

Terms of Business Agreement



Veerkle GAP Insurance

Who regulates us?

Veerkle is a trading name of Niche Box Group Limited (Companies House Company Number: 13640866) who are an appointed representative (FRN: 967691) of UK Oasis Group Limited (Companies House Company Number: 12985786) which is authorised and regulated by the Financial Conduct Authority, FCA Firm Reference Number 943570. Registered address: 20-22 Wenlock Road, London, N1 7GU.

You can check these details on the FCA's register by visiting www.fca.org.uk or by contacting the FCA on 0800 111 6768.

Whose products do we offer?

Veerkle offers GAP Insurance. This policy is a contract between you and the insurer, Helvetia Global Solutions Ltd, UK Branch. Helvetia Global Solutions is incorporated in Liechtenstein, registration number 0002191766. Helvetia Global Solutions Ltd's UK branch is registered in England & Wales under UK Establishment number: BR024650. UK Establishment address: 6 Bevis Marks, London EC3A7BA. Helvetia Global Solutions Ltd is authorised and regulated by the Liechtenstein Financial Market Authority, Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Registered on the Financial Services Register under the firm reference number 454140.

Veerkle act as an agent for the insurer for the collection and payment of your premiums. This means that premiums are treated as being received by the insurer when they are received by us. Any premium refund is treated as received by you when it is actually paid to you.

What service will we provide you with?

Veerkle is an intermediary and works on behalf of the insurer to offer products and services in relation to your GAP insurance needs. Veerkle also assist with the issuing, renewal and administration of your policy. Veerkle can give you all of the required information you need to help you decide which GAP insurance policy meets your needs and circumstances, however we cannot provide advice or recommendations on which GAP insurance policy to buy. As the customer, it is completely up to you to decide if any of the policies meet your needs.

Important Information

It is really important that you:

1. Give us accurate information at all times.
2. Check your GAP Insurance Demands and Needs statement and Policy Schedule carefully and let us know straight away if anything is wrong.
3. Tell us if anything related to your insurance or your circumstances change. For example a change in vehicle after you buy the policy.

If you do not, it may mean the policy could be invalid and you might not be able to make a claim.

Demands and needs

Veerkle does not offer advice or recommend insurance. You should decide, before purchasing, whether the terms of this insurance policy meet your demands and needs for GAP insurance.

This insurance has been specifically designed to meet the demands and needs of those who wish to ensure that they are financially protected in the event of the total loss of the insured vehicle. Veerkle offers Return to Invoice, Combined Return to Invoice and Vehicle Replacement GAP.

Key terms and conditions

To be eligible for cover under this insurance you must be:

- You are a resident in England, Scotland, Northern Ireland or Wales on the start date and remains so throughout the period of insurance;
- You are at least 18 years of age;
- You have purchased the insured vehicle from a VAT registered garage within the last 90 days with monies advanced under a finance agreement or with your own funds;
- You have paid or agreed to pay the premium and agreed to comply with the terms and conditions of this policy;
- You have motor insurance in place for your insured vehicle; and
- Your vehicle is not an excluded vehicle, details on which vehicles are excluded can be found in Section 5 of your Policy Wording.
- You are eligible for this insurance cover if you are a partnership, limited company or other legal entity if:
 - You are permanently situated, and in the case of a limited company, registered in England, Scotland, Northern Ireland, or Wales on the start date;
 - You have purchased the insured vehicle with monies advanced under a finance agreement or with your own funds;
 - You have paid or agreed to pay the premium and agreed to comply with the terms and conditions of this policy;
 - You have motor insurance in place for your insured vehicle; and
 - Your vehicle is not an excluded vehicle, details on which vehicles are excluded can be found in Section 5 of your Policy Wording.

Cancelling or amending your policy

You have the right to cancel this insurance without liability for the premium within 30 days of the date upon which you receive the certificate of insurance provided you have not made a claim.

Notice of cancellation must be received by us within 30 days. You may cancel your insurance cover at any time after 30 days and receive a pro rata refund of the number of complete unexpired days remaining of your insurance cover. You will not be entitled to a pro-rata refund if a claim or an incident that may give rise to a claim has occurred.

We may cancel this insurance if in our opinion you have at any time:

1. Given us false or incomplete information.
2. Agreed to help anyone try to take money from us dishonestly, or
3. Failed to meet the terms and conditions of this insurance or
4. Failed to act honestly towards us.

We can cancel this insurance at any time by giving you at least 14 days' written notice at your last known address. You can cancel this insurance at any time.

What will you have to pay us for our services?

You will not pay anything for our services. For all sales, Veerkle will receive a percentage commission from the total premium you pay.

How to make a claim

Should you wish to make a claim under your insurance, check your GAP insurance certificate and schedule to see whether you have the appropriate cover. You may be asked to provide additional information to substantiate your claim. All claims evidence must be supplied at your own expense in its original form. You can find full details of how to claim in your policy documentation.

What to do if you have a complaint

We demand high standards at Veerkle GAP Insurance, and we always strive to meet our customers' expectations. Sometimes things can go wrong and if that ever happens you can make a complaint.

For all complaints:

Make sure you write 'Complaint' in the email heading or in your letter and address your enquiry to the administrator. Please always give your full name and address, policy number and include any additional information or documents. The administrator will

acknowledge your complaint within 5 business days of receiving it and will aim to resolve the matter within 2 weeks. A copy of the complaints handling process will be sent to you upon request.

If your complaint relates to the sale of your policy, or a claim:

Telephone: 0114 321 9680

Email: customerservices@spectrumcover.co.uk

If you are still not satisfied, you can contact the Insurance Division of the Financial Ombudsman Service at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR or on 0800 023 4567.

Our promise of service

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented.

If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

In any event, should you remain dissatisfied or fail to receive a final answer within eight weeks from us receiving your complaint, you may have the right to refer your complaint to an independent authority for consideration. That authority is the Financial Ombudsman Service (FOS) at:

Exchange Tower, Harbour Exchange Square, London E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Please note that if you wish to refer this matter to the FOS You must do so within six months of our final decision. You must have completed the above procedure before the FOS will consider your case. Your legal rights are not affected.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) meaning you may be entitled to compensation from the scheme if we are unable to meet our obligations to you.