

## Aviva Retail Rental Insurance

### Summary of Terms and Conditions

#### 1. Driver Acceptance Criteria

- Age 25 to 75 inclusive with a full valid driving licence held for at least 12 months.
- Age 23 to 24 inclusive with a full valid driving licence held for at least 2 years.
- An international driving licence (not EU) is only valid for 12 months in the UK. A customer who has been resident in the UK for more than 12 months must provide a UK/EU driving licence regardless of nationality.
- No disqualifications or more than 9 penalty points accrued in the last 3 years.
- Do not rent to a driver that has ever been banned with conviction codes: UT, DD, DR, BA.
- No more than 2 fault claims in last 3 years.
- Professional sports persons, entertainers, unemployed, itinerant and fairground workers excluded.
- Customer validation required to prove identity and home address details. Must see original copy of driving licence and one other: Passport, utility bill or similar.

#### 2. Insurance Cover Details and Exclusions

- Comprehensive cover.
- It is the centre's responsibility to ensure that all drivers meet the terms and conditions of insurance and all are eligible to drive the vehicle. GB driver eligibility must be checked online or by calling DVLA.
- No cash hires. No letter box or out of hours returns.
- Maximum 7 seat passenger vehicles accepted.
- Additional drivers are permitted subject to being named and meeting the Driver Acceptance Criteria.
- The consequential damage of filling the vehicle with the incorrect fuel is covered.
- No Foreign use other than Eire. Customers' personal effects, towing, track or off road use are excluded. Taxi hire, hire and reward and use for courier business purposes are not covered.
- LCV is limited to 3.5t GVWR.
- Vehicle loaned subject to a credit hire agreement cannot be insured under this policy.

#### 3. Insurance Premium Rates and Excess Values

• Car value less than £20,000:	£5.55 per loan per day	£500 excess
• Car value £20,001 to £35,000:	£6.66 per loan per day	£500 excess
• LCV value less than £35,000:	£6.66 per loan per day	£500 excess

Any taxed vehicle which is the property of the centre or in their custody and control can be insured. All vehicle values are SIV, exclude VAT, margin and include any write-downs. All rates include IPT at 12%.

**Insurance premium is charged in 24 hour periods on a per loan basis.**

## Demands and Needs and Non-Advised Statement

### Demands and Needs Statement

Based on the information provided by you, we have included products which meet the demands and needs of motor dealers who wish to insure vehicles on a comprehensive basis including cover for third party liability, therefore ringfencing this cover and associated risk from your existing motor trade policy. The quotation as provided is based on the following use, depending on your requirements:

- **Rental:** Comprehensive day rate insurance cover with a set excess for agreed vehicles, of which are provided to customers on short term hire.

### Non-Advised Sale

Cooper Solution Limited is an insurance intermediary and except in limited circumstances (which we will make you aware of if they arise) act on your behalf as your agent in arranging your insurance cover. We will assess your requirements so that you can make an informed decision about your insurance. If we cannot match your exact requirements we will explain this to you.

We will explain the main features of the products and services that we offer you including details of the insurer, the cover they are prepared to offer, and details of any unusual restrictions, exclusions, conditions or obligations you must meet under the Insurance Act 2015. We will also assist in administering your insurance policies and help you should you need to make a claim. We do not usually assist in the recovery of uninsured losses after a motor claim where you are not at fault.

We will not make personal recommendations to you regarding the suitability of insurance contracts but will provide you with sufficient information to make this decision yourself.

## General Information

### A Fair Presentation of the Risk

The Insurance Act 2015 requires that you make a fair presentation of the risk, containing every material circumstance which you know or ought to know. This includes knowledge of your senior management, agents, beneficiaries, and persons responsible for insurances, as well as knowledge which would be discovered by a reasonable search. Failure to disclose a material circumstance could invalidate your insurance cover, or result in the insurer retroactively amending the terms and/or premium, resulting in part or all of a claim being declined. Examples of material facts include:

- changes to your business description or location;
- changes to the partners, directors, and senior figures;
- acquisitions, disposals, or mergers;
- changes in occupation, or additional products or services;
- alteration of security systems; and,
- losses or incidents/disputes that did not result in a claim.

So we can ensure that the insurer is kept updated, it is essential at all times you notify us of any changes to the risk and/or declare any material facts.

### Compliance with Policy Warranties and Conditions

It is essential that all policy warranties, terms, conditions, and endorsements are complied with at all times. Some policy terms and conditions require that you conduct your business in a certain way, or place an onus on you to do or not to do something. Failure to comply with these may invalidate cover. A list of these terms and conditions has been attached. Please refer to the insurer's documentation and policy wording for the full explanation of these terms to ensure that you are able to comply with their requirements.

### Notification of Claims

It is essential that you notify us promptly after discovery of all incidents, allegations, or disputes that may result in a claim against your insurance policy. You must do so whether you believe you are liable or not. Failure to do so may result in your insurer refusing to accept a claim. Any letter or communication making allegations which could give rise to a claim which is received by you or any third party must be passed to us immediately, without acknowledgment. Only by providing prompt notification of incidents can your insurance company take necessary steps to protect your interests.

Please contact us immediately you become aware of any incident which may give rise to claim under your policy.

## Additional Regulatory Information

This document provides disclosures that relate to the nature of the services we are providing, clarity regarding on whose behalf we are acting when dealing with your insurance(s)/cover(s) and details of how we are remunerated.

### Capacity on whose behalf we act

It is important that we clearly identify areas where conflicts of interest might arise so that you can be satisfied we have taken steps to manage these. For example, we may operate an insurance scheme where we have authority to act as the insurer in setting premium or handling claims. In such circumstances, we are legally the agent of the insurer for some aspects of the transaction and your agent for others.

Policy Type	Sourcing a Suitable policy	Placing the Insurance	In the Event of a Claim
Rental	Client	Client	Client

	Definitions
Sourcing	Sourcing a policy suitable for your requirements
Placing	Placing your insurance.
In the event of a claim	Handling the Claim

### Scope of Service

The detail below provides a record of how we have we have marketed your insurance cover(s). This differentiates between a fair and personal market analysis and those situations where we use only a limited or sole insurer for particular business lines and/or situations.

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Policy	Fair and Personal Market	Limited	Single	Use of Other Intermediary	Use of other PIB Group Company
Rental			✓		✓

	Definitions
<b>Fair and Personal Market Analysis</b>	We have conducted a fair and personal analysis of the market in order to identify a suitable insurance policy. This means that the policy offered is based on an analysis of a sufficiently large number of contracts of insurance available in the insurance market.
<b>Limited Market</b>	We are not under a contractual obligation to conduct insurance activities exclusively with one or more Insurers. We have approached a limited number of insurers and have not carried out a fair and personal analysis of the market. A list of the Insurers which we may and do conduct business with can be found within the letter/report accompanying this document.
<b>Single Market</b>	We are not under a contractual obligation to conduct insurance activities exclusively with one Insurer. We have approached a single insurer and have not carried out a fair and personal analysis of the market.
<b>Use of Other Intermediary</b>	In order to provide you with a suitable insurance policy we will use the services of another intermediary. Typically, this occurs when we are using the services of a Lloyds Broker to access the Lloyds and London markets, are arranging business using an underwriting agent or are using a specific scheme administered by another FCA Registered Intermediary.
<b>Use of other PIB Group Company</b>	For the following insurance(s) we have used another part of the PIB Group of companies.

## Basis of Remuneration

**Commission** – In all instances except where ‘Fee in Lieu of Commission’ is selected in the table below, we receive a commission payment from your insurance company for arranging and ongoing management of your insurance policy. This amount is normally a percentage of the total annual premium you pay (excluding insurance premium tax (IPT)). Where a policy is arranged on a Fee in Lieu of Commission basis please read the remuneration description in the table below.

**Administration Fee** - When you take out a policy with us if an Administration Fee has been applied by us this will be disclosed in your documentation alongside details of the cost of the insurance. Other fees including Renewal, Mid Term Amendment and Cancellation Fees are stated in our Customer Terms of Business. In some cases as the commission received by the Insurer falls below our usual level of earning for the administration of your policy we will charge you a higher level of administration fee, where this is the case the fee applicable to your policy will be stated in your documentation alongside details of the cost of the insurance and replaces those shown in our Customer Terms of Business.

**Arranging Instalments** – Where your policy is arranged on an instalment basis, for the processing and arrangement of your insurance premium instalment plan provided we receive, from the Instalment Provider, a percentage of the interest that you are charged by them which is based on the total annual premium (inclusive of Insurance Premium Tax (IPT)) that you pay.

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**Bank Account Interest** - We will receive additional income from interest earned on insurance monies passing through our bank account

In addition to the above, if remuneration is received on any other basis we have explained this in the table below for your information.

Policy	Fee in Lieu of Commission	Profit Share OR Profit/Growth OR Over-Rider	Fee for Services	Work Transfer	Referral Payments
Rental		✓	✓		

	Definitions
Remuneration Type	Remuneration Description
Fee in Lieu of Commission	When you take out this policy with us we will charge you a fee for our service in place of the commission we would have received from the Insurer with whom the insurance is placed. Whenever this applies the fee charged will be agreed with you in advance and will be detailed in any quotation we provide to you.
Profit Share OR Profit/Growth OR Over-Rider	Your insurer will provide us with additional income in respect of your insurance policy which is dependent upon the overall account of the business with which you are dealing or our overall Group account meeting certain criteria. This will normally be calculated as a small percentage of our whole account which, depending on the profitability of your insurance policy, can be calculated as a percentage of the total annual premium you pay (excluding Insurance Premium Tax (IPT))
Fee for Services	We receive a flat fee from your insurance company for services that we carry out on behalf of your Insurer in respect of the strategic management of their account with the business with which you are dealing or their whole account for all our Group companies
Work Transfer	Your insurer will provide us with additional income in respect of your insurance policy for additional work which we undertake on their behalf, such as additional processing, production of policy documentation, management and development of a specific facility. This is normally calculated as a percentage of the premium you pay (excluding Insurance Premium Tax (IPT)). This is received by either the business with which you are dealing or by the Group of which your business is a part.
Referral Payments	During the duration of your policy we may have cause to liaise with a company to assist you with a claim in connection with your insurance policy. Where this occurs, we will receive a small flat fee either at an individual business or Group level from that company which may or may not be your insurer.

**At any time, you are entitled to request information regarding remuneration which we may have received for handling your insurance business**