

DMS Security Plans

PO Box 2, DURSLEY. GL11 4YN.

Tel: 0845 673 9999

Fax: 0845 130 5624

e-mail: admin@dms4asu.co.uk

Terms of Business

(Including Statement of Price)

Status

Our Initial Disclosure Document confirms our status under the Financial Services and Markets Act 2000 (FSMA), and also confirms that we do not offer advice on the suitability of our policies to a Client. Advice of this type is available from Independent Financial Advisers (IFA's).

Instructions

We accept verbal, written or e-mail instructions from you, or from the Adviser who introduced your business to us, but to prevent any possible misunderstanding, will immediately confirm our actions to you in writing. This communication, by e-mail or letter, will ask you to telephone us urgently if you disagree with the instructions given, so that we may immediately reverse the action taken. Every alteration, amendment, or cancellation we make on verbal instructions from you, or instructions of any kind from your Adviser is actioned within a thirty day "cooling-off" period. You have thirty days from the time that you receive our confirming paperwork in which to change your mind, ask us to reverse the action, and we will do so – provided that there was no claim open at the time of our previous action, and none has arisen since. We will indemnify you against any costs incurred by you before we reverse our action.

Service

We will offer you a limited range of insurance products from which you may choose. We will provide you with comprehensive information to allow you to make an informed decision about the insurance being proposed. Your Adviser will ensure that the insurance products we offer match your requirements and will do this by asking you questions that will help to identify your need. If you are not dealing with us through an Adviser and require this assistance, DMS will on request give you details of several Independent Financial Advisers (IFA's) in your locality.

We will explain the main features of the insurance policy that we offer including who the insurer is and all the important details of cover and benefits as well as any significant or unusual restrictions or exclusions. We will also explain any significant conditions or obligations which you must meet and the period of cover. We will always provide you with a sample policy if requested. We will explain the cost of the policy, including where applicable, any additional taxation costs, details about how to claim and your cancellation rights.

We will bring to your attention any divergence from our standard policy terms and conditions that we are proposing to apply in your case, by specifically stating then in the "Exclusions" and "Amendments" sections of your Certificate of Insurance.

Cancellation

Whilst you may cancel your cover at any time with no refund of premiums paid, you have thirty days from the start date of your cover, or thirty days from the date on which you received the policy documentation, whichever is the later, in which to cancel the policy, without incurring any cost and with any premiums paid being refunded in full. To exercise this right, you must make this request to us in writing within the thirty day cancellation period, and return your Certificate of Insurance.

Branded Products

We may offer certain products that are branded in the name of one of our trading divisions. Each of these products is specially negotiated with a particular Insurer.

Disclosure of information

Please note that the information provided by you forms the basis of a legal contract between you and the Insurer. It is therefore essential that all information provided by you is accurate and true to the best of your knowledge and belief. You also have an ongoing duty to disclose any relevant information, which may influence the acceptability or assessment of this insurance. If you are unsure if a fact is material you should disclose it. Failing to disclose any material information or changes in the risk to your insurers could invalidate your insurance cover and could mean that part or all of a claim may not be paid.

In addition, when taking out accident, sickness and unemployment insurance it is most important that you tell us if any of the following apply:

- You cannot register as unemployed within the United Kingdom.
- You are employed on a fixed-term contract and you have less than 2 years service with your current employer.
- You are employed on a fixed-term contract and your contract has 6 months or less to run.
- You are aware of any proposed redundancies, reorganisation, or downsizing in the business that employs you.
- You are aware of any financial or contractual threat to the business that employs you.
- You are in dispute with your employer in any way, or are the subject of any disciplinary procedure or action.
- Unemployment is a regular feature of your particular job.
- -You have a pre-existing or ongoing medical condition.
- -You are currently unable to work due to a incapacity (including any maternity leave).
- -You are an existing borrower and your mortgage or loan is in arrears.
- -You are using your mortgage or loan for commercial purposes (including buy to let mortgages).
- -You are not living in the property named on your proposal.
- -You are acting as a guarantor on the mortgage or loan.
- -You already have unemployment and/or incapacity insurance.
- You are in, or about to commence an Individual Voluntary Arrangement (IVA) or Debt Management Plan (DMP), or are the subject of a Bankruptcy Petition.

After your policy commences you must notify us of any changes in your circumstances, which might affect your cover. Specifically you must tell us if any of the following change: your job, employer, employer's line of business, your name, address or mortgage lender, you must also advise us if your gross monthly income (or net profit if you are self-employed) changes to the extent that it will affect the calculation of the amount of monthly benefit you are entitled to in the event of having to claim. If you fail to inform us of any of these changes, we are entitled to adjust your monthly benefit to reflect them, before paying any claim. In that event, we will refund any Premium that has been overpaid.

Your Cover

We will send you your Certificate of Insurance and your Policy Terms and Conditions. These will set out exactly what cover you have with us. We ask you to review all this information upon receipt and contact your Adviser immediately:

- if the details of the cover do not meet with your approval.
- if the details of the cover do not reflect the instructions previously given to us.
- if any cover that you require is excluded.
- if there is anything in the documentation you do not understand.

If you are not dealing with us through an Adviser, then please contact DMS directly. Our contact details are at the bottom of this document.

Statement of Price

This is the cost of your monthly premium. Your Certificate of Insurance sets out the following:

- The premium charged by the Insurer for the risk.
- The policy fee charged by DMS for underwriting, policy issue, premium collection and claims payments.
- Insurance Premium Tax, collected by DMS, and paid to HM Revenue & Customs by the Insurer.
- Premium including Insurance Premium Tax – the total premium you will pay.

There are no fees or charges payable on top of this premium.

No interest is included as the premium is paid monthly.

There are no other related purchases.

This insurance is not compulsory.

Data Protection

Any information we hold about you, whether on our computer system or on paper files will be treated as private and confidential. We will only use and disclose the information we have in the normal course of administering or arranging your insurance policy. We may from time to time use the information we hold about you to send you information on other products and services, which we offer and which we feel may be appropriate. If you do not wish to receive any marketing information from us, please write to us at the address detailed below and we will mark our records accordingly. Under the Data Protection Act 1998 you have rights of access to any personal information we hold about you in our records. If you have any queries in respect of confidentiality and data protection please contact us in writing. Our contact details are set out at the bottom of this document.

Complaints

If for any reason you feel dissatisfied with your insurance cover, or with the levels of service we have provided, we operate a comprehensive complaints procedure to assist you with your complaint. Details of this procedure are in our Initial Disclosure Document, and also in our Policy Terms & Conditions.

Law to be applied

The parties are free to choose the law applicable to a contract of insurance. Unless specifically agreed to the contrary, all contracts arranged through DMS are subject to the Law of England and Wales.

Contact details.

Royal Mail: DMS Security Plans. PO Box 2, FREEPOST SWC 2489, DURSLEY. GL11 4ZZ.
Telephone: 0845 673 9999
Fax: 0845 130 5624
Website: www.dms4asu.co.uk
e-mail: admin@dms4asu.co.uk

September 1st 2009