

## About our insurance services and costs

### **1. About Only Young Drivers**

Only Young Drivers is a trading name of Only Young Drivers Limited which is an Appointed Representative of Millennium Insurance Brokers Limited. Millennium Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority. Registered office: Quay Point, Lakeside Boulevard, Doncaster, South Yorkshire, DN4 5PL. Firm reference number: 308310. Company number: 2103848.

You can check this information on the Financial Services Register by visiting [register.fca.org.uk](https://register.fca.org.uk) or by contacting the Financial Conduct Authority on 0800 111 6768.

### **2. Products offered and services provided by Us**

**Brokered Products:** We arrange Personal Motor insurance from a limited range of insurers; you may ask us for a list of the insurers we deal with for these products.

**Additional Products:** In addition to Personal Motor insurance policies, we are able to arrange, at request, the following products: Vehicle Breakdown Assistance, Vehicle Excess Protector, Motor Legal Expenses, Replacement Van, Windscreen and Glass Cover, Personal Accident, Accidental Death and Gadget Insurance. Please refer to your policy summary document for details of these insurers.

Our services include, but are not limited to, arranging, dealing in an assisting in the administration of general insurance contracts.

You will not be provided with advice or any recommendations relating to the purchase of a policy from us. We may ask some questions to narrow down the selection of products that we will provide details on but you will receive sufficient information on the product to enable you to make an informed decision on whether it meets your demands and needs.

### **3. Accepting our Terms of Business**

By asking us to provide a quotation, arrange a policy and perform any other ancillary services, you are providing your informed consent to be bound by these terms and conditions.

If you are in doubt over any of these terms and conditions, please contact us promptly on 0333 577 6566 or in writing to: Only Young Drivers Ltd, Quay Point, Lakeside Boulevard, Doncaster, South Yorkshire, DN4 5PL.

#### **4. Information you provide to Us**

We rely upon the information you provide to us to decide whether or not to insure your vehicle and to decide the terms and conditions to be applied. English Law states that you must provide honest and accurate answers to all of the questions asked by us during the application process.

You must take reasonable care in response to the questions and statements concerning this insurance. If you fail in your duty of reasonable care not to make a misrepresentation to us, we may exercise certain remedies which include cancelling the policy, retaining premiums or reducing the benefits due in the terms of the policy.

#### **5. Misrepresentations**

You are respectfully reminded of your duty to take reasonable care not to make any misrepresentation in any information that is provided by you and to answer all questions asked by us honestly. Under the Consumer Insurance (Disclosure and Representations) Act 2012, a misrepresentation may amount to a failure to comply with a request from an insurer for confirmation, or amendment, of details previously provided by you. Please be aware that the duty to take care not to make a misrepresentation exists not just prior to any placement being effected but also at any subsequent renewal and any variation of the contract terms during the period of insurance.

In the event of any deliberate or reckless misrepresentation the insurer may avoid the contract. Under the Consumer Insurance (Disclosure and Representations) Act 2012, a deliberate or reckless misrepresentation is a misrepresentation where you know it to be untrue or misleading (or do not care either way) and that you know (or do not care) that the matter it relates to is relevant to the insurer. The insurer may also avoid the contract where a careless misrepresentation has been made. A careless misrepresentation is a misrepresentation which is neither deliberate nor reckless. In such circumstances, if the insurer would not have entered the contract had the careless misrepresentation not been made, then the insurer may still be able to avoid the contract. However, if the insurer would have imposed different terms had the careless misrepresentation not been made, then the insurer may be entitled to treat the contract as if those terms applied.

#### **6. Handling Money**

Monies held by Millennium Insurance Brokers Limited, is as per agent of the insurer, and in line with strict agency agreement known as Risk Transfer. This means that premiums are treated as being received by the insurer when received in Millennium Insurance Brokers Limited's bank

account and that any premium refund is treated as received by you when it is paid over to you by Millennium Insurance Brokers Limited.

We will retain any debit/credit card details and bank account details provided to us for the purpose of automatic renewals and to pay or refund other premiums that may become due upon changes to the policy, as applicable. If you do not want us to retain your credit/debit card for these purposes, please contact us on 0333 577 6566.

## 7. Fees

In addition to the insurance premium charged by the insurer, we will make the following charges for our services:

Arranging your new policy	£55
A change to your policy	£30
Payments by credit card	2%
Cancellation	£55

You will be informed of the total price to be paid, including any fees, taxes and charges separately from the premium, before your insurance arrangements are concluded. You are entitled, at any time to request information regarding any commission which we may have received as a result of placing your insurance business. or arranging your premium finance.

## 8. How we are paid

We receive commission for our services from the insurer in addition to the individual service charges to cover the administration of your insurance policy. Please see **Fees** for full details of the charges for our services.

## 9. Making a complaint

We aim to provide you with a high level of customer service at all times, but if you are not satisfied, please contact us using the details below:

**Write to:** Only Young Drivers Ltd, Quay Point, Lakeside Boulevard, Doncaster, South Yorkshire, DN4 5PL

**Telephone:** 0333 577 6566

**Email:** [help@onlyyoungdrivers.co.uk](mailto:help@onlyyoungdrivers.co.uk)

If you remain dissatisfied with our response to your complaint, you may be able to refer the matter to the Financial Ombudsman Service. Information about the Financial Ombudsman Service can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## **10. Financial Services Compensation Scheme ('FSCS')**

Millennium Insurance Brokers Limited is covered by the FSCA. 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 is covered for 90% of the claim without any upper limit. For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS by contacting 0800 678 1100 or 0207 741 4100 or by visiting [www.fscs.org.uk](http://www.fscs.org.uk).

## **11. Renewing your Policy**

For your protection shortly before the renewal of your policy, we will send you a renewal invitation, which contains information on the premium due and the details we hold. It is important you check the information we hold is accurate and you inform us of any changes in your circumstances.

To ensure that we continue to offer a policy that is suitable to your needs we may recommend an alternative insurer at renewal. If you are happy with your renewal quote with the insurer recommended, there may be nothing further for you to arrange and your credit/debit card may be automatically debited for your renewal. If you are paying for your insurance by direct debit your policy may be automatically renewed and your revised payments may be debited from the bank account details we hold. Further details of whether or not your policy will be automatically renewed will be confirmed on your renewal invitation.

If you do not wish us to renew your policy automatically, please inform us at any time up to 7 days before your renewal date. If we do not hear from you to the contrary, we will take this as your authority to accept the renewal terms, and will accept on your behalf the policy offered. Please note that if we confirm your policy will not be automatically renewed, cover will cease on your renewal date unless you contact us beforehand to make a payment.

To ensure that we obtain the most competitive renewal premium we will conduct a search with credit reference agencies. A copy of this search will be left on your credit file but this will not affect your credit rating in any way.

## 12. Cancelling your policy

You have the right to cancel your insurance policy at any time by calling us on 0333 577 6566.

If you wish to cancel within the 14 day cooling off period (i.e. the latter of either the start date of your policy or the date you receive your documents) you will be refunded on a pro-rata basis for any premium paid providing no claims have been made on the policy. We will charge you an administration fee as outlined in **Fees**.

If you wish to cancel at any other time and no claims have been made you will be refunded your premium on a pro-rata basis less an administration fee as outlined in **Fees**.

If you wish to cancel at any time and a claim has been made, including if a claim is made against you, then you will not receive a refund and we will charge you an administration fee as outlined in **Fees**. If you are paying by instalments, the remaining premium for the policy year is payable (in addition to the administration fee as outlined in **Fees**).

For any policy purchased in addition to your Personal Motor insurance policy (please refer to **Products offered and services provided by Us**) cancellation of your Personal Motor insurance will automatically result in the cancellation of any additional policy purchased. You will not receive a refund for any additional policy purchased unless the cancellation is made within the 14 day cooling off. If you cancel the additional policy within the 14 day cooling off period, you will receive a pro-rata refund unless a claim has been made, if a claim has been made, no refund will be payable.

You will be required to pay debit balances. If you fail to settle a debit balance promptly, we will then use any credit/debit card details you have previously authorised us to use. We reserve the right to cancel your insurance policy in the event of your insurance premium not being paid up in full, this includes any default on an instalment plan

For full details of your cancellation rights, please refer to the appropriate section within your policy wording.

## 13. Ending Your Relationship with Us

Subject to your immediate settlement of any outstanding premiums and fees, you may instruct us to stop acting for you and we will not impose a penalty. Your instructions must be given in writing and will take effect from the date of receipt. In circumstances where we feel that we cannot continue providing services to you, we will give you a minimum of 7 days notice. Unless otherwise agreed in writing, if our relationship ends, any transactions previously initiated will be completed according to these Terms of Business. You will be liable to pay for any transactions

concluded prior to the end of our relationship and we will be entitled to retain commission received for conducting these transactions, together with all fees charged by us for services provided.

#### **14. Debt Collection Procedure**

If you fail to settle a debit balance promptly, we will then use any credit/debit card details you have previously authorised us to use. In the event that any premium/and or fees remain outstanding to us, we will cancel your insurance policy and seek to recover the debt owed to us through a debt collection agency and/or the company solicitor. The debt collection agency and the company solicitor may make further charges to recover any balances outstanding, details of which will be provided to you at the time.

#### **15. Conflicts of Interest**

Occasions can arise where we or one of our associated companies, clients or product providers may have a potential conflict of interest with business being transacted for you. If this happens, and we become aware that a potential conflict exists, we will write to you and obtain your consent before we carry out your instructions and we will detail the steps we will take to ensure fair treatment.

#### **16. No Claims Bonus**

If you have informed us that you are entitled to No Claims Bonus but this is not validated with the relevant proof, your policy may be subject to an additional premium, it may be cancelled or be made null and void from the inception date of your policy.

#### **17. Use of Personal Data**

Any information we hold about you will be treated as private and confidential. We will use and disclose your information to insurers, their agents, the regulator and other third parties in the normal course of administering or arranging your insurance policy. We may also obtain information about you from credit reference agencies to check your credit status and identity.

You have the right to see personal data that we keep about you upon receipt of a written request and payment of a fee (please refer to Fees – Subject Access Request). If you are concerned that any of the information we hold on you is incorrect, or if you need to amend any of your registered details, please contact us.

If you would like any other person to discuss your policy or to make any amendments to your policy on your behalf, then we must receive your permission before being able to do so.

## **18. Call recording**

All calls may be recorded for the purposes of quality monitoring, fraud prevention and detection, compliance and training.

## **19. Fraud prevention and detection**

For the prevention and detection of fraud we may at any time:

- a. Share information about you with other organisations and public bodies including the Police;
- b. Check and/or file your details with fraud prevention agencies and databases.

We and other organisations may also search these fraud prevention agencies and databases to:

- c. Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- d. Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- e. Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity;
- f. Undertake credit searches and additional fraud searches, as required.

## **20. Credit Checking**

We and other firms involved in arranging your insurance (insurers, other intermediaries or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. The information is used to ensure that we obtain the most competitive quotation and renewal premium, to ascertain the most appropriate payment options for you and to help prevent fraud. A copy of this search will be left on your credit report, whether or not your application proceeds, but this will not affect your credit rating in any way.

## **21. Block Transfers**

In respect of some classes of insurance we may operate block insurance arrangements certain type with one insurer who can provide particularly competitive terms for all our customers. On occasions it will be necessary for us to transfer such blocks from one insurer to another where this is beneficial for our clients. This Terms of Business Agreement constitutes both your acceptance that we may do this and your prior request for us so to do.

## **22. Applicable Law**

English law applies to your relationship with us; similarly, unless you and your insurer agree otherwise, English Law applies to your relationship with your insurer and your insurance contract.

### **23. Customer Service Opening Times**

Mon - Fri: 9am – 8pm

Saturday: 9am – 5pm

Sunday: Closed

Bank Holidays: 10am – 4pm

Alternatively visit our website 24 hours a day at - [www.onlyyoungdrivers.co.uk](http://www.onlyyoungdrivers.co.uk)