



Our Terms of Business

Who are we?

woop is a trading name of woop cover limited. woop cover limited is an appointed representative of Insurance Factory Limited. Policies are arranged and administered by Insurance Factory Limited, registered in England and Wales Number 02982445. Registered Office: 45 Westerham Road, Sevenoaks, Kent TN13 2QB. Insurance Factory Limited is an insurance intermediary. Woop policies are underwritten by Cogent Insurance Services Limited on behalf of Gefion Insurance A/S. Gefion Insurance A/S is registered in Denmark (no. 36016493) and is authorised by the Danish Financial Supervisory Authority (no. 53117) and subject to passporting EEA Insurer regulation by the Financial Conduct Authority and Prudential Regulation Authority. Cogent Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (no. 762246).

Who regulates us?

Insurance Factory Limited is authorised and regulated by the Financial Conduct Authority (No. 306164). Our permitted business is arranging general insurance contracts. You can check this information on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

Please note that the Financial Conduct Authority, the Financial Ombudsman Service and the Financial Services Compensation Scheme do not operate in respect of Channel Island or Isle of Man risks. Insurance Factory Limited holds money as an agent of the insurer.

Who owns us?

Insurance Factory Limited are part of the Markerstudy Group of companies which includes Markerstudy Insurance Company Ltd and Zenith Insurance Plc.

Advice

You will not receive any advice or a recommendation from us. We will ask you a set of questions in order to provide you with a quotation. You will then need to make your own choice about how to proceed. We also offer you a number of additional products to suit your demands and needs.

Demands and needs of products that we offer

Our products meet the demands and needs of those who require insurance cover, depending on the type of insurance.

Our motor insurance products will meet someone's needs if, in the event of a motor accident, claims are made against them by third parties for personal injury or damage to property during the policy term.

We offer breakdown cover from the Inter Partner Assistance SA. This product meets the demands and needs of those who wish to ensure that in the event of a breakdown they will be able to obtain roadside assistance with no call out charge.

We offer motor legal expenses cover as part of the core motor insurance product. This product meets the demands and needs of those requiring assistance with recovering uninsured losses when they have a non-fault claim.

We offer key cover from Ageas Insurance Limited. This product meets the demands and needs of those requiring assistance with the costs involved should keys to the insured vehicle be lost, stolen or broken.

We offer MOT, alloy and mis-fuelling cover from Ageas Insurance Limited. This product meets the demands and needs of those who wish to insure against costs arising from certain vehicle repairs or replacement of vehicle parts necessitated by the vehicle having failed an MOT test, damage to original alloy wheels and repairs engendered by putting the wrong fuel into the vehicle.



What to do if you need to complain

Please phone our Customer Service Department on 0333 999 2809 or write to The Quality Manager, Insurance Factory Limited, The Connect Centre, Kingston Crescent, Portsmouth, PO2 8QL.

If you remain dissatisfied with our response, you may approach the Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, E14 9SR.

Telephone 0300 123 9123.

Website: www.financial-ombudsman.org.uk

Or alternatively you can use the Online Dispute Resolution Platform (ODR) – <http://ec.europa.eu/consumers/odr>

Full details of our complaint procedure are given in our Policy booklet, a copy of which is available on request.

Charges

We set out below the charges we make for the services we provide to you.

Hard copy documentation	£5 per document pack
All changes to your policy during the Period of Insurance excluding Change of Vehicle	£20 per change
woop buddy device cost, applicable for Change of vehicle	£165
Removal of woop buddy device	£55.
Missed appointment fee (hardware installation)	£55 for missed appointment or £40 if cancelled within 48 hours of the appointment.
Mid-term removal of optional extras	<p>A full refund of the premium paid for the optional extra product will be given, providing the request is made within 14 days of the date you agree the price and terms of cover with the insurer.</p> <p>If the request to remove optional extra products is made after 14 days, no refund will be given.</p>
Cancellation of the policy within the 14 day cooling off period	You have the right to cancel your policy, providing you have telephoned us to cancel it within 14 days of the date you agree the price and terms of cover with the insurer. If you are a new customer and we have already fitted the woop buddy then a cancellation charge of £165 will apply. If the policy has started, a pro rata charge for the time you have been on cover will apply plus a charge of £6 to cover any data charges for your woop buddy.
Cancellation of the policy after the 14 day cooling off period	If your policy is cancelled for any reason later than 14 days after the date you agree the price and terms of cover with the insurer, a pro rata charge for the time you have been on cover will apply, if the policy has started. We will charge you a cancellation fee of £30.



Voidance charges	A fee of £25 will be payable in the event that the policy is voided. If we declare your policy void on the grounds of fraudulent activity, we will be entitled to keep any premium you have paid.
Other cancellation and mid-term adjustment costs	Generally no premium will be refunded if a claim has been made in the event of cancellation of your main policy.

Policy cancellation due to the Woop buddy and your driving behaviour:

The woop buddy must be fitted within 14 days of the start of your policy (and within 14 days of any subsequent change of vehicle). We may cancel your policy if the woop buddy is not fitted within these timescales.

Your driving will be continually monitored and your woop buddy driving data continually assessed to determine your driver behaviour. Your driver behaviour will not result in your premium being amended (neither increased nor decreased), other than at renewal.

In the event your driver behaviour is considered to be consistently poor, your insurer(s) (or we on your insurer(s) behalf) may cancel your policy.

In the event that your driver behaviour is considered to be excessively poor your policy could be cancelled with immediate effect.

Assessments of your driver behaviour and decisions taken following such assessments will be at your insurer(s) sole discretion. Examples of poor driver behaviour (non-exhaustive):

- driving above speed limits
- rapid acceleration
- harsh braking
- harsh or fast cornering

Refunds

The minimum amount we will refund is £10 therefore any refund below this amount will not be given.

Withheld documents

We may keep certain documents such as proof of no claims discounts while we are awaiting payment of outstanding premiums or administration charges. We will ensure that you have any documents you are required to have by law.

Renewal

At least 14 days before your renewal date we will tell you the premium payable and the terms and conditions for renewal.

If you are paying by Direct Debit you need to do nothing. We will collect the monthly instalments from your bank as usual.

If you are paying by any other method. You will need to make payment to us by your usual method before your cover runs out.

Your duty to take reasonable care not to make a misrepresentation

You must take reasonable care that all information you give us either verbally or in writing during a quote, the sale of insurance, when renewing your policy, making changes to your insurance or making a claim must be accurate and complete to the best of your knowledge and belief. You need to tell us about any changes to the information on your Statement of Insurance as soon as you are aware these details are incorrect or have changed. Changes to your policy may affect the terms of your policy and the premium you



pay. Failure to notify us of changes or failure to take reasonable care to provide accurate information could invalidate your policy or claims made under it. When you tell us about an incident we will pass information relating to it to a database.

Fraud Prevention and Detection

In order to prevent and detect we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Check and/or file your details with fraud prevention agencies and databases such as the Motor Insurance Database (MID) and the Claims & Underwriting Exchange (CUE)
- If you give us false or inaccurate information and we suspect fraud, we will record this.

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

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

Data Protection

For Data Protection Act purposes Insurance Factory Limited is the data controller.

We will hold and process your personal data, including sensitive data, for insurance administration and marketing and may be processed outside the EEA.

All personal data you supply must be accurate and you must have the specific consent of any other persons insured to disclose their personal data. You can ask us for more information about this. Please note that as part of future reorganisations within the Markerstudy Group of companies the name of your data controller may change. If this happens you will be notified. At the request of many of our customers and to make managing your insurance more convenient, if it our policy to accept information and instruction from your spouse or partner who calls us on your behalf, provided they are named on the policy. You may ask us not to do this or you may nominate someone else if you wish. In any event we will only accept instructions to cancel or reduce cover or delete or change drivers from you personally.

woop Cover Limited may like to keep you up to date about its own products and services and those of other companies which might be of interest to you. If you do not want us to do this please write to woop, The Connect Centre, Kingston Crescent, Portsmouth, PO2 8QL.

Law applicable to this policy

You and we are free to choose the law applicable to this contract but in the absence of agreement to the contrary the law of the country in which you are resident at the time of the contract will apply. If you are not resident in the United Kingdom, the law which will apply will be the law of England and Wales.

The Financial Service Compensation Scheme (FSCS)

If we or your insurer were unable to meet our obligations you might be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about the Scheme is available from the FSCS website at www.fscs.org.uk or by calling us.

**If you pay by instalments**

If you choose to pay by direct debit, your monthly instalment plan will be financed by Premium Credit Limited.

Premium Credit will send you a welcome pack which will include a credit agreement.

In accessing your application Premium Credit will search the public information a credit reference agency will add details of the search to their records whether or not the application for credit proceeds. This and other information may be used to make credit decisions about you and to undertake checks for the prevention and detection of money laundering.

Failing to make a payment when it is due may result in cancellation of the credit agreement and may result in cancellation of your insurance.

If you pay in full

We reserve the right to automatically take additional payments or make refunds to your debit or credit card in respect of any additional or return premiums which may become due under the terms of your policy. Your credit card details will be held for the duration of the policy on our records for that reason and will be held securely in accordance with the Payments Card industry Data Security Standard. You will be notified in writing 14 days prior to any request for additional payment or refund.

A specimen Policy Booklet is available on request