



DEMANDS & NEEDS STATEMENT

The NHSRF Travel Insurance Policy will meet the demands and needs of persons over the age of 50 who wish to take out worldwide travel insurance covering the financial risk associated with cancellation, curtailment, medical expenses and loss of personal belongings and baggage without the need to declare medical conditions.

TERMS OF BUSINESS

Use this information to decide if our services are right for you.

Who we are and who regulates us?

NHSRF Travel Insurance is a trading name of Butcher Robinson & Staples International Limited a Lloyd's of London insurance broker acting on your behalf in arranging your insurance.

We are authorised and regulated by the The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Our permitted business is arranging and administering general insurance. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk/register

Butcher Robinson & Staples International Limited, FCA Firm Reference No. 310478

Our Services

You will not receive advice or a recommendation from us, though we may ask questions during the policy selection process. You will then need to make your own choice about how to proceed.

We will be acting as your agent for sourcing the policy. If we place you on risk we will be acting both as your agent and agent of the insurer when placing the business. Although we do not handle claims we can become involved in the negotiation on your behalf when requested to do so.

Products We Offer

In this instant, we are solely providing an offer of Travel Insurance underwritten by Acasta European Insurance Company Limited.

Remuneration

In the normal course of our business, insurers pay commission to us on business managed by us. We make no additional fee or charge to you for the administration of your insurance.

Settlement Terms

We will be responsible for collecting premiums for all new and renewal premiums and mid-term alterations as soon as practicable after inception or prior to renewal of your policy.

You will be responsible for paying promptly all of our requests for premiums to enable us to make the necessary payments to insurers.

We will hold client money separate from our own money with an approved bank, segregated in a client bank account designated as a Non Statutory Trust Account. We act as Trustees of our clients' monies and must meet certain legal and regulatory conditions.

We may transfer client money to another firm, such as another broker or settlement agent, for the purpose of effecting a transaction on your behalf through that firm. We do however still remain responsible to you in respect of your money. Also, we may employ other firms in order to administer policy financial transactions.

We will remit premiums to insurers in accordance with the agreed terms of business agreements. It is not our practice to rebate to customers interest, if any, earned on premiums prior to our remitting them to insurers.



For the avoidance of doubt, we have no obligation to fund any premiums on your behalf and have no responsibility for any loss which you may suffer as a result of insurers cancelling the policy or taking any other prejudicial steps as a result of the late payment of such sums if such delay is attributable to you.

We accept payment only by Direct Debit Mandate for products purchased from NHSRF Travel Insurance (details are available on request).

Customer Protection and Care

NHSRF Travel Insurance works to agreed service standards to deliver a first class insurance service to all of our clients; a copy is available upon request.

Complaints Policy and Procedure

If at any time you have a complaint about the services that we provide for you, then you should write to us at NHSRF Travel Insurance, CSIS, 7th Floor, Colman House, King Street, Maidstone, Kent ME14 1DD.

We take all complaints we receive seriously and will handle any complaint promptly and fairly. If you make a complaint, we will acknowledge it promptly, explain how we will handle your complaint, tell you what you need to do, and how your complaint is progressing.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. For full details visit www.financial-ombudsman.org.uk/consumer/complaints.htm

Cancellation

You have a legal right to cancel your policy within 14 days of its receipt. Please refer to your policy document for full details.

Security

We do not guarantee the solvency of any insurer with which we place business.

Your Duty of Disclosure

You are advised to keep copies of documentation sent to or received from us for your own protection. You must take reasonable care not to make misinterpretations when answering insurers' questions. If you are careless in answering the insurers' questions or deliberately make a misrepresentation, this may render the insurance void from inception (the start of the contract) and enable the insurer to repudiate liability (entitle the insurer not to pay your claims). Please do consult us if you are in doubt on any aspect. The requirement for correct information not only applies at commencement and renewal of your policy but also at any time during the period of insurance.

If you are in doubt about the disclosure of claims information we recommend that you verify the details with your previous insurer. Occasionally we will ask you to provide official documentation to support your disclosure to us or your insurer at inception of the policy. Please ask us if you are in doubt on any aspect.

Issue of Documentation

We may retain certain documents such as your insurance policy and/or schedule(s) of insurance until we receive full payment of premiums or completed direct debit application.

In these circumstances we will ensure that you receive full details of your cover and any documents that you require by law.

Claims

We will pass all correspondence promptly to the appropriate Insurers and assist with resolution when required.



Confidentiality

We have always made it a priority to protect your personal data and privileged information. We do not sell or trade your information or your personal data to other companies.

Your information will be shared with the insurers, Underwriters and other companies for the purpose of arranging and administering your insurance. Your information may be disclosed to regulatory bodies for monitoring or enforcing insurance rules and regulations. When your insurance is due to expire we will contact you by telephone, letter and/or by email to remind you to renew the policy.

We also ask for your permission to add you to our marketing list so that we can send you details of special offers and new product information from us and our associated companies. We always provide you with the means to opt out of receiving this material.

Fraud Prevention

Insurers pass information to the Claims and Underwriting Exchange register, run by Insurance Database Services Ltd (IDS Ltd).

The aim is to help insurers to check the information provided and also to prevent fraudulent claims.

When your request for insurance is dealt with, the register may be searched. When you provide information about an incident (such as fire, water damage or theft) this may be passed to the register.

Language and Governing Law

The English language will be used for all purposes. Policies and these Terms of Business will be governed by, and construed in accordance with, the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

Financial Services Compensation Scheme (FSCS)

We are covered by the 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. Insurance advising and arranging is covered by 90% of the claim without an upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit.

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