

OUR SERVICES AND REMUNERATION

This document is designed to explain the services we provide in the administration of your account and the remuneration we receive for providing those services

OUR BROKING AND ADMINISTRATION SERVICES

- Identification of risks both insured and uninsured through site visits and/or discussions
- Advice in connection with placement of the proposed insurance programme
- Co-ordination of underwriting surveys and risk management meetings with insurers
- Annual review of your insurance programme at an agreed date in advance of renewal date.
- Market presentation and negotiation of renewal proposals with a report on our recommendations
- Checking the financial security of all markets used or recommended in the placing of your insurance programme
- Checking of insurer issued policy documentation and premiums
- Provision annually of a summary register of your insurance programme with updates noting any major mid term alterations provided on an "as and when" basis
- Insurance advice in respect of contracts, leases and agreements and assistance with insurance related matters in the vetting of tenders and contracts
- Access to risk management services
- Advice on new insurance products that would enhance the insurance and risk management programme

OUR CLAIMS SERVICES

- Availability at all times for assistance with any aspect of a claim
- The regular monitoring of progress of the claim from initial notification to final settlement
- Liaison with Insurers or Adjusters
- The maintenance of full records of all claims

REMUNERATION

Our remuneration for the services we provide will be either a fee agreed with you and confirmed in correspondence with you, and/or brokerage which is a percentage of the insurance premium paid by you and allowed by the insurer with whom the insurance is placed.

As a commercial customer you have the right to ask us about the level of commission we receive from an insurer in respect of policies we place on your behalf.

Brokerage and fees are earned for the policy period and we reserve the right to retain all or part of commission earned on any premiums subsequently returned.

OTHER INCOME

In addition to agreed fees and brokerage as a basis of remuneration, we may also benefit from:

- Earnings which might be generated due to the size of our account placed with certain insurers and the underwriting performance of those accounts.
- Earnings from premium finance companies which might be generated due to the total volume of premiums financed, bad debt ratios and the finance rates applied.

As a commercial customer you have the right to ask us about the level of other income we receive from an insurer or other organisation in respect of policies we place on your behalf.

These arrangements do not affect the recommendations we make to you which remain wholly based on your insurance requirements.