Our Insurance Services – Terms of Business

1. About coverbaloo

coverbaloo Ltd, of 2 Horizon Court, Audax Close, Clifton Moor, York, YO30 4RB, is an insurance intermediary. We are part of the Cavere Group of companies which was established in 2008 to provide products and services to the insurance industry. In seeking insurance through coverbaloo Ltd, you agree to these terms of business.

2. Who regulates us?

coverbaloo Ltd is an appointed representative of Cavere Ltd which is authorised and regulated by the Financial Conduct Authority under Financial Services Register number 517325. You can check this on the FCA's register by visiting the FCA's website, www.fca.org.uk, or by contacting the FCA on 0800 111 6768.

3. Our service to you

You will not receive advice or a recommendation from us. We may ask you some questions to narrow down the selection of products and any options available from the products we offer. You will then need to make your own informed decision about how to proceed and if the product is suited to your needs.

Where we arrange Home Insurance or Home Emergency insurance, we act on your behalf. Cavere Ltd (the scheme administrator for Home Insurance and Home Emergency Insurance) will collect your premium and administer the product, and as such they act as agents for the insurers.

For Travel Insurance, coverbaloo acts as an insurance intermediary only. JustTravelcover.com - a trading name of Just Insurance Agents Limited - are responsible for arranging and administering your cover, and will provide you with a copy of their own separate Terms of Business.

4. Our products

Our Home Insurance policies are underwritten by Integra Insurance Solutions Ltd on behalf of Hadron UK Insurance Company Limited.
Our Home Emergency policy is underwritten by Financial & Legal Insurance Company Limited.
For Travel Insurance coverbaloo acts as an insurance intermediary only. Travel policies are arranged and administered by JustTravelcover.com - a trading name of Just Insurance Agents Limited. Registered in England, Company No. 0539919. Registered office: Victoria House, Toward Road, Sunderland, SR1 2QF. Just Insurance Agents Limited are authorised and regulated by the Financial Conduct Authority (FCA) number 610022. Policies are underwritten by various insurers. The insurer chosen by them will be named in correspondence and in your policy documents. Please ask them if you would like a full list of insurers quoted.

5. What will we charge you for our services?

We do not charge a fee for arranging your insurance. coverbaloo receive commission from each insurer for arranging and introducing the products. This means that a percentage of the premium you pay is given to coverbaloo Ltd. Our staff are salaried and they may receive a bonus based on how coverbaloo performs overall, but they do not receive any commission or other benefit from providing you with these services.

6. Disclosure of information

It is important that you understand that any information, statements, or answers made by you to us, or your insurer, are your responsibility and must be correct. If the questions are not answered correctly, the policy may be cancelled or claims may be rejected or not fully paid. The answers and information given when seeking new insurance, amending, or renewing an existing policy might influence the insurer in deciding whether or not to accept the risk, what the terms of the policy should be, or what premium to charge.
You are advised to keep copies of documentation sent to or received from us for your own protection. Please do consult us if you are in doubt on any aspect. The disclosure of information not only applies at commencement and renewal of your policy, but also at any time during the period of insurance.

7. Awareness of policy terms

When a policy is issued, you are strongly advised to read it carefully, as it is that document, the schedule, and any certificate of insurance that is the basis of the insurance contract you have purchased. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.

8. Charges and Fees

We will not charge you any administration fees when you arrange, amend or cancel a Home or Home Emergency policy. Making a change to your policy may affect the amount of premium you have to pay.

For Travel Insurance, our partner JustTravelcover.com - a trading name of Just Insurance Agents Limited - may charge you for arranging, amending or cancelling your policy. Please see their individual Terms of Business Agreement for full details.

9. Client money rules

The FCA rules are designed to protect you in the event that an insurance intermediary fails or is unable to transfer:

a. any premium money it has received from you to the insurer; or

b. return premium monies that it has received from the insurer to you.

We are governed by strict rules pertaining to client money, set out by the FCA. Where the scheme administrator holds monies in a client bank account, they may earn interest on monies held, which will be retained by them.

The scheme administrator acts as agents for the insurer for the collection of premiums and refunds of premiums. This means that premiums are treated as being received by the insurer when received in our bank account and that any premium refund is treated as received by you when it is actually paid over to you.

10. Claims

We do not administer, process, or make decisions on claims. If you need to make a claim on your policy, you should contact the insurer in accordance with the details provided in your policy documentation.

11. Customer protection information

It is our intention to provide you with a high level of customer service at all times. If there are occasions when we do not meet your standards, please contact our Complaints Manager either verbally or in writing, who will take details of your concerns. We will acknowledge in writing, advising you of who is dealing with your concerns, and attempt to address your concerns within three working days. Under FCA guidelines we have up to eight weeks from receipt of your complaint to issue a final response, but we endeavour to issue a final response within four weeks. If our investigations take longer, we will write to you within four weeks to explain our position and provide timescales for a full response. If we cannot satisfy your complaint you may be entitled to refer it to the Financial Ombudsman Service.

You can contact the Financial Ombudsman Service at:

Exchange Tower, Harbour Exchange Square, London, E14 9SR
Tel: 030 01239123 or 0800 0234567
Web: www.financial-ombudsman.org.uk

12. Cooling off period

We will give you enough information and help so you can make an informed decision before you make a final commitment to buy your insurance policy. However, you will have fourteen days to change your mind and cancel the insurance contract from the date you receive the policy documentation.

13. Renewing your insurance

For your own protection your policy will automatically renew unless you have opted out of the auto-renew facility. You can stop your policy automatically renewing at any time. You can do this by telephone, post or email. If you cancel this facility your insurance will then expire on the renewal date unless you give us instructions to renew your policy

14. Peace of mind

Our obligations are covered by the Financial Services Compensation scheme (FSCS). If we are unable to meet our obligations, you could be entitled to compensation from this scheme, depending on the type of insurance and the circumstances at the time.
Further information about compensation scheme arrangements is available on the FSCS website: www.fscs.org.uk.

15. Contacting us

coverbaloo Ltd
2 Horizon Court
Audax Close
Clifton Moor
York
YO30 4RB

Tel: 01904 476098
Email: help@coverbaloo.co.uk

16. Privacy Policy

Your personal information is very important to us. We will take all due care to protect your information. The personal information supplied to us by you or your financial advisor will be processed in accordance with data protection laws and our Privacy Policy. Our Privacy Policy is available at www.coverbaloo.co.uk/privacy-policy alternatively if you would like us to send you a copy by email or post please let us know.

If you give personal information related to other individuals in order for us to provide you with services, you agree that you have their permission to do so. You should show our Privacy Policy to anyone whose personal data you provide us with and which may be processed in connection with the services we provide to you. If you are a joint applicant or policy holder, we may disclose your information where necessary to other joint applicant(s) in order to carry out our services for you both.