our Consumer Duty to You

We are committed to offering our customers the highest possible standards of service to pursue their financial objectives and achieve a good outcome.

We will treat you fairly in all aspects of our dealings with you and will communicate with you clearly, promptly and without jargon; providing you with clear information about the products and services we offer so you can make a timely and informed decision.

We will support you with understanding the benefits of the products and act in your best interests without any unreasonable barriers.

We commit to acting in good faith towards our customers by being open, honest and transparent in the way we deal with you and will consider your needs at every stage of the service/product lifecycle.

We will not exploit customers' behavioural biases, lack of knowledge or characteristics of vulnerability and not place our interests above yours.

We are committed to providing you with products and services that are designed to meet your needs and provide fair value to help you achieve your financial goals and not cause you harm.

We will ascertain your individual needs, objectives, preferences and circumstances before recommending a suitable insurance product that is both affordable and within your budget.

We encourage you to ask us if there is anything that you do not understand and will give you access to a formal complaints procedure in the unlikely event you become unhappy with our service.

Where we are unable to support you with your needs, we will provide you with information to help you achieve your objectives.

Your Consumer Duty to Us

To assist us in giving you the best possible advice and service, we will ask you to provide us with details of your income and expenditure so we can assess how much you can afford both now and in the future.

We ask that you to let us know about any changes that might affect your ability to pay the monthly premium(s) or if there is any aspect of our service or the product that you do not understand.

We ask you to be fully transparent and disclose all material information relating to your current health, medical history and lifestyle.

We will ask that you inform us of any characteristics of vulnerability that you have or might currently be experiencing.

We will also welcome your feedback if you think there are ways we can improve upon our service, which may include customer surveys.

Who Regulates Us

The Financial Conduct Authority (FCA) is the UK's independent watchdog who regulates Financial Services. City Finance Brokers Ltd is directly authorised and regulated by the FCA to advise on and arrange non-investment insurance contracts and general insurance.

Our Financial Services Register Number is 766295. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.



Anti-Money Laundering Regulations (AMLR) & Criminal Justice Act 1993

To comply with the AMLR we are obliged to “Know Your Customer” and must verify your identity. We are required to obtain information as the purpose and nature of the business which we conduct on your behalf and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship with you, not just at the beginning.

How We Are Remunerated

We do not charge a fee for these services as we will normally receive commission from the insurance provider recommended.

Instructions

We prefer our clients to give us instructions in writing in order to aid clarification and avoid future misunderstandings. We will, however, accept oral instructions provided they are confirmed in writing.

Complaint Handling

City Finance Brokers Ltd strives to provide excellent service and customer care. However, if something goes wrong, we are committed to handling complaints quickly and efficiently. If you wish to register a complaint, please contact us in writing to: Compliance Officer, City Finance Brokers Ltd, Tower 42, 25 Old Broad Street, London. EC2N 1HN; or by phone to 020 3950 2985.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. Further information about the limits applicable to the different product types is available from the FSCS at: <http://www.fscs.org.uk/what-we-cover/products>

Conflicts of Interest

While we offer independent advice, occasions may sometimes arise where we - or one of our customers - will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

Cancellation Rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.

Termination

Our authority to act on your behalf may only be terminated in writing at any time by either party and without prejudice to the completion of any transactions initiated prior to receipt of from the date issued of such notice.

Force Majeure

City Finance Brokers Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Law

These terms are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

WARNING

Non-disclosure of any material information may result in your application or claim being declined by an insurer.



CITY FINANCE BROKERS

CUSTOMER PRIVACY NOTICE

During the course of dealing with us, we will ask you to provide us with detailed personal information relating to your existing circumstances, your financial situation and your health and family health history (Your Personal Data). This document is important as it allows us to explain to you what we will need to do with Your Personal Data, and the various rights you have in relation to Your Personal Data.

What do we mean by “Your Personal Data”?

Your Personal Data means any information that describes or relates to your personal circumstances. Your Personal Data may identify you directly, for example your name, address, date of birth, National Insurance number. Your Personal Data may also identify you indirectly, for example, your employment situation, your physical and mental health history, or any other information that could be associated with your cultural or social identity.

In the context of providing you with assistance in relation to your insurance requirements Your Personal Data may include:

- Title, names, date of birth, gender, nationality, civil/marital status, contact details, addresses and documents that are necessary to verify your identity
- Employment and remuneration information, (including employment history, salary/bonus schemes/overtime/sick pay/other benefits).
- Bank account details, sources of income and expenditure, family circumstances and details of dependents.
- Health status and history, details of treatment and prognosis, medical reports (further details are provided below specifically with regard to the processing we may undertake in relation to this type of information).
- Any existing mortgage/finance and/or insurance products and the terms and conditions relating to these.

The basis upon which our Firm will deal with Your Personal Data

When we speak with you about your insurance requirements we do so on the basis that both parties are entering a contract for the supply of services. In order to perform that contract, and to arrange the products you require, we have the right to use Your Personal Data for the purposes detailed below.

Alternatively, either in the course of initial discussions with you or when the contract between us has come to an end for whatever reason, we have the right to use Your Personal Data provided it is in our legitimate business interest to do so and your rights are not affected. For example, we may need to respond to requests from mortgage lenders, insurance providers and our Compliance Service Provider relating to the advice we have given to you, or to make contact with you to seek feedback on the service you received.

On occasion, we will use Your Personal Data for contractual responsibilities we may owe our regulator, The Financial Conduct Authority, or for wider compliance with any legal or regulatory obligation to which we might be subject. In such circumstances, we would be processing Your Personal Data in order to meet a legal, compliance or other regulatory obligation to which we are subject.

The basis upon which we will process certain parts of Your Personal Data

Where you ask us to assist you with for example your insurance needs, in particular life insurance and insurance that may assist you in the event of an accident or illness, we will ask you information about your ethnic origin, your health and medical history (**Your Special Data**). We will record and use Your Special Data in order to make enquiries of insurance providers in relation to insurance products that may meet your needs and to provide you with advice regarding the suitability of any product that may be available to you.

If you have parental responsibility for children under the age of 13, it is also very likely that we will record information on our systems that relates to those children and potentially, to their Special Data.

The arrangement of certain types of insurance may involve disclosure by you to us of information relating to historic or current criminal convictions or offences (together “**Criminal Disclosures**”). This is relevant to insurance related activities such as underwriting, claims and fraud management.

We will use special Data and any Criminal Disclosures in the same way as Your Personal Data generally, as set out in this Privacy Notice.

Information on Special Category Data and Criminal Disclosures must be capable of being exchanged freely between insurance intermediaries such as our Firm, and insurance providers, to enable customers to secure the important insurance protection that their needs require.

How do we collect Your Personal Data?

We will collect and record Your Personal Data from a variety of sources, but mainly directly from you. You will usually provide information during the course of our initial meetings or conversations with you to establish your circumstances and needs and preferences in relation to mortgage finance and/or insurance. You will provide information to us verbally and in writing, including email.

We may also obtain some information from third parties, for example, information from your employer, and searches of information in the public domain such as the voters roll. If we use technology solutions to assist in the collection of Your Personal Data for example software that is able to verify your credit status. We will only do this if we have consent from you for us or our nominated processor to access your information in this manner. With regards to electronic ID checks we would not require your consent but will inform you of how such software operates and the purpose for which it is used.



What happens to Your Personal Data when it is disclosed to us?

In the course of handling Your Personal Data, we will:

- Record and store Your Personal Data in our paper files, mobile devices and on our computer systems (websites, email, hard drives and cloud facilities). This information can only be accessed by employees and consultants within our Firm and only when it is necessary to provide our service to you and to perform any administration tasks associated with or incidental to that service
- Submit Your Personal Data to Mortgage Lenders, Finance Providers, Commercial Finance Lenders and/or Insurance Product Providers, both in paper form and on-line via a secure portal. The provision of this information to a third party is essential in allowing us to progress any enquiry or application made on your behalf and to deal with any additional questions or administrative issues that providers may raise.
- Use Your Personal Data for the purposes of responding to any queries you may have in relation to any mortgage/finance product and/or insurance policy you may take out, or to inform you of any developments in relation to those products and/or policies of which we might become aware.

Sharing Your Personal Data

From time to time Your Personal Data will be shared with:

- Mortgage Lenders, Finance Providers and/or Insurance Companies.
- Third parties who we believe will be able to assist us with your enquiry or application, or who are able to support your needs as identified. These third parties will include but may not be limited to, our Compliance Advisers, Product specialists, providers of legal services such as estate planners, (in each case where we believe this to be required due to your particular circumstances).

In each case, your Personal Data will only be shared for the purposes set out in this customer privacy notice, i.e. to progress your mortgage/finance and/or insurance enquiry and to provide you with our professional services.

Please note that this sharing of Your Personal Data does not entitle such third parties to send you marketing or promotional messages: it is shared to ensure we can adequately fulfil our responsibilities to you, and as otherwise set out in this Customer Privacy Notice.

We do not envisage that the performance by us of our service will involve Your Personal Data being transferred outside of the European Economic Area.

Security and retention of Your Personal Data

Your privacy is important to us and we will keep Your Personal Data secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard Your Personal Data against it being accessed unlawfully or maliciously by a third party.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is being sent to us.

Your Personal Data will be retained by us either electronically or in paper format for a minimum of six years, or in instances whereby we have legal right to such information we will retain records indefinitely.

Your rights in relation to Your Personal Data

You can:

- request copies of Your Personal Data that is under our control
- ask us to further explain how we use Your Personal Data
- ask us to correct, delete or require us to restrict or stop using Your Personal Data (details as to the extent to which we can do this will be provided at the time of any such request)
- ask us to send an electronic copy of Your Personal Data to another organisation should you wish
- change the basis of any consent you may have provided to enable us to market to you in the future (including withdrawing any consent in its entirety)

How to make contact with our Firm in relation to the use of Your Personal Data

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within it please contact:

The Compliance Director on 020 3950 2985 or info@cfbrokers.co.uk

If we feel we have a legal right not to deal with your request, or to action, it in different way to how you have requested, we will inform you of this at the time.

You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of Your Personal Data, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled Your Personal Data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at <https://ico.org.uk/global/contact-us/> or by writing to Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF.



CITY FINANCE BROKERS DECLARATIONS

GENERAL DECLARATION, DATA SUBJECT CONSENT & MARKETING

I/we confirm that I/we have read, understood and accept the information and terms contained herein.

I/we confirm that the information provided in the fact find questionnaire is accurate and correct and a true reflection of my/our current financials and medical history.

I/we understand that the provision of my/our information is required to ensure any product recommended is appropriate to my/our personal circumstances and that failure to provide accurate information may lead to inappropriate advice being given and/or a claim being rejected.

I/we understand that the information provided is on the understanding that it will be used in the strictest confidence and places me/us under no obligation to effect the suggested recommendations.

I/we understand that the information provided may be held securely on a computer or other such database and may help form the basis of future services.

I/we hereby grant City Finance Brokers to process my/our personal data for the purpose(s) stated in the Customer Privacy Notice above.

I/we hereby give my/our consent for my/our personal data to be used for the purpose of marketing of services or products that City Finance Brokers believe may be of interest to me/us. I/we indicate my/our consent to be contacted by any of the means specified below (please tick):

Post Phone Email Social Media / Instant Messaging No Contact

I/we hereby confirm that I/we have been made aware of the importance of protecting my/our financial security in the event of any unforeseen occurrences and understand the implications of not effecting suitable and associated protection insurances recommended. I/we acknowledge that ultimately it is my/our responsibility to ensure that I/we are adequately insured.

I/we give my/our consent to proceed for the purpose of arranging protection and/or general insurance product(s) on my/our behalf.

Applicant 1

Name _____

Signature _____

Date _____

Applicant 2

Name _____

Signature _____

Date _____

**City Finance Brokers Ltd is authorised and regulated by the Financial Conduct Authority
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