



PROFESSIONAL  
INSURANCE AGENTS LTD

Head Office  
Lion Works  
Sidley Road, Eastbourne  
East Sussex, BN22 7HB  
Tel: +44 (0) 1323 648 000

## About Our Insurance Services

### Our Regulators: The Financial Conduct Authority (FCA)

The UK's financial services industry is regulated by the FCA, a financial regulatory body who operates independently to the UK Government. The FCA's mission is to monitor and regulate financial firms who provide services to consumers to ensure that integrity is maintained, consumers are protected and healthy competition is promoted in the market. The FCA is financed by charging fees to authorised members of the financial services industry.

Professional Insurance Agents Ltd also t/as Business Insurance 247 ('we') – Head Office: Lion Works, Sidley Road Eastbourne, BN22 7HB is authorised and regulated by the FCA. Our FCA reference number is 305328 and our permitted business is arranging general insurance contracts.

You can check this on the FCA's Register by visiting the FCA's website - [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0845 606 1234.

We are an independent insurance brokerage and not tied to any one company.

We are required to provide this document to help you decide whether our services are right for you.

### Ownership

Professional Insurance Agents Ltd also t/as Business Insurance 247 is a Private Limited Company with no other involvements, associated companies or interests.

### Whose products do we offer?

We offer products from a range of insurance providers for a number of commercial lines insurances.

We tend to specialise in financial lines products, such as Professional Indemnity, Medical Malpractice and Directors & Officers (including Employment Practice Liability) and also niche/emerging products such as Intellectual Property, Clinical Trials and Cyber Liability.

Our expertise is not solely restricted to the above-mentioned insurance products and we are suitably placed to offer the majority of the main SME insurance products, including and not limited to the following; Commercial/Office Combined, Business Interruption, Property, Travel, Kidnap & Ransom, Landlords Insurance, Legal Expenses, Simple Life Key Person, Group Life & Critical Illness.

If you require a full list of the insurance providers that we use, please contact us.

### What services will we provide you with?

We have two types of offering and classify these as 'online' and 'offline'.

**Online:** We offer you the facility to request quotations on your own accord via our online quote & buy platform. This process is deemed an 'execution only sale' in which no advice is provided by us to you.

**Offline:** This offering is predominantly providing you with a traditional broking service. This process will involve our brokers engaging with you to understand and assess your needs and requirements. Once this has been understood, our brokers will approach our market place on your behalf to negotiate with the insurance providers and obtain suitable terms. Advice and recommendations are given throughout this process, in particular when the quotations are being presented you.

We give you the option of a full broking service upon request of this to us, or if deemed necessary when reviewing your information.

Once an insurance policy/ies have been purchased by you, we will provide ongoing support in the form of general administration and claims management.



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Website: [www.professionalinsuranceagents.co.uk](http://www.professionalinsuranceagents.co.uk)  
Email: [info@professionalinsuranceagents.co.uk](mailto:info@professionalinsuranceagents.co.uk)





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## Who pays us and what will you have to pay for our services?

### Who pays us?

We are paid commission by either the insurance company or underwriting agency with whom we have placed your business. To avoid a conflict of interest and to show transparency, usually at quotation stage the feedback obtained from other insurance providers is highlighted and this can also be discussed upon request.

### What will you have to pay for our services?

Nothing, unless you decide to accept and proceed with the insurances that we have presented to you.

In the event that you purchase a policy/ies via ourselves, please see below a guideline of the current minimum charges applied:

- 1) Online policies: If you purchase online via your own accord, then a standard £12.50 admin fee will be applied to each policy.
- 2) Offline policies: Although the standard charges can vary depending on the nature of the insurance, level of negotiation and the size of the business involved, typically, the admin fee for traditional broking services will start at £45.00 / €60.00 and additional admin fees may also be applied for mid-term adjustments.
- 3) Charging a fee, instead of commission: Sometimes we may not earn commissions on the policies being sold and instead we would charge a 'placement fee'.

Our quotations will clearly highlight the breakdown in price and we will be more than happy to discuss any queries that you may have regarding the total price of the insurances, before you have committed to proceed with cover.

## Client money

Once you have sent us payment for your insurances, your money is always kept in separate bank accounts, banked daily and recorded as per the FCA's recommended methods of calculations. Unlike some other brokers, we also have an open access policy where you can ask to see how your monies are being dealt with by us.

## How to report a claim on your policy/ies?

Please refer to our 'claims procedure' information sheet (on our website) for the applicable details and ensure that the notification is made to us without delay, as failure to do so could invalidate your policy. If you are in doubt about what to do at any point, please contact us.

## How to register a complaint?

If you are unhappy with the service being provided, or dissatisfied with the insurance product you have purchased, please contact us via one of the following methods:

In writing: Professional Insurance Agents Ltd also t/as Business Insurance 247, Lion Works, Sidley Road, Eastbourne, BN22 7HB / [info@professionalinsuranceagents.co.uk](mailto:info@professionalinsuranceagents.co.uk)

By phone: 01323 648 000

Should you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Complaints  
Lloyd's  
One Lime Street  
London EC3M 7HA

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Telephone: +44 (0)20 7327 5693  
Fax: +44 (0)20 7327 5225  
Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)



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Ultimately, should you remain dissatisfied with Lloyd's final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services, contact details shown below:

Address: Exchange Tower, Harbour Exchange Square, London, E14 9SR

Telephone: 0800 023 4567

Website: <http://www.financial-ombudsman.org.uk/>

Please note that you must report your complaint/s to the FOS within a 6-month period after you first made your written complaint/s to us. Failure to do so may exclude your rights to seek the FOS' investigation of your complaint/s.

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online Dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>

## Financial Services Compensation Scheme (FSCS)

Non-compulsory insurance (e.g. home and general)

The maximum level of compensation for claims against firms declared in default before 1 January 2010 is 100% of the first £2,000 plus 90% of the remainder.

The maximum level of compensation for claims against firms declared in default on or after 1 January 2010 is 90% of the claim with no upper limit.

General Insurance Advice and arranging

The maximum level of compensation for claims for business conducted on or after 14 January 2005 and against a firm declared in default before 1 January 2010 is 100% of the first £2,000 plus 90% of the remainder. Advice and arranging of compulsory insurance from the same period is protected in full.

The maximum level of compensation for claims against firms declared in default on or after 1 January 2010 is 90% of the claim with no upper limit.

For further details, please visit the FSCS's website, <https://www.fscs.org.uk/>



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