



**ONE BROKER**  
INSURANCE



John Albion

**AGENCY TERMS AND CONDITIONS**

For Directly Authorised Brokers

One Broker and John Albion are trading styles of One Broker (Norwich) Ltd who are authorised and regulated by the financial conduct authority under firm reference number 516933. You can check our status and permissions at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the Financial Conduct Authority (FCA) on 0800 111 6768. We are also authorised to undertake certain consumer credit activities.

One Broker wishes to appoint You as its non-exclusive agent for policies ("Policies") issued through One Broker.

This agreement is not for Appointed Representatives or Introducing Agents and The Agent will need to ensure that it is, and throughout the life of this agreement, remains, directly authorised to carry on any insurance activities pursuant to this agreement.

## 1. APPOINTMENT

One Broker will, at its sole discretion, appoint the Agent as its non-exclusive agent in respect of One Broker Insurance products.

## 2. TERM

Subject to the terms shown hereinafter this Agreement shall commence on the day and year on which this application is accepted and shall continue in force unless terminated by either party giving to the other not less than 60 days' notice in writing to expire at any time, subject only to prior termination pursuant to **clause 12** below.

## 3. DUTIES OF THE AGENT

**3.1** The Agent shall act in good faith, when acting on our behalf in connection with this Agent's appointment.

**3.2** The Agent shall act with due skill, care and integrity with clients and prospective clients and shall be responsible solely for ensuring that any information provided is correct, accurate and complete to the best of knowledge and belief of the Agent. Any representations that you, the Agent, make on behalf of the client you must have ensured that the client is aware of the requirement to take reasonable care to answer all questions honestly and to the best of their knowledge and ensure that the information is not misleading. If any information that they have provided to you changes before they take out insurance, during the lifetime of the policy or at renewal you must inform us of the change. If you as their agent or they deliberately recklessly or carelessly misrepresent any information in relation to this insurance then their policy may be cancelled without refund, or treated as if it never existed, or their claim rejected or not fully paid.

**3.3** The Agent must comply with the provisions of the FCA handbook and all other relevant laws and regulations; including laws, statutes and regulations relating to anti-bribery and corruption and money laundering and comply with any applicable international economic, financial or trade sanctions legislation.

**3.4** The Agent shall, without delay, and in all cases within 30 days, remit premiums due to One Broker unless clause 9.10 applies and customers will then need to remit premiums directly to One Broker.

**3.5** The Agent shall provide One Broker immediate notification of any complaint by the proposer about you, Us or the insurer, and provide Us with any information or assistance we may reasonably require.

**3.6.** The Agent must not provide any assistance or purport to be able to assist in the claims process, other than to direct the client to One Broker or to the policy wording where information regarding the claims process is contained therein.

**3.7** The Agent shall indicate to persons with whom it shall deal that all proposals made under this agreement are subject to acceptance by Us and the insurer.

**3.8** The Agent shall during the continuance and after the termination from whatever cause of this Agreement not disclose to any third party, any confidential information which has been provided to the Agent by Us to any person, firm or company whatsoever.

**3.9** The Agent shall use the correct insurance documentation for each policy and destroy any out of date documentation as requested by Us.

**3.10** The Agent shall retain throughout the duration of this Agreement all authorisations and licenses they are required by law to possess to carry on business including authorisation by the FCA.

**3.11** The Agent shall not pledge the credit of One Broker or accept orders or make any contract, undertaking or agreement on Our behalf, other than as specifically authorised and agreed in writing by Us.

**3.12** The Agent shall not compromise any debt or other sum due to Us nor settle any account of claim whatsoever unless authorised specifically by Us in writing.

**3.13** The Agent shall be fully authorised by the Financial Conduct Authority (FCA) and ensure that all laws, rules, codes and requirements of the FCA are fully implemented, monitored and maintained.

**3.14** The Agent shall inform us in writing immediately if there is:

**3.14.1** any change in your authorisation or permitted business under the FCA;

**3.14.2** a material change in your management, ownership or control;

**3.14.3** a material change in your trading name or style;

**3.14.4** any petition presented, or any resolution passed in respect of your insolvency, or the appointment of any manager, administrator or receiver of any of your assets;

**3.14.5** an administration order made against you;

**3.14.6** any arrangement made between you and any of your creditors;

**3.14.7** any bankruptcy proceedings issued against you;

**3.14.8** commencement of any FCA investigation or disciplinary action into your business or staff.

**3.15** The Agent will comply with any reasonable request we may make for information, documents or access to your premises or staff to assist with any investigation or request for information by the FCA.

**3.16** The Agent shall ensure that it maintains such Professional Indemnity Insurance (PII) as is required by the FCA and as it decides is prudent to cover its activities.

**3.17** The Agent shall, on our request, provide evidence of the existence of current, compliant PII to us.

**3.18** The Agent accepts that One Broker will arrange/carry out due diligence checks as part of our New Agents process, including but not limited to financial sanctions, companies house and credit checks prior to providing any quotations under this agreement.

## **4. QUOTATIONS**

**4.1** Any quotations you provide to customers or prospective customers in respect of insurance policies to be arranged under this agreement shall be only in accordance with terms agreed between you and us.

**4.2** We are not obliged to provide a quotation in respect of any insurance policy.

**4.3** Nothing in this Agreement shall oblige us to accept any proposal for insurance or renewal of any existing policy if we at our sole discretion decline to do so.

## **5. RESTRICTIONS TO YOUR AUTHORITY**

**5.1** You shall not accept, vary, amend, cancel or terminate on our behalf any insurance policy unless agreed by us in writing.

**5.2** The Agent shall not act, or purport to act as an employee or partner of One Broker.

**5.3** No insurance policy, the subject of this agreement, shall be put on risk without our prior consent.

## **6. OUR DUTIES**

**6.1** We shall act in good faith, with due skill, care and integrity in our dealings with our agents

**6.2** We will comply with the provisions of the FCA handbook and all other relevant laws and regulations; including laws, statutes and regulations relating to anti-bribery and corruption and money laundering and comply with any applicable international economic, financial or trade sanctions legislation.

**6.3** We will process all proposals promptly and issue documentation without delay;

**6.4** One Broker will not use any information provided by The Agent for the purpose of direct selling, unless specific written instructions have been provided by the Agent to do so.

**6.5** We reserve the right to audit your performance in respect of your obligations and duties under this agreement. Such audit process could include access to any documents relating to this agreement.

**6.6** We will notify the agent of any complaint by the proposer about the agent and provide any information or assistance the agent may reasonably require.

**6.7** We agree to the provisions of clauses 3.14, 3.15, 3.16 and 3.17 being mutual

## **7. INDEMNITY**

**7.1** The Agent shall indemnify and keep indemnified One Broker against any and all losses, proceedings, lost profits, damages, awards, expenses, claims, costs (including increased administration costs and legal costs on a full indemnity basis) actions and any other losses and/ or liabilities suffered by One Broker and arising from or due to any breach of this Agreement and/or breach of statutory duty by the Agent.

## **8. ADVERTISING AND INTELLECTUAL PROPERTY**

**8.1** The Agent shall not cause any action, which may damage Our, or our insurers intellectual property rights, brands, policies, trademarks, insurance documents or brochures.

**8.2** Any advertisement or Financial Promotion in respect of any policy covered under this agreement must have prior written authority from Us, this includes any form of website, webpage or electronic trading facility.

**8.3** The Agent must ensure compliance with all advertising or financial promotion regulations relating to non-investment insurance contracts as detailed by the Financial Conduct Authority.

## **9. PREMIUMS AND COMMISSION TERMS**

**9.1** In respect of non-investment Insurance Business undertaken by you in accordance with this Agreement, you shall be entitled to be paid a commission calculated as the percentage as agreed from time to time, of the premium exclusive of the Insurance Premium Tax and any other Taxes.

**9.2** Both during and after the termination of this Agreement, you shall, within 30 days of the date of any Report (or such other period as is agreed between you and us) pay all sums due to us in respect of each insurance policy referred to in such Report comprising:

**9.2.1** Insurance Premium Tax and any other Taxes in full; and

**9.2.2** Premium less commission calculated in accordance with clause 9.1.

**9.3** Subject to any credit terms agreed between you and us, unless payment is received by us in accordance with clause 9.2 or 9.10, we reserve the right to cancel immediately any insurance policy for which payment has not been received. In such circumstances, we reserve the right to contact the Customer direct for the purpose of obtaining payment.

**9.4** You shall be responsible to account to us for the relevant proportion of the premium and Insurance Premium Tax and any other Taxes in respect of any insurance policy, which has been on risk and for which you have been unable to collect the premium from the Customer. In such circumstances, we reserve the right to contact the Customer direct for the purpose of obtaining payment.

**9.5** We reserve the right to charge you interest in respect of the late payment of any amount due from you to us pursuant to this Agreement at the rate of 2 per cent over the base rate of Bank of England from time to time.

**9.6** Both during and after the termination of this Agreement, if a premium or part of a premium is repaid to a Customer for any reason, you shall repay to us the proportionate part of your commission. Such repayment shall be made at the earlier of the time of the submission of the next Report following our repayment of such premium or part premium or 60 days from the date of such repayment.

**9.7** Both during and after the termination of this Agreement, premiums or part premiums, you shall hold refunds of premiums and Claims monies collected by or paid to you pursuant to this Agreement in accordance with CASS 5.3 in respect of a Statutory Trust Account or CASS 5.4 for a non-Statutory Trust Account. The Insurer consents to such monies being co-mingled with the agent's other client monies and consents to its rights with regard to monies held in the agents client account being subordinated to those of the Agents' clients, in accordance with CASS5, and further agrees that any interest earned on the said account shall accrue to the Agent.

**9.8** For the avoidance of doubt, any handling or other charge in respect of any instalment or credit arrangement between you and us shall not attract commission.

**9.9** When you have made an instalment payment plan available to any Customer, you shall maintain in force all necessary licences including any required pursuant to the Consumer Credit Act 1974.

**9.10** Where agents do not have permission to hold client money the agent must arrange for the customer to remit premiums directly to One Broker under payment terms as agreed . On receipt of premiums on cleared funds One Broker agrees to pay the agreed commission to the agent within 30 days. We reserve the right to contact customers direct for the purpose of obtaining payment. Where this clause applies we agree that clauses 9.2,9.4,9.5 & 9.7 do not apply.

## **10. CONFIDENTIALITY AND DATA PROTECTION**

**10.1** We and you agree that any information disclosed to the other in connection with this Agreement, whether such information relates to you, us, a Customer or a prospective Customer and in whatsoever form, shall be treated as confidential and:

**10.1.1** used only for the purposes in or designated by this Agreement; and

**10.1.2** disclosed to only such of our or your employees, officers or agents as is required for the purpose of this Agreement.

**10.2** We and you may disclose information which would otherwise be confidential if and to the extent:

**10.2.1** You or us are required to do so by virtue of any regulatory or legal requirements;

**10.2.2** it is necessary to your or our professional advisers, auditors and bankers, but only on a confidential basis;

**10.2.3** such information has come into the public domain through no fault of you or us; or each party to whom it relates has consented.

**10.3** Both parties agree to comply with current data protection legislation and from 25th May 2018 as amended by the General Data Protection Regulation (GDPR).

**10.3.1** One Broker and the Agent shall be a Data Controller in relation to any Personal Data used, Processed, shared or supplied in accordance with this agreement.

**10.3.2** Each party shall comply with its obligations as a Data Controller under Data Protection Laws.

**10.3.3** All terms referred to herein in relation to data protection shall have the same meaning as contained in the GDPR in respect of: Data subject; Data Controller; Personal Data; Privacy Notice; Processing and Consent.

**10.4** Without prejudice to clause 10.3, where you are disclosing personal data to One Broker you shall ensure that:

**10.4.1** all personal data has been collected and disclosed to One Broker in accordance with data protection laws;

**10.4.2** all Personal Data is accurate and up to date; and

**10.4.3** to the extent that Consent of the Data Subjects is required, you have obtained consent to the transfer and Processing of Personal Data for the purposes of One Broker and you will immediately notify One Broker in the event that a Data Subject withdraws or amends this Consent.

**10.4.4** You have advised the Data Subjects that the Personal Data will be passed to One Broker and provided the Data Subject with a Privacy Notice on your own behalf and on behalf of One Broker that allows One Broker to Process the Personal Data for the purposes of this agreement.

**10.5** Without prejudice to clause 10.3 you shall:

**10.5.1** implement appropriate technical and organisational measures to ensure the confidentiality, integrity, availability and resilience of your systems used for Processing Personal Data and protect against the unlawful destruction, loss, alteration, unauthorised disclosure of or access to Personal Data transmitted stored or otherwise Processed;

**10.5.2** not disclose any Personal Data to any third party in any circumstances except as required or permitted by this agreement;

**10.5.3** notify One Broker promptly and in any event within 24 hours: of any known security incident; or if you receive any request or enquiry from a Data Protection Regulator or Data Subject with regard to the Personal Data and keep One Broker regularly updated as to how it handles such request or enquiry.

**10.6** You must also assume responsibility for the activities of your staff who have access to the Personal Data including but not limited to ensuring that your staff are informed of the confidential nature of the Personal Data, have received appropriate training on their responsibilities and in the care and handling of Personal Data and have executed written confidentiality agreements that survive termination of the staff engagement.

## **11. COMPLAINTS PROCEDURE**

**11.1** The Agent must have a complaints procedure in place, which complies with the requirements of the FCA rules.

**11.2** The Agent must ensure that all complaints relating to the administration of policies are notified to Us immediately upon receipt. Complaints relating to the sale of policies should be dealt with by The Agent.

**11.3** Any breach of this agreement, or failure to comply with the FCA rules, negligence, or other failure to act with integrity, due care or diligence will be treated as a serious complaint by Us and you agree to assist in any investigation we may, at our discretion, choose to undertake.

## **12. TERMINATION**

**12.1** Either you or we may terminate this Agreement by giving 60 days written notice to the other party's registered business address.

**12.2** Either you or we may terminate this Agreement immediately by notice in writing to the other:

**12.2.1** where one party has reasonable grounds for suspecting fraud or dishonesty by the other or by the other's employees, agents or independent contractors;

**12.2.2** where one party reasonably holds the opinion that either, the regulatory status of the other party has changed, or that the other party is acting under this Agreement in such a way as to cause, or likely to cause, prejudice to the other, any Customer or potential Customer;

**12.2.3** where one party is in breach of this Agreement and has failed to remedy such breach within 14 days of written request from the other;

**12.2.4** where one party is in breach of this Agreement, such breach being incapable of remedy. For the purpose of this clause, a breach shall be considered capable of remedy if the party in breach can comply with the provision in question in all respects other than as to the time of performance (provided that time of performance is not of the essence);



**12.2.5** where one party is issued with an interim order under Section 252 Insolvency Act 1986 or has a Bankruptcy Petition presented against it, or being a company, enters into voluntary or compulsory liquidation, has a receiver, administrator or administrative receiver appointed over all or any of its assets, or takes or suffers any similar action in any jurisdiction;

**12.2.6** is convicted of a criminal offence.

**12.2.7** where one party loses any authorisation or licence that it is required by law to possess to carry on business, including authorisation from the FCA.

**12.3** It is the responsibility of The Agent to notify Us immediately in writing if any of the events detailed in section 12 should occur during the period of this agreement.

**12.4** In the event that termination is caused by removal of your authorisation by the FCA, you must cease all insurance activity and we will deal directly with all Customers.

## **13. ASSIGNMENT**

**13.1** This Agreement is personal to you and us and may not be assigned or transferred to any other person, firm or company without the prior written consent of the other.

**13.2** You may not sub-contract any of your rights or obligations pursuant to this Agreement without our prior written consent.

## **14. NOT A PARTNERSHIP**

Nothing in this Agreement shall constitute a partnership or joint venture between You and Us.

## **15. ENTIRE AGREEMENT**

**15.1** This agreement sets out the entire agreement between the parties and supersedes all prior discussions between them or their advisors and all statements, representations, terms and conditions, warranties, guarantees, proposals, communications, and understandings whenever given and whether orally or in writing.

**15.2** For the avoidance of doubt, nothing in this Agreement shall override the FCA Rules.

## **16. ENFORCEABILITY**

**16.1** If any provision of this Agreement shall be found to be invalid or unenforceable, this shall not affect the remainder of this Agreement, which shall continue in full force and effect.

**16.2** In respect of any provision found to be invalid or unenforceable, you and we shall attempt in good faith to agree a provision in substitution, which shall be valid and achieve as closely as possible the economic, legal and commercial objects of the invalid or unenforceable provision.

**16.3** No single or partial exercise or failure or delay in exercising by us of any of our rights or remedies hereunder shall constitute a waiver by us of it, or impair or preclude any further exercise of that or any other right, power or remedy arising hereunder or otherwise.

## 17. THIRD PARTY RIGHTS

A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its provisions.

## 18. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with English Law. Any dispute arising in connection herewith shall be determined in the English Courts unless you and we agree otherwise.

## 19. RISK TRANSFER STATUS OF BUSINESS

Risk Transfer is cascaded down to you. All premiums collected on our behalf in accordance with section 9 of this agreement must be held in an appropriate account, in accordance with CASS (FCA Client Asset Sourcebook) rules, until paid to us.

Signed:

Name:

Title:

Date:        /        /

For and on behalf of

Signed:

Name:

Title:

Date:        /        /

For and on behalf of One Broker