



Terms of Business

Important information please read.

Who are we?

ACM Broking Limited
Building Research Establishment, Bucknalls Lane, Watford, WD25 9XX

Including Trading Styles: -

Just Hair Insurance
Just Hair & Beauty Insurance
Just Barber Insurance

We are an independent intermediary.

Who regulates us?

The Financial Conduct Authority (FCA) is the independent financial conduct regulator in the UK. ACM Broking Limited is authorised and regulated by the FCA. Our FCA registered number is 300686 and you can check this on the register by visiting the FCA website <https://register.fca.org.uk/> or by contacting the FCA on 0800 111 6768.

Our service and the products we offer

ACM Broking Limited is an independent intermediary who acts on your behalf and subject to the terms and conditions of this document accepts responsibility for advice given and for arranging your insurance.

Our role is to advise you, and after we have assessed your needs, to provide you with a personal recommendation explaining why the product best meets your requirements, providing assistance in the event of a claim and helping you with any ongoing changes you wish to make. In some circumstances we do not provide advice and we will therefore confirm in separate documentation whether or not any advice or recommendation has been made before finalising your insurances. When sourcing or placing finance we act as your Credit Broker. In providing our service, we may sometimes act as an agent of the insurer. We will confirm the capacity in which we will act for you before undertaking any relevant transactions on your behalf.



What insurers need from you

When answering questions, it is your duty to be honest and reasonable. The questions asked are designed to give us as comprehensive a picture as possible of the nature of the risk to be insured and only by asking such questions and receiving answers which are given honestly and with reasonable care, can we or the insurer be able to offer terms which are designed to meet your demands and needs.

If you fail to tell us or the insurer something when asked or if you answer carelessly or act deliberately or recklessly in making misrepresentations your policy may leave you with no insurance protection. Insurers may not pay a part or all of any claim and may cancel your policy. This may make it difficult to rearrange insurance and you will have to disclose this fact when you re-apply for insurance.

We look after your money

Our financial arrangements with most insurance companies are on a “risk transfer” basis. This means that we act as agents of the insurer in collecting premiums and handling refunds due to customers. In these circumstances such monies are deemed to be held by the insurers with which your insurance is arranged. Whilst we have legal ownership over client monies, such money remains in the beneficial ownership of our clients. We are not permitted to, and do not, use client money balances to provide credit for customers or potential customers. If risk transfer does not apply, such monies will be held by us in a Statutory Trust account set up in accordance with FCA rules. Any interest earned on client money held by us will be retained by us for our own use.

As a consequence of these rules we will not be liable to allow a refund of premium until such time as we receive the credit of premium from the Insurer.

We may transfer client money to other organisations (for example, Specialist Placing Brokers) for the purpose of effecting an insurance on your behalf. Client money while held by ACM Broking Limited will, at all times, be held with a UK Clearing Bank authorised by the FCA.

To protect your money, we hold your money as an agent of the insurer. In arranging your insurance, we may employ the services of other intermediaries who are regulated by the FCA and your money may be passed to them for payment of your insurance. Interest that may be earned will be retained by ACM Broking Limited.

We constantly monitor the financial strength of insurers who we place business with, adverse changes could affect solvency and we cannot therefore guarantee the ongoing financial strength of any insurers, which could result in a liability for the premium which could be the full premium or pro-rata if they become insolvent.



Our fees and charges

Important note, our fees and our charges are non-refundable if the policy is cancelled. All refunds are made after deduction of any commission earned and our stated fees. At any time, you may request information on our and the agreed providers income or profit share.

Type	Explanation of fee	Amount of fee
Commercial insurance specified consumer products	A fee may be charged for arranging insurance where no commission is earned or where additional work is undertaken.	Will be confirmed prior to inception. Where commission is earned we will explain why a fee is also being charged.

You may also incur the following costs from your insurer or credit provider:

- Insurers charges upon cancellation – practises vary, so please refer to the policy documents.
- Credit charges depending on the chosen payment method.
- Arrangement fees may be withdrawn with prior agreement.

Our Remuneration

You are entitled, at any time, to request information regarding any commission which we may have received as a result of placing your premium finance. We do NOT make a charge for arranging credit.

Making and reporting a claim

To limit your losses, you should report an incident as soon as possible. For all claims please contact us in the first instance, or if provided, the claims line detailed in your policy document. We will provide prompt advice and tell you what you need to do. Do not admit liability or agree to any course of action, other than emergency measures needed to minimise the loss, until the Insurers have given their agreement. For all crime related claims, please notify the Police immediately. There may also be other claims requirements detailed in your policy documents, such as reporting baggage lost or damaged following a flight, to the airline immediately.

How to amend your policy

To make a change to your policy call us on our telephone number. We will advise you of any additional premium, fees and or charges.



How to cancel your policy

Telephone, email or write to us. Please remember to confirm the date you would like cancellation to be effective from (this cannot be back dated). Any applicable refunds or balance owing will be confirmed upon receipt of your instructions.

Renewing your policy

We will invite renewal with the most appropriate insurer before your renewal date, sending the full information by email or post. You will need to instruct us to proceed with your policy at renewal otherwise cover will lapse upon the expiry date and you will have no cover in force. You may renew with your current insurer please advise us when you instruct us.

Automatic Renewal by prior agreement

If you have previously agreed with us to continue to use your direct debit, we will automatically renew your policy with the most appropriate insurer. If you do not wish to renew the policy, please let us know by us on 01923 894360.

What happens if you default on your instalment agreement

If you fail to meet the payment as agreed, you acknowledge and agree that we may instruct cancellation on your behalf and to collect any refund of premium to offset any outstanding costs.

Confidentiality

- We treat all customers personal information confidentially and we keep your data private to us and anyone else involved in the normal course of arranging and administering your insurance. This follows the Data Protection regulations (Data Protection Act 2018).
- We assume the information you have given is correct unless you tell us otherwise, so don't forget to tell us of any changes.
- Only you, your chosen representative or legal representative will be accepted to alter your policy, to ensure we are speaking to an authorised person we will ask them specific questions.
- We may use information we hold about you to provide you with information about other products or services we offer.



Confidentiality (continued)

- With your agreement we will communicate with you by post, telephone, email or SMS and hold meetings with you when appropriate. You can select or change your preferred contact method at any time.
- Under the DPA 2018 you have the right to see your information at any time, you can request this by contacting our office, at our usual office address.
- Full details of our privacy statement can be found at our website For all other claims please contact us, or if provided, the claims line detailed in your policy document. We will provide prompt advice and tell you what you need to do. Do not admit liability or agree to any course of action, other than emergency measures needed to minimise the loss, until the Insurers have given their agreement. For all crime related claims, please notify the Police immediately. There may also be other claims requirements detailed in your policy documents, such as reporting baggage lost or damaged following a flight, to the airline immediately.

Preventing and detecting fraud

Insurers pass information to the claims and Underwriting Exchange Register, run by Insurance Database Services Ltd (IDS Ltd) the Hunter Database run by MCL software Ltd and the Motor Insurance Anti-Fraud and Theft Register run by the Association of British Insurers (ABI). The aim is to check information provided and also to prevent fraudulent claims. When dealing with your request for insurance, insurers may search these registers. Under the conditions of your policy, you must tell us about any incident which may or may not give rise to a claim. Any that you do tell us about may be recorded on the registers.

For motor insurance, your details will be added to the Motor Insurance Database (MID), run by the Motor Insurance Information Centre (MIIC). MID data may be used by the DVLA and the DVLNI for the purpose of establishing that a driver is insured along with aiding the detecting and prevention of crime. If you are involved in an accident abroad the Motor Insurance Bureau and MIIC may search the MID as can persons pursuing a claim from another country, to gain the relevant information.

Find out more by visiting www.miic.org.uk

To help detect or prevent fraud we and our panel may at anytime:

- Share your information with public bodies including the Police.
- Check your information with fraud prevention agencies, data bases and record false or inaccurate information.



We and our panel may also search these agencies and databases to help

- Make decisions about the provision and administration of insurance, credit and related services provided. This can include quotation searches which can be identified on your credit history.
- Check your identity
- Trace debtors or creditors

Money Laundering/Proceeds of Crime Act

UK Money Laundering Regulations require us to obtain evidence of the identity of clients for whom we act at the start of the business relationship. Documentary evidence may be requested.

We are obliged to report to the National Crime Agency any situation giving rise to a suspicion of money laundering. A formal report may be made in the following circumstances:

- If there is suspicion relating to a client's identity
- If a client makes substantial or unusual cash payments
- Where the transaction does not appear to be rational in the context of the client's business or personal activities

We are prohibited from disclosing any report to the client.

Conflicts of interest

Sometimes there could be a conflict of interest with ourselves or one of our product providers. If this arises we will let you know as soon as possible, informing you of the steps we have taken to ensure your fair treatment and to gain your consent before we carry out your instructions.



What you need to do if you wish to complain

Our aim is to provide you with an exceptional service, however if at anytime you are unhappy with our service or that of our panel we have a formal complaints procedure.

- In the first instance raise your complaint with one of our team.
- If you remain dissatisfied, please contact ACM Broking Limited.
 - Call 01923 894360
 - Email stuartanderson@acmbroking.com
 - Write to ACM Broking Limited, Building Research Establishment, Bucknalls Lane, Watford, WD25 9XX
- We will acknowledge your complaint promptly confirming who will be handling your complaint and giving you details of the Financial Ombudsman Service where this applies.
- If your complaint relates to a service provider, we will advise you of this in writing confirming the reason for our decision and forward your complaint to the appropriate party.
- We will make a final response as soon as practicable and keep you reasonably informed as we progress. We anticipate that we will be able to provide a substantive response to your complaint within 8 weeks.
- By the end of 8 weeks from receipt of your complaint, we will issue you with a final response or issue a response that gives the reason for the delay and indicates when we will be able to provide a final response, if you are dissatisfied with our response or the delay at this time you will have a period of 6 months in which you can refer to the Financial Ombudsman Service.
- Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR or call 0800 0203 4567.

Lloyds Syndicates only ACM Broking Limited acts upon the behalf of Lloyds syndicates, for a complaint about a Lloyds syndicate you may report the incident to ACM Broking Limited or ask Lloyds to investigate by contacting complaints@lloyds.com



Governing Law

This document and all other information we issue, is directed at United Kingdom residents and shall be governed by and work in accordance with, English Law. It is also subject to the jurisdiction of the English Courts.

Fair Treatment

We aim to treat you fairly at all times by ensuring that we provide you with insurance products, services and advice that are suitable and meet your needs and expectations. We never deliberately put ourselves in a position where our interests, or our duty to another party, prevent us from discharging our duty to you.

Compensation Scheme

We and your insurer if unable to meet our obligations are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation, for further information about the scheme please visit their website at www.fscs.org.uk or call us.

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