



The Voice of Retired Police Officers

DEMANDS & NEEDS STATEMENT

The NARPO Travel Insurance product will meet the demands and needs of persons aged between 50 and 79 at the time the first period of cover starts (thereafter no upper age limit will apply) who wish to take out travel insurance covering the financial risk associated with cancellation, curtailment, medical expenses and loss of personal belongings and baggage without the need to declare medical conditions. If you choose Couple or Family Cover, the person purchasing the cover must be aged between 50 and 79 years on the date of purchase but any spouse/partner to be insured can be aged under 50. It is understood the product is for residents of the UK, Channel Islands or Isle of Man, who are fit to travel (as defined in the Evidence of Insurance), not suffering from a chronic breathing condition (as defined in the Evidence of Insurance) and are not travelling to receive medical treatment. Cover is restricted for customers who are terminally ill. The product does not cover travel for business or to participate in professional or dangerous sports, or to places to which the Foreign, Commonwealth & Development Office (FCDO) have advised against all travel or all but essential travel to. Purchasers should be aware that the insurance contains specific terms, conditions and exclusions. Please refer to the Evidence of Insurance and Insurance Product Information Document for further information.

WHO WE ARE

NARPO Travel Insurance is a trading name of PJ Hayman & Company Limited. The Civil Service Insurance Society (CSIS) administer cover. The Civil Service Insurance Society is an insurance intermediary acting on your behalf in arranging your insurance.

TERMS OF BUSINESS

Use this information to decide if our services are right for you.

Please read this document carefully, by accepting these terms, you are giving your consent to the actions described in the following sections.

Company Details:

PJ Hayman & Company Limited, The Old Theatre, Stansted House, Rowlands Castle, Hampshire PO9 6DX

Civil Service Insurance Society, 1st Floor Gail House, Lower Stone Street, Maidstone, Kent, ME15 6NB

This sets out the terms on which we agree to act for our clients and contains details of our regulatory and statutory responsibilities. Please contact us immediately if there is anything in these Terms of Business which you do not understand or with which you disagree.

Definitions

"We", "Us", "Our" - means PJ Hayman & Company Limited and Civil Service Insurance Society.

"You" - means a visitor to our website and/or customer of our product(s).

"Product" - means a product that we may sell from time to time.

"Personal and Sensitive information" - means the personal information you provide us when registering, obtaining a quote and/or buying a product.

1. Information About Us

PJ Hayman & Company Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our Permitted business is arranging general insurance contracts. FCA number is 497103.

PJ Hayman & Company Limited is a wholly owned subsidiary of CSP Holding Limited.

Civil Service Insurance Society is authorised and regulated by the Financial Conduct Authority (FCA). FCA number is 304151.

You can check this on the Financial Services Register by visiting www.fca.org.uk.



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As an intermediary, the FCA regulations require us to:

- Conduct our business with integrity, due skill, care and diligence, and pay due regard to the interests of our customers and treat them fairly.
- Pay due regard to the information needs of our clients and communicate information to them in a way which is clear, fair and not misleading.
- Act with due care, skill and diligence in relation to a claim, and avoid conflicts of interest.
- Meet certain specific conditions in respect of client money.
- Take reasonable care to establish and maintain systems and controls that are appropriate to our business.
- Maintain and keep up to date, a list of insurance organisations we select from and to provide a copy of this on request.

2. Our Relationship With You and the Service We Offer

The Civil Service Insurance Society (CSIS) administer a number of travel arrangements for P J Hayman, providing insurance to various civil and public service welfare organisations. For over 100 years, the CSIS has maintained a 'Not for Profit' status and donates all the remaining annual surplus to charities within the Civil and Public Service.

You will not receive advice or a recommendation from us in relation to the products we offer. We may ask some questions to narrow down the selection of products that we will provide details of; however, you are entirely responsible for deciding whether or not to purchase any of these products or services.

If we are unable to provide you with a quotation on a specific product you have contacted us about due to a new or existing medical condition(s), or age considerations, you may be given the option of an alternative product and quotation.

If you are in doubt as to whether a travel insurance product or service offered is suitable for your needs or specific requirements please contact us prior to making a purchase.

3. Duty of Disclosure

As a consumer insured you have a duty to take reasonable care to answer questions fully and accurately, and that any information you volunteer is not misleading. This duty exists before the cover is placed or altered at any time throughout the duration of the insurance policy. If you do not do so, your Insurer may be able to void your insurance policy from inception or refuse a claim.

4. Data Protection Statement - 'Privacy Notice'

In accordance with Data Protection legislation, including General Data Protection Regulation (GDPR), we are advising you that any data requested from you will be stored securely and will only be used in order to manage the contract of business, including insurance requirements, we are arranging for you or have a legitimate interest in handling your data. This information will only be made available to third parties, such as insurers or their claims handling agents, in order to further manage and service your insurance policy.

We will retain your information for a period of time which is necessary to ensure no further liability, such as any insurance claims, exists. This period will normally be 7 years from expiry of the policy but may be extended.

For certain types of business we may require certain sensitive information from you in order to arrange your insurance requirements or service any claims, for example, medical records. By providing this information to us you will have given explicit consent for us to use it for the above purpose, which may involve passing such information to insurers or their claims handling agents.

Information you give us. You may give us information by filling in forms on our website or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use the customer area of our site, seek a quote, participate in our medical screening process, take out a policy with us, leave a testimonial and/or star rating on our site, enter a competition, participate in a promotion or survey, update or change your policy, submit a claim, cancel your policy and when you report a problem with our site.

The information you give us may include your:

- Name and date of birth
- Contact information including postal and email address and phone number
- Details of your travel plans and arrangements
- Other information you give us in response to a survey relevant to advertisements and/or offers
- Information about any medical conditions you may have
- Payment card details where required to process purchases



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If you provide data to us about other people you must provide this notice to them before you pass their data to us. You must obtain their consent if this includes sensitive data such as their health.

You have the right to:

- See a copy of the personal information we hold about you, free of charge
- Ask us to delete any of your personal data where there is no legitimate reason for continuing to hold it
- Have any inaccurate or misleading data corrected or deleted
- Restrict the processing of your data

We have to provide you with the information without delay and at the latest within one month of receiving your request. However, if your request is unfounded or excessive, we are entitled to charge a fee or refuse to act on the request.

We exchange personal information with other approved organisations for underwriting and fraud prevention purposes and we may provide such information to others where required or permitted by law.

We will use and analyse your personal information for the following purposes:

- managing and administering products and services that are supplied. In the case of insurance products this will include underwriting reinsurance and claims handling purposes and this may include disclosing it to other insurers, reinsurers, regulatory authorities or to our agents who provide services on our behalf;
- considering any applications for products you may make and to help in making credit-related decisions about you where appropriate;
- servicing other relationships you may have with us;
- financial risk assessment, money laundering checks, compliance and regulatory reporting and fraud prevention; assisting in making decisions on insurance proposals, other products and any claim made by you, members of your household, and others connected with your insurance proposals and claims;
- helping us to understand and develop new and innovative products and services.

Your personal information will only be disclosed to third parties outside us if:

- it is necessary for the performance of your agreement with us; or
- you have given your consent; or
- such disclosure is required or permitted by law; or
- we are entitled to transfer rights and/or obligations as provided under the terms of any policy you may purchase; or
- any such third party provides benefits or services to you under or in connection with our agreement with you; or
- it is a credit reference agency or fraud prevention agency; and any such third party has agreed to keep your personal information strictly confidential and use it for the purpose for which we provide it to them.

Because of the nature of our products, our payment transaction process and the destination of your travel it may be necessary for us to transfer your personal details to third parties in countries outside the European Economic Area (EEA). Such countries may not have laws to protect your information. By purchasing a policy that includes the possibility of travel outside the EEA, you consent to us so transferring your information.

In future the way in which your personal information is viewed, recorded and used may change. In most cases these changes will result from enhancements in technology. Where we believe the changes may be to your disadvantage, we will give you at least 30 day notice of them by posting notice of such an amendment on our website. If you continue to use a product or service for a further 30 days after notification, we will consider that you have consented to that change (unless you write to us to inform us otherwise).

If you would like a copy of the information held on you, have any queries or if you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, we will promptly correct any information found to be incorrect.



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Mrs Nicky Blakey
PJ Hayman & Company Limited
The Old Theatre, Stansted House, Rowlands Castle, Hampshire PO9 6DX
Email: Customerservices@pjhayman.com

If you are unhappy with the manner in which we store or handle your data you may contact the Information Commissioners Office at any time.

For our full privacy policy terms, please see:

http://www.pjhayman.com/documents/PJH_Privacy_policy.pdf

Where you have given consent and opted in for the purpose of marketing, personal information held maybe used by us to carry out research and to inform you by letter, telephone, SMS or email of other products we believe may interest you. We may also contact you by e-mail, post, telephone or other electronic media with news items or latest offers that may interest you. We shall only do so if you have provided your consent to such contact. If you are contacted by such means in future we shall, on each occasion, ensure you will always be given the option to unsubscribe to any further such communication. If you no longer wish to receive such information, please write to:

Civil Service Insurance Society
1st Floor Gail House
Lower Stone Street
Maidstone
Kent
ME15 6NB

5. Documentation

We will issue policy information in a timely manner. This will normally be within 7 days for consumers for retail products. Policy documentation will contain the full terms and conditions and exclusions, confirm the basis of cover and give details of the insurer(s). Please ensure you read these in full to ensure cover meets with your requirements and you understand what to do in the event of a claim.

We will retain documents for a minimum of 2 years, in accordance with our retention of documents policy. For some types of insurance cover it is possible that the claim may be made under a policy long after its expiry date and it is a requirement that we retain such documents for an appropriate period so that they can be accessed.

6. Annual Cover - Notice of Expiry

Unless otherwise agreed, we shall issue you with a notice of expiry for those insurance policies with an annual expiry date. Not less than 21 days prior to the end of your period of cover, you will be written to advising you whether we are able to offer to renew your insurance, and you will be advised about any changes to your premium or the terms and conditions of cover. If we are able to offer renewal of your insurance and you do not respond to your renewal notice, we will assume that you wish to continue your cover with us on the terms offered to you. Where you have opted to pay by Credit/Debit Card we will continue to collect premiums by such method for the next period of cover.

If you do not wish to renew your insurance with us, or if at any point during the period of insurance you wish to opt out of the auto renewal process, please contact the Scheme Administrator.

7. Security (your insurer)

We monitor the financial soundness of insurers that we use. We will do this by relying on information provided by rating agencies and other information in the public domain. If you have particular concerns or requirements regarding the security that we use, we will be happy to discuss your needs with you. We do not guarantee the solvency of any insurer we place business with. You may not be able to collect claims from an insurer that becomes insolvent.



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8. Claims

Your insurance policy includes a claims procedure which tells you what steps you should take if you wish to make a claim. You will be responsible for notifying, as soon as possible, a claim or circumstance which may give rise to a claim. Please ensure that you provide full information in accordance with the procedures set out in the insurance policy. This may include providing the information within a particular timeframe. Failure to do so may affect the validity of the claim. You will be provided with assistance in submitting a claim and seeking reimbursement. However, in the event that the insurer becomes insolvent or delays making settlement, we do not accept liability for any unpaid amounts.

9. Premium

Your premium must be paid at the time of purchase of your insurance policy. Failure to pay your premium can result in the automatic cancellation of your insurance policy.

10. Our Remuneration (what we are paid for the services we provide)

Our remuneration may be as commission, brokerage or fees. When we sell you a policy the insurer pays us a percentage commission from the total premium. If the type of policy we sell reaches specific profit targets the insurer also pays us an additional bonus. In addition, certain types of policies also carry a fulfilment fee, which will be shown as an admin fee on your documents.

11. Cancellation Clause

Your insurance contract may include a cancellation clause. In the event that you fail to pay your premium by the due date the insurance may be cancelled forthwith or by insurers giving notice of the cancellation. In the event of cancellation of the insurance contract, insurers may or may not return a pro rata premium. Please refer to your insurance policy document for details.

In the event that the insurance is cancelled after inception, our fees or brokerage will not be refundable.

12. Client Money

Client money is money of any currency that we receive and hold in the course of carrying on insurance mediation on behalf of our clients (including you) or which we treat as client money in accordance with FCA rules. We keep client money separate from our own money in a non-statutory trust account.

13. Non Statutory Trust Accounts

We hold client money subject to a non-statutory trust account. This means that we are entitled to and may use client money held on behalf of one client to pay another client's premium before the premium is received from that other client, and to pay premium refunds to another client before we receive payment from the insurer. However, we are not entitled to use client money to pay commissions before we receive the relevant premium from the client.

The aim of the trust is to protect the client in the event of the failure of the firm, or the failure of the bank or a third party at which the money may be held. In such circumstances, the firm's general creditors should not be able to make claims on client money as it will not form part of the firm's property.

The fact that we will hold money on trust gives rise to fiduciary duties, which will be owed to you until the client money reaches the insurer or product provider.

14. Interest on Client Money

Any interest earned on client money held by us and any investment returns, on any segregated designated investments, will be retained by us for our own use.

15. Segregation of Designated Investments

We keep client money separate from our own money. We may do this by paying it into a client bank account. However, we may also do this by arranging to hold separately permitted designated investments with the value at least equivalent to the money that would otherwise have been paid into a client bank account. If we do this we will be responsible for meeting any shortfall in our client money resource which is attributable to falls in the market value of a segregated investment.



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16. Compliance

a. Regulation

We comply with all regulatory requirements applicable made under the Financial Services and Markets Act (FSMA), or of the regulations of the Intermediary's country of domicile, include treating clients fairly, having appropriate systems in place which reflect the nature, scale and complexity of its business and conducting its business with due skill, care and diligence.

b. Professional Indemnity Insurance

We maintain in force appropriate Professional Indemnity Insurance as required by the FCA in each claim in respect of liabilities arising as a result of their respective involvements with the Companies policies.

c. Complaints

We take all complaints seriously. If you wish to register a complaint, please refer to your insurance policy document for details - Section 6 Complaint and regulatory information - Complaints Procedure.

17. Compensation

Our insurers are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if our insurers cannot meet their obligations. This depends on the type of business and the circumstances of the claim.

Full details and further information on the scheme are available from the Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY, United Kingdom. Tel: +44 0 800 678 1100 (freephone) or +44 0 20 7741 4100. Website www.fscs.org.uk

18. Anti-Money Laundering/Proceeds of Crime Act/Sanctions/Bribery

UK anti-money laundering and Sanctions regulations require us to check the identity of clients for whom we act at the start of a business relationship or at the point of making a claim.

Claims payment will be made in favour of the insured. If you require a payment to be made to a non-insured person, then you must confirm the required payee name and details and provide a brief explanation for your request.

We are obligated to report to the National Crime Agency (NCA) any evidence or suspicion of money laundering at the first opportunity, and we are prohibited from disclosing any such report to you.

19. 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 court.