



Our Terms of Business

Who are we?

woop is a trading name of woop cover limited which is an appointed representative of Insurance Factory Limited. Insurance Factory Limited is authorised and regulated by the Financial Conduct Authority (No. 306164). Registered in England and Wales Number 02982445. Registered Office: 45 Westerham Road, Sevenoaks, Kent TN13 2QB. Insurance Factory Limited is an insurance intermediary.

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

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.

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.

Our responsibilities

Throughout the period of insurance we act on behalf of both you and the insurer. We act on behalf of you when providing a quote and arranging cover. When we issue policy documents, handle claims and collect premium payments, we act on behalf of the insurer.

What to do if you need to complain

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

If you remain dissatisfied with our response, you may approach the Financial Ombudsman Service:

- Address: 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.

Fees and Charges

We arrange the policy with the insurer on your behalf. You do not pay us a fee for doing this.

We receive a commission from the insurer to arrange the policy and this payment may also be made to cover claims handling on their behalf.

For any optional extras you choose to purchase, we receive a commission from the insurer which is a percentage of the total annual premium.

Where you have chosen to pay your insurance premium by instalments, we receive commission from the finance provider for introducing you to them.

We also make the following charges for the services we provide to you.

What	Cost	Other Details
Policy Changes	£30	Per Change. Excludes change of vehicle.
Change of Vehicle	£165	Includes woop buddy device cost
Removal of woop buddy device	£55	
Missed appointment fee	£55	Woop buddy device installation
Cancelled Appointment Fee	£40	Woop buddy device installation

Mid-term removal of optional extras

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.

If the request to remove optional extra products is made after 14 days, then the following rules apply:

- Breakdown Cover - you will receive a refund of premium for the time that you have left on cover.
- Key Cover – no refund is given.

Policy Cancellation

If you cancel this policy you are entitled to a refund of the premium you have paid less a pro rata charge for the number of days for which cover has been given.

At the start of your insurance, when you receive your documents you have 14 days to check you're happy with the insurance cover you have purchased. If the cover doesn't meet your needs, you can cancel your insurance by telling us and you will be entitled to a refund of the premium you have paid less a pro rata charge for the number of days for which cover has been given.

If you cancel this policy after the 14-day period, you are entitled to a refund of the premium you have paid less a pro rata charge for the number of days for which cover has been given.

No premium will be refunded if a claim has been made in the event of cancellation of your main policy. The minimum amount we will refund is £10.

In both circumstances the following fees apply:

New Customers	If woop buddy fitted	£165
	If woop buddy not fitted	£40
Renewal Customers	If woop buddy already fitted	£40

Voiding Your Policy

If we declare your policy void on the grounds of fraudulent activity, we will be entitled to keep any premium you have paid. A fee of £25 will be payable in the event that the policy is voided.

Woop buddy and your driver 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. 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

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.

Paying for your policy

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.

Renewal

At least 14 days before your renewal date we will tell you the premium payable and the terms and conditions for renewal. We may automatically renew your policy using the same payment method. We will let you know if your policy will be automatically renewed. If you do not wish for your policy to be renewed, then you must tell us before the renewal date.

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 Fact 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. At the request of many of our customers and to make managing your insurance more convenient, it is 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.

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.

A specimen Policy Booklet is available on request