

Noble Marine (Insurance Brokers) Limited – Terms of Business

Our Service

Noble Marine (Insurance Brokers) Limited is an insurance broker who acts as your agent and accepts responsibility for the advice given and for arranging your insurance. We are authorised and regulated by the Financial Services Authority (FSA) and we are members of the British Insurance Brokers Association (BIBA).

Products

We have arranged a number of pleasure craft schemes with a select number of insurers, to enable us to negotiate special terms and premiums. We are able to issue policies and handle claims on behalf of these insurers to improve our service to you.

In respect of certain classes of insurance we have selected a specific product from one supplier to provide a cost effective solution to meet the needs of our customers

Your duty to provide information

Your attention is particularly drawn to the importance of the Declaration and signature on the Insurer's proposal forms. Any failure to disclose facts material to the insurance or any inaccuracies in your answers could invalidate your cover, which could mean that part or all of a claim might not be paid.

You have a continuing obligation to disclose facts material to the insurance throughout the period of cover and at renewal of the policy. If you are in doubt on whether to advise the Insurer of change in circumstances that may be relevant to cover, then it is preferable to advise the insurer.

Policy Terms and Conditions and Claims

If you should become aware of any claim, or circumstances that could lead to a claim, you must notify us immediately and in writing if required. Failure to do so could prejudice your position.

Payment of Premiums and Charges

Our terms of payment are as follows (unless specifically agreed by us in writing to the contrary):

- New Policies – Immediate payment on the inception date of the policy
- Alterations to policies – Within 15 days of the invoice date.
- Renewals – Due in full by the renewal date.

In the event that payment is not received from you as detailed above, we will take whatever steps we deem necessary. This may include cancellation of your policy. This could invalidate your insurance cover and could mean that part or all of a claim may not be paid.

Cancellation Charges

If your policy has been in force for more than one year, we will return a pro-rata refund of the premium from the date of cancellation up to the renewal date. If the policy is cancelled during the first 3 months we will refund 50% of the premium. If the policy is cancelled between 3 and 4 months from inception, a 25% refund will be given. If the policy has been in force for between 4 and 12 months, no return of premium will be given.

If there has been a claim in the current period of insurance, no return of premium will be given.

Complaints Procedure

It is our intention to provide you with the highest level of customer service at all times. However, if you should feel dissatisfied in any way, with your insurance cover or with the service we have provided, we operate a complaints procedure to assist you. Should you wish to complain, you may do so orally to any member of staff or in writing to the Customer Services Manager. We take all complaints seriously and will endeavour to respond immediately. Where this is not possible we will acknowledge your complaint within 5 business days confirming the name of the member of staff dealing with your complaint. We will provide you with a full written response within 20 business days or explain the current position and agree a time scale for a full response.

If we believe that the complaint does not relate to the activities of Noble Marine (Insurance Brokers) Ltd we will inform you in writing within 5 business days of receipt. Where possible we will provide details of how the complaint should be redirected.

If the complaint is not resolved to your full satisfaction, you may refer the complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR, telephone 0845 080 1800. Please note that the Ombudsman will only consider your complaint if you have already given us the opportunity to resolve it.

Confidentiality

All personal information that we hold about you will be treated as private and confidential. We only disclose the information we have about you in the normal course of arranging and administering your insurance and to provide you with information about other products and services we feel may be appropriate to you. We will not disclose any information to any other parties without your consent.

Under the Data Protection Act 1998 you have the right to see personal information about you, which we hold in our records. If you have any queries or do not wish to receive marketing information from us, please write to us at our usual business address.

Noble Marine (Insurance Brokers) Ltd – Registered in England 2351642.
Authorised and regulated by the Financial Services Authority. FRN 305884.
Member of British Insurance Brokers Association.