



A trading name of Status Insurance Management Limited  
Alpi House, Suite 2, 2<sup>nd</sup> Floor, Miles Gray Road, Basildon, SS14 3HJ  
and Status Insurance Agents, Sub-Agents and Consultants CY Limited  
Tefkrou Anthia 2. 6045 Larnaca, Cyprus

Which is owned by  
Status Insurance Management Ltd

#### Our Brands



# TERMS OF BUSINESS

## Facts about our insurance services

**PLEASE READ THIS DOCUMENT CAREFULLY AS IT CONTAINS INFORMATION ABOUT OUR COMPANY AND THE SERVICE WE OFFER TO HELP YOU TO DECIDE WHETHER YOU WISH TO PURCHASE A EUROPEASURE POLICY.**

#### ABOUT OUR COMPANY

Status Global Insurance is a trading name of Status Insurance Management Ltd (SIML) and Status Insurance Agents, Sub-Agents and Consultants CY Limited (SIASACCL). SIASACCL is a wholly owned subsidiary of Status Insurance Management Ltd, a UK company authorised and regulated by the Financial Conduct Authority in the UK, registration number 305697, which can be checked on the FCA website [www.fca.org](http://www.fca.org) SIASACCL is incorporated in Cyprus and authorised and regulated by the Insurance Companies Control Service (ICCS) in Cyprus. Our registration number is 5015.

#### OUR PRODUCTS AND SERVICES

We arrange and sell insurance products from two insurers: For UK and Gibraltar residents: Lloyd's Syndicate 4444, Canopus Managing Agents Ltd, Gallery 9, One Lime Street, London EC3M 7HA; and for residents of the EU, EEA and Monaco: Lloyd's Insurance Company SA, Bastion Tower – Floor 14, 5 Place du Champ de Mars/No. 5 Marsveldplein, 1050 Bruxelles/Brussels, Belgium. We are an insurance broker and have been appointed as Coverholder for the Europesure products. This means that we have authority to collect premium and issue policies on behalf of the insurer, but they continue to be responsible for underwriting and paying claims. No insurer owns any shares in our company. You should be aware that when sales are processed via our websites, we are acting on behalf of the insurer and not for the customer.

The Europesure products are sold on a 'Non-advised' basis. This means that we do not provide any advice or recommendation regarding the suitability of the insurance for your demands and needs. Our websites provide information about the products and we ask questions enabling us to provide quotations for the product benefits we can offer, which most closely reflect the information you have given us. It is your responsibility to read all the information provided (paying particular attention to the terms conditions and exclusions of any policy you are proposing to purchase) and then make your own choice about what you wish to purchase from the available options.

#### THE DUTY TO GIVE INFORMATION TO INSURERS

All the insurance arranged or sold by us is based on the information provided when answering the questions on our websites. It is therefore important that all information given is complete and accurate and questions are answered honestly to the best of the knowledge and belief of the applicant. If you do not understand the question or the nature of the information required, please contact us or the broker/agent who is arranging the insurance for you. If you do not provide some information or you knowingly provide incomplete or inaccurate information, insurers may reduce or change your cover and/or they may require a higher premium or it may affect any claim you make. If any information you have provided changes after you have purchased the policy and during the period of your policy, please provide us or your broker/agent with details.

#### INSURER SECURITY

Whilst we monitor the financial strength of the insurers for whom we act as a Coverholder, the ability of even the strongest insurers to pay claims could be affected by adverse business conditions. We cannot, therefore, guarantee the solvency of any insurer or underwriter. If an insurer becomes insolvent you may have to pay premium again to make sure you have cover with whoever continues to provide the cover.

## CHARGES

We receive payment for our services from the insurer by way of a commission payment, which is a percentage of the insurance premium. Unless we tell you otherwise, when you take out or renew a policy through us, we do not charge any additional administration fee or charge. There is a charge imposed by the insurer if a policy is cancelled early. Please see more information relating to cancelling policies in the section headed "Cancellation" on the next page of this document.

## HANDLING CLIENT AND INSURER MONEY

We hold premiums for all customers, which we have collected for insurers, and premiums which are due to be refunded to customers by insurers, in Insurer Premium bank accounts in a UK bank. The money is held in accordance with the Rules of the Financial Conduct Authority (FCA) in the UK. It is kept in a UK bank account as agent of the insurer, which means that once we have received it, it is deemed to have been received by the insurer.

For some transactions, client money may pass through other authorised intermediaries before the insurer receives it.

Following the withdrawal of the United Kingdom from the European Union, and in accordance with the European Union (EU) General Protection Data Regulations (GDPR), we are required to explain the risks of premium being held in banks outside the EU to residents of the EU, EEA and Monaco.

Currently, The EU has not yet reviewed the security protocols in place at UK banks and other financial institutions and granted them "equivalence". Equivalence is confirmation that the security in place matches that of similar financial institutions in the EU. However, UK Banks and financial institutions are regulated by the Prudential Regulation Authority (PRA) which is responsible for the financial safety and soundness of banks and the Financial Conduct Authority (FCA) which is responsible for how banks treat their clients and behave in financial markets. All financial institutions in the UK must also comply with the privacy regulations regulated by the Information Commissioner's Office. Before 31<sup>st</sup> December 2020, EU GDPR regulations had been taken into law in the UK and will continue to be in place after 1st January 2021. There is a risk that the EU may not confer equivalence on UK financial institutions and so your money and personal data may not be protected in the same way as it would be in EU financial institutions.

Please notify us immediately if you do not wish us to handle your premium in this way. However, this may result in us not being able to provide you with a Europesure insurance policy.

Other money paid to your agent/broker outside the UK may be placed by them in a non-UK bank account, and may not have the different protection to money held by us. Please note that premium paid to an agent/broker, rather than us, is not deemed to have been paid to the insurer until the agent/broker passes it to us. Please notify them immediately if you do not wish them to manage your premium in this manner.

Interest will not be paid to customers in respect of money held in Insurer Premium bank accounts

## CONFIDENTIALITY

All information provided by customers or any person who visits our websites is treated as confidential - even when you are no longer a customer or when you have never purchased a policy from us.

We handle all personal data in line with the General Data Protection regulations. Please see our separate Data Protection Privacy Notice which details how we process your personal data and your rights in relation to it.

## QUOTATIONS

Unless we tell you otherwise, all quotations provided are valid only for a period of 30 days from the date of issue.

## PURCHASES

Purchases through our websites are confirmed and a policy issued when the bank, who manages our online payments, confirms that the card is valid. Purchases can only be made by using a valid debit or credit card. If payment by card is declined at a later date, we and the insurer reserve the right to cancel your policy.

When a premium is paid in the local currency applicable in the country of residence, using a credit card held in a different currency, the card issuer may debit your account in currency of the country in which the card is held at the exchange rate applicable on the date of processing. We will not be responsible for any exchange rate differences or conversion charge, which may be applied by the card issuer.

## DOCUMENTATION

When you buy a policy on our websites, the documentation will normally be sent to you by email in pdf format. You are entitled to receive your policy documentation on paper at no extra charge and there is an option to choose this on our websites before the policy is purchased. If you are happy to receive your documentation by email it should be saved and, where possible, carried with you during any trip away from home. It may be appropriate for you to print the documents yourself. Our aim is to produce documentation and issue correspondence in a clear and understandable format. If you are uncertain about anything please let us know immediately by emailing us on [info@statusglobalinsurance.com](mailto:info@statusglobalinsurance.com) or calling us on the telephone number on our website. We are always happy to clarify the cover provided.

You should check all policy documentation to ensure that the details are correct and the cover provided meets with your requirements. Please tell us about any errors immediately so that we can send you amended documents.

All documentation is provided in English and we propose to continue to communicate with you in English.

We will keep a copy of your policy documentation in our database. If you require a further copy, please contact the intermediary who arranged the policy for you or us at [info@statusglobalinsurance.com](mailto:info@statusglobalinsurance.com) and we will arrange for new documentation to be sent to you. There is no charge for this service.

All policies contain conditions and exclusions and excesses. It is your responsibility to review the document to familiarise yourself with these. Please ask if there is something you do not understand. If you do not comply with a policy condition your claim may not be paid.

#### CANCELLATION

All policies sold by us give you the right to cancel the contract within a short period after purchase if you find that the policy does not meet your demands and needs, or you simply change your mind. This period is known as the COOLING OFF PERIOD. The length of the cooling off period is 14 days. If you cancel during the cooling off period, provided you have not used the policy to travel, there have been no claims paid or payable and no incidents which might lead to a claim, you will be entitled to receive a refund of the full premium paid.

If you wish to cancel at a later date, the insurer will charge an administrative fee, which will be deducted from any refund of premium that may be due to you. Please refer to the policy wording for full the terms and conditions which will apply

#### MAKING A CLAIM

You should consult your policy documentation for details of how to make a claim. Or, if your policy was purchased via one of our websites, you can find the information on the relevant website:

Travel Insurance- [http://www.europesuretravelinsurance.com/How\\_To\\_Claim.aspx](http://www.europesuretravelinsurance.com/How_To_Claim.aspx) ;

Golf Insurance: [http://www.europesuregolfinsurance.com/Static\\_Pages/Claims.aspx](http://www.europesuregolfinsurance.com/Static_Pages/Claims.aspx) .

#### COMPLAINTS PROCEDURE

We recognise the importance of service and set ourselves high standards. Should there be an occasion when we do not meet your expectations we are equally committed to dealing with any complaint in a thorough and professional manner.

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

For UK and Gibraltar policies:

By telephone to +44 (0)1277 637585

By email to [info@statusglobalinsurance.com](mailto:info@statusglobalinsurance.com)

For EU, EEA and Monaco policies:

By email to: [cyprus@statusglobalinsurance.com](mailto:cyprus@statusglobalinsurance.com)

By telephone: +357 24 022303

We do not have authority to deal with your complaint directly with you and so we will acknowledge your complaint quickly and then pass it to underwriters for them to review and then contact you directly about it.

Otherwise you can complain directly to underwriters by following the complaints procedure set out in your Schedule of Insurance.

#### COMPENSATION

We are covered by the Financial Services Compensation Scheme (FSCS) in relation to policies sold in the UK and Gibraltar. You may be entitled to compensation from the FSCS if we are not able to pay what we owe. The amount of compensation depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU or on their website [www.fscs.org.uk](http://www.fscs.org.uk) .

#### POLICIES PURCHASED VIA OTHER AGENTS

Where a policy of Insurance, has been arranged by us (meaning Status Insurance Management Ltd or Status Insurance Agents Sub-Agents and Consultants CY Limited or any trading name or brand name), but you have purchased the insurance via an agent, broker or intermediary, the arrangement between us and them is one of introducing business to us only. We have given them access to our websites in order that policies can be purchased, but this does not constitute or imply any agency or partnership arrangement between us and them. In the same way, where an agent, broker or intermediary sends applications to us for us to send on to an Insurer for underwriting purposes, there is no partnership or agency agreement between us and them. The agent/broker has no right to make representations on our behalf or to change the terms of any insurance arranged by us. They will, at all times, when talking, corresponding or discussing things with you, their customer, be acting as your agent and not ours.

#### LAW AND JURISDICTION

These Terms of Business shall be governed by and construed in accordance with English Law. In relation to any legal action or proceedings arising out of or in connection with these Terms of Business we both irrevocably submit to the exclusive jurisdiction of the English courts.