

# Terms of Business Agreement

## 1. CARROT INSURANCE

Carrot Insurance is a trading style of Carrot Risk Technologies Limited. We are authorised and regulated by the Financial Conduct Authority under FRN 610895. Our permitted business is dealing and arranging general insurance (non-investment) contracts. All our sales are conducted on a non-advised basis. You can check this on the FCA's Register by visiting [www.fca.org.uk/register](http://www.fca.org.uk/register). Our registered address is The Lighthouse, 98 Liverpool Road, Formby, Liverpool, Merseyside L37 6BS.

## 2. ACCEPTING OUR TERMS

By asking us to provide a quote, arrange a policy and perform other ancillary services you are providing your informed consent to be bound by these terms and conditions.

## 3. PRODUCTS AND PROVIDERS

We only offer motor insurance products from a limited number of insurers, please visit our website at [www.carrotinsurance.com](http://www.carrotinsurance.com) to view our list of the insurers we work with by insurance product.

In addition to motor insurance products, Carrot are able to arrange, at your request, additional insurance products. These products run concurrently to a motor insurance product and cannot be purchased separately. Cancellation of motor insurance product will automatically result in the cancellation of any insurance products.

This document provides information about Carrot Insurance and the services we provide to you. Additional information relating to the specific terms of any insurance policy can be found in the documents provided to you:

- > **Policy Wording:** forms the basis for the contract of insurance and includes all terms, Excesses, Exclusions and Limitations.
- > **Insurance Product Information Document:** provides standardised information about the insurance policy to help you compare cover with other providers.
- > **Policy Schedule:** details the excesses payable upon any claim and outlines the cover provided.
- > **Certificate of Insurance:** is evidence that you are insured to the minimum legal requirement.

## 4. OUR SERVICE

Our role is to provide you with enough information for you to make an informed decision of the suitability of our products for your demands and needs. We will do this by asking

questions to assess the risk and obtain a quote exclusively from our panel of insurers. We will then present you with the most competitively priced quotation. We can answer any questions about the cover, so you can make a decision about whether it is right for you, but we cannot provide advice or recommendations.

## 5. YOUR DUTY OF DISCLOSURE

You must take reasonable care to answer all questions (or when providing statements do so) honestly, accurately and to the best of your knowledge, so you do not make a misrepresentation to the insurer. If you don't, the insurer could increase how much you pay, cancel or treat your policy as if it never existed, reject any claims or not pay claims in full.

## 6. CANCELLATION RIGHTS

You can cancel your policy at any time by contacting us via LiveChat at [www.carrotinsurance.com](http://www.carrotinsurance.com). If you cancel your policy within 14 days of when you purchase your policy, or when you receive your policy documents, whichever is the later date, this is known as the "cooling off period". If you cancel after this date, the cancellation will be after the "cooling off period". Full details of your cancellation rights including how any refund or outstanding balance will be calculated can be found in your Policy Wording.

In addition, Carrot will charge a fee for cancelling the policy. Details of the amounts are given in the **FEES AND CHARGES** section.

## 7. OUTSTANDING MONIES OWED

If the premium received by the date of cancellation does not cover the cost for the time you have been insured for or any of the charges described below (**FEES AND CHARGES**) or there has been a claim made against the policy you shall pay us or the lender (if you have paid via monthly payments) on demand all outstanding monies owed. In the event that you are due any refund or other payment from Carrot, including money relating to a separate policy in your name we will deduct any monies owed prior to payment.



## 8. FEES AND CHARGES

In addition to any premium (or refunds) charged by insurers, Carrot will charge the following:

<b>New Driver</b>	
Policy arrangement fee	£92.50
Changing your details during the period of insurance	£25
Changing the insured vehicle during the period of insurance – requiring a new telematics device	£150
Cancellation of policy within the cooling off period	£50
Cancellation of policy after the cooling off period	£50
Cancellation of policy following renewal	£50
Renewal arrangement fee	£92.50
Removal of telematics device for customers who require this	£50
Installation of telematics device	Free
Termination of telematics data reporting following cancellation	Free

<b>Better Driver</b>	
Policy arrangement fee	£92.50
Changing your details during the period of insurance	£25
Cancellation of policy within the cooling off period	£50
Cancellation of policy after the cooling off period	£50
Cancellation of policy following renewal	£50
Renewal arrangement fee	£92.50
Download of the Better Driver App	Free
Termination of the Better Driver App data reporting following cancellation	Free

<b>Private Car Telematics and Safe Driver</b>	
Policy arrangement fee	£92.50
Changing your details during the period of insurance	£25
Changing the insured vehicle during the period of insurance – requiring a new telematics device	£150
Cancellation of policy within the cooling off period	£50
Cancellation of policy after the cooling off period	£50
Cancellation of policy following renewal	£50
Renewal arrangement fee	£92.50
Removal of telematics device for customers who require this	£50
Installation of telematics device	Free
Termination of telematics data reporting following cancellation	Free

Please be aware policy and renewal arrangement fees are not refundable following the cancellation of your policy after the cooling off period. Carrot will keep an amount which reflects the administrative costs of arranging and cancelling the policy.

## 9. YOUR PAYMENT OPTIONS

You are purchasing an annual insurance policy and may choose to pay annually at the beginning of your period of cover, or you may pay through monthly payments using a credit agreement.

Carrot act as a credit broker and not a lender. We work with Close Brothers Premium Finance and Granite Finance Ltd (a sister company of Carrot) to provide credit facilities to our customers subject to eligibility. Any agreement reached between you and a lender will be subject to additional terms and conditions which will be provided to you directly by the lender if you choose to take this payment option.

Paying by credit agreement may be more expensive than paying annually at the beginning of your period of cover. If you fail to make your monthly payments, you will be charged an administration fee by the lender and your policy may be cancelled. Please ensure you read the documents provided separately by the lender carefully to understand the nature of any additional fees and charges which may be imposed by them.

## 10. HOW WE ARE PAID

We normally receive commission from insurers or product providers and you may request details of this from us. In the event of a cancellation we refund a proportion of the commission paid to us for arranging your insurance. The commission rates paid by insurers are variable and do not always reflect the level of work carried out by us, we also make individual service charges to cover the administration of your insurance policies. Please see **FEES AND CHARGES** for full details. If you select to pay by monthly payments, we may receive a commission for arranging your credit agreements with the lender. This commission is based on a percentage of the total cost of credit. You can get more information about this arrangement by contacting our customer services team.

## 11. RENEWAL

We will email you in good time before your renewal date advising you of your renewal price and other important information or advising you that we are unable to offer a renewal price\*. We will provide you with the most competitively priced quote available by our full panel of insurers and based on the information that we hold so if anything has changed, please let us know.

### Paying in full

If you have previously paid for your policy in full, you will need to contact us before your renewal date if you wish to renew your policy for a further 12 months. **We will not automatically renew your policy.**

### Paying Monthly

If you pay for your policy by monthly payments and you have opted into automatic renewal, **we will automatically renew your policy\*** for a further 12 months and you do not need to take any action unless your details need to be updated. If you don't want to renew, you just need to let us know before your renewal date. You can also opt out of renewal at any time by contacting us via LiveChat at

[www.carrotinsurance.com](http://www.carrotinsurance.com).

\*In some cases we may be unable to offer you a renewal price and we reserve the right not to renew your policy.

## 12. MAKING A CLAIM

If you need to claim on your insurance policy full details of how to make a claim, including contact details, can be found in your policy documents. Generally insurers require immediate notification of a claim or circumstances which may lead to a claim. You should aim to contact your insurer within 24 hours of any incident, even if you may not wish to make a claim. If you fail to do so, you may be charged a Late

Reporting Excess of £500. Please refer to your Schedule for more information.

Carrot are not involved in the investigation or settlement of any claim but will work with your insurer or appointed claims management company to provide any information required for the handling of your claim including the provision of telematics data where necessary.

## 13. HANDLING YOUR MONEY

We act as agents of the insurer in collecting premiums and handling refunds due to clients. Such monies are deemed to be held by the insurer(s) with which your insurance is arranged.

## 14. TREATING YOU FAIRLY

We aim to treat you fairly at all times and the fair treatment of customers is central to our culture. We work hard to ensure that you can feel confident that the products and services we provide will perform as expected by providing clear and understandable information throughout the duration of your relationship with us. Our complaints procedure is designed to ensure fair and reasonable outcomes and we are determined to make things right if there are any errors.

We recognise that not everyone's needs are the same and we aim to constantly improve and develop our services to ensure that all of our customers receive. If you think that there is something that we can do to improve our service to you please contact us using the details above.

## 15. MAKING A COMPLAINT

Delivering exceptional service to our customers is our number one priority at Carrot. However, we do recognise that things may occasionally go wrong and you may feel you have cause to complain. Receiving your feedback is important to us as it enables us to learn from any mistakes and, where possible, improve our service.

### If you have a complaint about our service

You can raise your complaint with us by email or letter to:  
Address: Carrot Insurance, FAO – Compliance Officer, Global House, Westmere Drive, Crewe Business Park, Crewe CW1 6ZD

LiveChat: [www.carrotinsurance.com](http://www.carrotinsurance.com)

Email: [complaint@carrotinsurance.com](mailto:complaint@carrotinsurance.com)

### How we will handle your complaint

We will:

- > Endeavour to resolve your complaint as quickly as possible



- > Acknowledge your complaint promptly and in writing (by email)
- > Advise you of the person dealing with your complaint and how you can contact them
- > Provide a final response to your complaint within 8 weeks of receipt

#### **If we cannot reach a resolution**

If you are dissatisfied with our response you can refer your complaint to the Financial Ombudsman Service. You must do so within six months of our final response. The Financial Ombudsman Service is free and impartial and you are entitled to contact them at any stage of your complaint. More information can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### **If you have a complaint about your insurer**

You can also raise a complaint directly with your insurer. The complaints process for your insurer is set out in your policy wording.

#### **16. FINANCIAL SERVICES COMPENSATION SCHEME**

Carrot are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. If you are eligible to claim from the FSCS compensation is available as follows.

- > Insurance advising and arranging is covered for 90% of the claim, without any upper limit.
- > For compulsory classes of insurance (such as Third Party Motor or Employers Liability), insurance advising or arranging is covered for 100% of the claim without any upper limit.

#### **17. YOUR DATA RIGHTS**

We know your personal information is important to you and we want you to trust us to look after it like its our own. This section explains how we use your data, how we keep it safe, and your rights.

**For you:** We will only use your information for your policy or to provide you with a quote.

**Safe and sound:** We will keep your information protected.

**Just the essentials:** We will only contact you about your policy and we wont send you any marketing communications unless you tell us to.

Full information about how we use your data and your data rights can be found in our Privacy Notice. This will be sent to you with your policy documents, is available on our website at [www.carrotinsurance.com](http://www.carrotinsurance.com) and can be requested by contacting us at [data@carrotinsurance.com](mailto:data@carrotinsurance.com).

#### **18. CONFLICTS OF INTEREST AND WHO WE ACT FOR**

We act on your behalf when providing a quote and arranging cover. We act on behalf of the insurer when administering the policy. Occasions can arise where we, or one of our associated companies, clients or product providers may have a potential conflict of interest with business being transacted for you. If this happens, and we become aware that a potential conflict exists, we will write to you and obtain your consent before we carry out your instructions and we will detail the steps we will take to ensure fair treatment.

#### **19. APPLICABLE LAWS**

Unless otherwise agreed all policies arranged and administered by us are governed by the laws of England and Wales and subject to the Jurisdiction of English and Welsh courts. All information and communications supplied to you will be provided in English Language.

#### **20. RENEWAL DISCOUNT**

##### **Safe Driver only**

At renewal your premium will be assessed and you may be eligible for a discount, depending on various factors including your driving data as assessed by our telematics product and algorithms.

#### **21. REWARD MECHANISM**

##### **This section is not applicable for Safe Driver**

Weekly Driving Style rewards are awarded based on good driving behaviour as assessed by our telematics product and algorithms. We may change these algorithms at any time without providing notice, no compensation will be provided as a result of any decrease in score following updates to our scoring methods.

##### **New Driver and Private Car Telematics**

Reward points will be awarded and accessible via a secure online area provided by us. These reward points must be claimed within the timeframe specified in your policy documents. if you fail to claim these reward points prior to their expiration, these points will be lost. Carrot will not be liable to honour expired reward points that have not been claimed for any reason.

Claimed reward points will expire immediately on the point



of policy termination including cancellation or lapse. You are responsible for ensuring that all points have been spent prior to cancellation or termination of your policy. Any unspent points will be lost. Carrot are not liable to honour any points that you have failed to spend prior to the termination of your policy for any reason.

Reward points can be spent on online vouchers provided by our rewards partners. When claiming your reward vouchers you will be required to agree to our gift partner's terms and conditions.

Reward points have no monetary value, you will not be entitled to cash payments in lieu of reward points.

### **Better Driver**

If you achieve an overall 'green' weekly driving score at 12pm on Monday you will receive a treat code or voucher via the Better Driver App. Treats will automatically become available on 12pm each Monday and will be redeemable for 168 hours, after which the offer will expire and you will be unable to redeem your treat. We hold no responsibility for treats which you have failed to redeem. Treats will be selected from offers provided by our selected treat partners, these partners and offers may change without us giving any prior notice to you. You may not exchange your treat for an alternative offer. Treats are offered on a one per policy basis, if you have named drivers on your policy they will contribute towards your overall weekly score however will not be entitled to a treat.

By claiming treats you will be agreeing to the terms of our selected treat partners and may be required to visit the websites of these partners and other third parties, we are not responsible for these terms or the content of any third party website and you should read their terms of use and any conditions carefully before agreeing to them.

## **22. BETTER DRIVER APP LICENCE**

1. By downloading the Better Driver App you agree to be bound by the terms of use of the Better Driver App.
2. The Better Driver App is offered for the purpose of monitoring and recording journey information collected in the course of administering your Carrot Insurance policy. You must ensure that you comply with any telematics conditions set out in your policy documents.
3. The Better Driver App is the sole property of Trak Global Solutions Limited and is granted to you by Carrot Insurance as a transferrable licence to use the app on any compatible mobile device that you own or are in control of.

4. The licence granted for the use of the Better Driver App is limited to you and any named drivers identified in your policy documents.

5. You may not rent, lease, lend, sell, redistribute or sublicense the Better Driver App. You may not copy, decompile, reverse engineer, disassemble, attempt to devise the source code of, modify or create derivative works of the Better Driver App, any updates, or any part thereof.

You agree and acknowledge that an attempt to do one of the above acts is a violation of the rights of Trak Global Solutions Limited and its licensors. If you breach this restrictions you may be subject to prosecution and a claim for damages. The terms of the Better Driver App licence will govern any updates provided that replace and / or supplement the original Better Driver App, unless such upgrade is accompanied by a separate licence in which case the terms of that licence will govern the update.

6. Information collected by the Better Driver App includes any personal details that you submit such as your or any named driver's email address, photographs of required documentation and of your car. Individual journey data including: location for each individual journey, your Better Driver App may also provide intermittent location updates when not connected to your Bluetooth® device.

7. The Better Driver App licence is effective until terminated by you or us. Your rights under the Better Driver App Licence will terminate automatically without notice from us if you fail to comply with any terms of the licence. Upon termination of the Better Driver App licence you shall cease all use of the Better Driver App, delete and destroy all copies, full or partial of the Better Driver App.

8. The Better Driver App will enable access to Carrot's Better Driver services and from time to time to websites. Use of these websites will require internet access, in which case you acknowledge that additional items of service may apply. Certain services may display, include or make available content, data, information, applications or materials from third parties. By using these websites you acknowledge and agree that:

› Carrot are not responsible for examining or evaluating the content of such third party materials or websites.

› We do not have any liability or responsibility to you or any other person for third party materials or websites.

9. We, nor any of our content providers, guarantees the availability, accuracy, completeness, reliability or timeliness of stock information or location data displayed by any services.

10. You acknowledge that any services and third party materials may contain proprietary content, information and material that is protected by applicable intellectual property and other laws, including but not limited to copyright, and agree that you will not use (including but not limited to use for any commercial purposes) copy, re-use or store such proprietary content, information or materials in any way whatsoever except for permitted use of the services. No portion of the services or third party materials may be reproduced.

