



## Terms of Business Agreement (TOBA)

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Executors Insurance Services is a trading name of Castleacre Insurance Services Ltd which is an independent insurance intermediary registered in the UK and regulated by the Financial Conduct Authority ([www.fca.org.uk](http://www.fca.org.uk)). Our FCA registration number is 308705. AXA XL Insurance Company UK Limited is the insurer we use to provide Executors Insurance cover.

The following sets out the basis upon which we will act as your agent. If you do not wish our relationship to be governed in such a manner, you need to advise us before we arrange any insurance on your behalf.

### 1. THE POLICY WE ARE OFFERING

Executors Insurance Services offers one policy underwritten by the insurer AXA XL Insurance Company UK Limited.

### 2. SERVICES WE PROVIDE TO YOU

We arrange an insurance supplied by AXA XL Insurance Company UK Limited - this is a non-advisory online product arranged by us using AXA XL Insurance Company UK Limited. We do not source the whole market as this product has been designed by us with AXA XL Insurance Company UK Limited for our clients.

Documentation – Upon acceptance of your request for insurance we will send you an email and pdf attachments which provide a summary of the main terms of the insurance and identifies the insurer (AXA XL Insurance Company UK Limited) with whom it has been placed. Please check this and advise us if there is any variance with your instructions immediately.

We will also send you details of the premium charged by the insurer for the insurance, showing the full premium and the relevant tax.

Premiums – Premiums must be settled to us by the inception of the policy. If any amendments require changes to the payment structure these must be complied with as soon as instructed.

Amendments - If you require any amendments to the terms of the insurance please contact us as soon as possible specifying the required changes with supporting documents if necessary. If you need to make amendments please contact Executors Insurance on 0207 993 6745 or email us at [enquiries@executorsinsurance.co.uk](mailto:enquiries@executorsinsurance.co.uk).

### 3. CANCELLATION AND REFUND POLICY

You have a legal right to cancel your policy for any reason, (subject to no claims having occurred) within 14 days of the policy inception. If you wish to cancel a policy and apply for a full refund you must advise us in writing, prior to expiry of the 14 day cancellation period to our usual office address:

Executors Insurance, Castleacre House, 26 High Street, Hadleigh, Suffolk IP7 5AP

Refund payments will be made within 5 working days of receipt of your policy cancellation and refund application.

No refund will be made after this 14 day cooling off period.

### 4. CLAIMS PROCEDURES

Claims should be notified directly to Angel Risk Management Ltd by calling **01245 343 630** or emailing **claims@angelriskmanagement.com**.

If you are unsatisfied with the way in which your claim is dealt with please contact Executors Insurance: tel 0207 993 6745 or email enquiries@executorsinsurance.com.

We will work closely with you to ensure that you receive as full and reasonable a recovery within the terms of the contract in as speedy a timeframe as possible.

### 5. REMUNERATION

Our principle remuneration for arranging your insurance is 25% of the base premium excluding Insurance Premium Tax. In addition, you should be aware that as a result of arranging the insurance, we may receive additional income interest earned on monies passing through our insurance Client Trust Fund accounts.

In the event that a contract is cancelled after the cooling-off period we reserve the right to keep our commission.

### 6. HOLDING CLIENT MONIES

We hold monies paid to us on your behalf before paying to insurers. All client monies are held in a separate Client Trust Fund account. Any interest earned on monies in this account accrues to the benefit of Castleacre Insurance Services Ltd.

### 7. PRIVACY POLICY

Our privacy policy forms part of these terms and condition and can be viewed in detail on a separate page [click here](#) to view our Privacy Policy in full.

### 8. WHO REGULATES US

Castleacre Insurance Services Ltd

Castleacre House

26 High Street

Hadleigh

Suffolk  
IP7 5AP

is authorised and regulated by the Financial Conduct Authority (FCA). Our FCA registration number is 308705.

Our permitted business is arranging general insurance contracts.

You can visit the Financial Conduct Authority website at – <http://www.fca.org.uk/>

The FCA's Consumer helpline number is – UK: 0800 111 6768 (freephone)

## 9. OWNERSHIP

There is no shareholding between any insurer and Castleacre Insurance Services Ltd.

## 10. COMPLAINTS

If you have a complaint regarding our practices or performance, please contact us at the following address:

Executors Insurance Services  
c/o Castleacre Insurance Services Ltd  
Castleacre House  
26 High Street  
Hadleigh  
Suffolk  
IP7 5AP

detailing the nature and underlying circumstances of your complaint. We will try to resolve this by the close of the next business day. If that is not possible we will send you a copy of how we intend to handle the situation outlining our complaints handling procedure.

If the complaint is not resolved to your satisfaction you have recourse to the Financial Ombudsman Scheme ([www.financial-ombudsman.org.uk/FOS](http://www.financial-ombudsman.org.uk/FOS)). This is independent and is there to resolve disputes between consumers and regulated firms in an efficient manner.

Making a complaint against us is in addition to and does not replace your right to seek legal redress against us. Any dispute shall be governed by English Law.

## 11. THE 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.

The maximum level of compensation for claims is 90% of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS website: [www.fscs.org.uk](http://www.fscs.org.uk)

TOBA (UK) 01.02.2022