



LETSURE

Initial Disclosure Document

Who regulates us?

Letsure Limited, 4-9 Highview, High Street, Bordon, Hampshire, GU35 0AX is authorised and regulated by the Financial Services Authority for insurance mediation activities only. Our FSA Register number is 313817.

Which service will we provide you with?

- You will not receive advice or a recommendation from us.
- You may be asked some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Whose products does Letsure Offer?

We offer products from several insurers. Please let us know if you would like to know which insurers we use. Listed below is whether we use one or more insurer for a particular product. We are not under a contractual obligation to use any specific insurer.

Consumer

Tenant Contents Insurance	From a Single Insurer
Tenant Liability Insurance	From a Single Insurer
Tenant Legal Protection	From a Single Insurer
Keycare	From a Single Insurer

Commercial

Landlords Buildings Insurance	From a Single Insurer
Landlords Contents Insurance	From a Single Insurer
Landlords Emergency Assistance Insurance	From a Single Insurer
Landlords Rent Protection Insurance	From a Single Insurer
Landlords Legal Expenses Insurance	From a Single Insurer
Landlords Eviction Insurance	From a Single Insurer
Keys2Let	From a Single Insurer

Commissions

You are entitled at any time to request information regarding any commission which we may have received for placing your insurance business. If you wish to obtain this information, please contact us at:

Letsure Limited, Granite House, 31 Stockwell Street, Glasgow G1 4RZ.

Internet: www.letsure.co.uk

Telephone: 0844 561 0660.

The Financial Services Authority (FSA)

The FSA is the independent statutory watchdog that regulates financial services.

Our permitted business is:

- Arranging general insurance contracts.

You can check this on the FSA Register by:

- Visiting the FSA's website www.fsa.gov.uk/register;
- Contacting the FSA by telephone on 0845 606 1234.

What will you have to pay for our services?

We will charge you:

- An administration charge of up to £25 for any changes you make to your policy;
- Up to £10 for issuing duplicate documentation;
- Up to £40 for cancelling your policy after 14 days of the policy start date.
- £2.50 if paying in full by credit card (due to processing costs this charge is non-refundable).

Please note, if you pay the premium by monthly instalments, a separate interest charge will be applied. Details of this charge will be advised when purchasing the policy. Your quotation will also tell you about any other fees relating to any particular insurance policy.

Ownership

Letsure Limited is a wholly owned subsidiary of Barbon Insurance Group Limited. Caley Limited owns 100% of the share capital of Barbon Insurance Group Limited.

What to do if you have a complaint

If you wish to register a complaint, please contact us:

- By writing to: Letsure Limited, Complaints Manager, Granite House, 31 Stockwell Street, Glasgow, G1 4RZ;
- By telephone: 0844 561 0660.

We will acknowledge your complaint within 5 working days and detail our complaints procedure to you. If we are unable to settle your complaint you may be entitled to refer it to the Financial Ombudsman Service:

- By writing to:
The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR;
- By internet: www.financial-ombudsman.org.uk;
- By telephone: 0845 080 1800.

Are we covered by 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.

Further information about compensation scheme arrangements is available from the FSCS:

- By writing to:
Financial Services Compensation Scheme, 7th floor, Lloyds Chambers, Portsoken Street, London, E1 8BN;
- By internet: www.fscs.org.uk;
- By telephone: 020 7892 7300.

Cancellation of your policy

If you commence one of our insurance policies and decide that it is not suitable, please contact us on 0844 561 0660 to cancel your policy. If you cancel the policy within 14 days of the start date of the policy, or within 14 days of receiving your documentation, whichever is later, the Insurer will treat the policy as having never been incepted and you will receive a full refund of premium provided that no claims have occurred.

If your policy is cancelled after the 14 day period, you will be charged a cancellation fee of up to £40. If there have been no claims, the insurer will refund you on a pro rata basis for the number of unused days. With the exception of the following products which are non-refundable after the 14 day period:

- Tenant Liability Insurance, Landlords Eviction Cover, Keycare, Keys2Let or Tenant Legal Protection.

Premiums

We have obtained agreement from all insurers with whom our business is placed, that insurance premiums held by us will be insurer monies, and not client monies. This arrangement is known as "risk transfer". This agency agreement is in respect of all premiums received from you, all refunds of premiums due to you, as well as claim payments due to you. This means that once your premium has been paid to us it is deemed to have been paid to the insurer.

We will deduct any commission entitlements before paying premiums to insurers.

Copies of documentation

You should keep a record of all information supplied to us for this insurance.

Disclosure of Material Facts

Insurers must be kept informed of all material facts which change or arise after the insurance is first taken out and /or last renewed.

This is important because if such facts are not disclosed your insurance cover may not protect you in the event of a claim.

Material Facts are those which are likely to influence an insurer in the assessment or acceptance of a risk and it is essential that you disclose them. If you are in doubt whether a fact is material, you should disclose it, since failure to do so could invalidate your policy.

Confidentiality

We are registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data. Under the Act you have the right to see personal information we hold about you on your records. We will charge you a fee of £10 for supplying this information. Information supplied to us may be held on computer and passed to other insurers for claims purposes. Insurers pass information to the Claims and Underwriting Exchange (CUE) database operated by Insurance Database Services Ltd. The aim is to help them check information provided and also to prevent fraudulent claims. When you tell us about an incident (such as fire, water damage or theft) which may or may not give rise to a claim, the insurers will send information relating to it to the database. It is a condition of your Policy that you agree to this information being passed to the Insurance Database Services Ltd who may pass to your insurer, information that has been received from other Insurers involving anyone insured under the policy.

Awareness of policy terms

When a policy is issued you should read it carefully. The policy together with the schedule and any certificate of insurance forms the basis of the contract of insurance. If you are in any doubt over any of the policy terms or conditions please contact us immediately.

Statement of Demands and Needs

If you have purchased Landlord's Buildings and/or Contents Insurance or Tenant Contents Insurance policy then these products are deemed to meet the needs of those seeking an indemnity against loss or damage to their property and/or contents.

If you have purchased a Landlords Legal Expenses Insurance, Landlords Rent Protection Insurance, Keys2Let, Landlord's Eviction Insurance or Landlords Emergency Assistance Insurance policy then these products are deemed to meet the demands and needs of those seeking an indemnity against losses arising as a result of you letting your residential property.

If you have purchased a Tenant Liability Insurance, Tenant Legal Protection or Keycare policy then this product is deemed to meet the demands and needs of those seeking an indemnity against losses arising as a result of you residing in a let property.

These needs are deemed to be met for the term of your policy.