

# Initial Disclosure Document for non-advised sales.

## **ABOUT OUR INSURANCE SERVICES.**

### **Who are we?**

Velosure is a trading name of Lawshield UK Ltd, who is a general insurance intermediary that sells and administers Velosure policies on behalf of AXIS Managing Agency Ltd.

### **We are authorised and regulated by the Financial Conduct Authority**

The Financial Conduct Authority is the independent watchdog that regulates financial services. Our Financial Conduct Authority number is 306793. You can check this on the Financial Conduct Authority's register by visiting [www.fca.org.uk](http://www.fca.org.uk) or by contacting the Financial Conduct Authority on Tel 0800 111 6768. Our permissions enable us to act in relation to non-investment insurance contracts.

### **Whose products do we offer?**

We can only offer Velosure Cycle Insurance from the following insurer:-

AXIS Managing Agency Ltd

Included within the Velosure Cycle Insurance Product is cycle rescue from the following insurer:-

Ageas

### **Which service will we provide you with?**

You will not receive advice or a recommendation from us. You will need to make your choice about how to proceed.

### **What will you pay to us for our service?**

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

Any mid-term adjustment will incur a charge of £15.00.

### **What marketing will you receive?**

During the term of your policy, you may receive marketing material about other products and services that are of interest to you. However, this will only be in conjunction with your previously agreed marketing preferences.

## What to do if you have a complaint.

It is our intention to provide you with a high standard of service at all times, but if you wish to register a complaint, please contact us by telephone on 0800 731 3942 so that we can discuss and deal with your complaint as quickly and efficiently as possible.

You can also email us at [customerrelations@lawshield-uk.com](mailto:customerrelations@lawshield-uk.com). We will issue a prompt written acknowledgment of your complaint. We will try to resolve your complaint as soon as possible. Our final response will state whether we accept or reject your complaint. If we reject your complaint, we will state our reasons. If we cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service (the FOS). This does not prejudice your right to bring legal proceedings. You can find information about FOS at [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk) or by calling them on 0800 023 4567.

A copy of our full complaints procedure is available on request.

## Are we covered by the Financial Service Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. For non-compulsory classes of insurance, advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, advising and arranging is covered for 100% of the claim without any upper limit. Further information about the scheme is available from the FSCS.

## Looking after your money.

The insurer has appointed us as agents for the receipt of money and in accordance with their instructions, we hold your money in an insurer premium account until it is passed to the insurer or returned to you.

## Payment.

You are responsible for paying premiums by the due date. We have no obligation to fund premiums for you and have no responsibility for any loss you may suffer as a result of the insurer cancelling the policy due to non-payment. We normally accept payment by debit/credit card or by way of a finance agreement initiated at the point of sale.

## Your contract of insurance – information and changes we need to know about.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If you are in doubt about whether any information is relevant, please contact us. If the information provided by you is not complete or accurate:-

- The insurer may cancel your policy and refuse any claims;
- The insurer may not pay the claim in full or your premium may be revised or terms imposed; or
- The extent of the cover may be affected.

## Your responsibility to read all documents

When a policy and related documents are issued, you are strongly advised to read them carefully as they form the basis of the cover you have purchased.

If you are in doubt over any of the policy terms and conditions, please tell us promptly.

## Your cancellation rights

You have the right to cancel a new policy (which includes the renewal of an existing policy) within 14 days of the policy start date or 14 days of the date you receive your policy documents, whichever is later. As long as no claim has been made and no claim is pending, a full refund will be provided.

You may cancel the policy at any other time but we may apply a £15 administration charge to policies cancelled outside the 14 day period referred to above. As long as no claim has been made and no claim is pending, a proportional refund will be provided for the remaining period of insurance.

## Termination

You may cancel these terms of business at any time but we will no longer be able to provide you with service. If you cancel your terms of business with us, your insurance policy will also be cancelled in accordance with the cancellation rights explained above.

## Protecting your data

### Lawshield UK Limited Privacy Notice

This is a short privacy notice for Lawshield UK Ltd referred to as “**we/us/our**” in this notice. **We** understand that your privacy is extremely important to **us**. As a result **we** have put in place many measures to ensure that any personal data **we** obtain from you is processed and maintained in accordance of the General Data Protection Regulation 2016 (GDPR). This statement provides you with details of the type of information **we** may hold about you, how **we** obtain and use the information and how **we** protect your privacy. This notice may be updated from time to time, please refer to **our** website for the most current version.

**Our** data controller registration number issued by the Information Commissioner’s Officer is Z5685935

This privacy notice is relevant to anyone who uses **our** services, including policyholders, prospective policyholders, and any other individuals insured under a policy. **We** refer to these individuals as “you/your” in this notice.

**We** are dedicated to being transparent about what **we** do with the information that **we** collect about you. **We** process your personal data in accordance with the relevant data protection legislation.

Why do **we** process your data?

The provision of your personal data is necessary for **us** to administer your insurance policy and meet **our** contractual requirements under the policy. You do not have to provide **us** with your personal data, but **we** may not be able to proceed appropriately or handle any claims if you decide not to do so.

What information do **we** collect about you?

Where you have purchased an insurance policy through one of **our** agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to **us** so that **we** can administer your insurance policy.

**We** have a legitimate interest to collect this data as **we** are required to use this information as part of your insurance quotation or insurance policy with **us**. **We** may also process the

data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

This notice explains the most important aspects of how **we** use your data. Lawshield UK Ltd full privacy notice can be found by visiting **our** website [www.lawshield.co.uk](http://www.lawshield.co.uk) or request a copy by emailing **us** at [dataprotection@lawshield.co.uk](mailto:dataprotection@lawshield.co.uk).

Alternatively, you can write to **us** at: Compliance Department, Lawshield UK Limited, 1210 Centre Park Square, Centre Park, Warrington, WA1 1RU.

#### What to do in the event of a claim

If you want to claim on your policy, you should use your insurers' claim line (details within your policy) or notify us immediately by telephone on 01925 422773.

You should not admit liability or agree to any course of action, other than emergency measures carried out to minimise the loss, until you have agreement from either your insurer or us.

#### Conflict of Interest

Although we settle some claims on behalf of the insurer under a delegated authority agreement, our objective is to settle every claim in a fair manner in accordance with the terms and conditions of your policy.

#### Quotation Validity

Unless we specifically advise to the contrary, we will stand by quotations for 30 days from the date of issue.

#### Commission disclosure

When we sell you a policy the insurer pays us a percentage commission from the total premium. If the type of policy we sell reaches specific profit targets the insurer also pays us an additional bonus.

#### Governing Law

Unless the insurer has agreed otherwise, your insurance will be governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.

#### Environment

We are committed to being as environmentally friendly as possible and therefore our preferred method of sending documents is via email. However, should you prefer your documents to be posted out then please let us know.