

Paragon Advance Terms and Conditions

THE FINANCIAL SERVICES AUTHORITY

The Financial Services Authority is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

WHOSE PRODUCTS DO WE OFFER?

We offer products from a range of insurers.

Mortgages

Residential
Buy to Let
Commercial Finance
Secured Loans
Bridging Finance

Life Assurance

Term Assurance (Level, Convertible, Decreasing, Renewable, Family Protection)
Critical Illness
Permanent Health Insurance
Key Personnel Insurance
Mortgage Payment Protection Insurance

GENERAL INSURANCE

Household Insurance incl. buildings and contents insurance for landlords, contents insurance for tenants, owner/occupier insurance, property owner insurance and private and commercial insurance for landlords
Professional Indemnity Insurance with the option of including Office Insurance

WHICH SERVICE WILL WE PROVIDE YOU WITH?

We will advise and make a recommendation for you after we have assessed your needs.

ADMINISTRATION CHARGES

A cancellation fee of £15.00 applies to our insurance policies, and refunds calculated will be issued providing the refund is over £10.00.

If it is necessary to amend your policy mid term, for example a change of address etc, a £10.00 service charge will apply.

If you pay monthly by Direct Debit for any of our insurance products a surcharge is applied which is subject to the provider's terms. Please ask for details of charges if required.

DIRECT DEBIT AGREEMENT

Your application for credit will be passed to Premium Credit Limited. In assessing your application they may search the public information that a credit reference agency holds about you. The credit reference agency will add details of the search and your application to their record about you whether or not your application proceeds. This and other information about you may be used to make credit decisions about you and Premium Credit may undertake checks for the prevention and detection of money laundering. This is in line with the Consumer Credit Directive Regulations.

If any direct debit or other payment due in respect of the credit agreement you enter into with Premium Credit Limited (PCL) to pay insurance premiums is not met when presented for payment, or if you end the credit agreement with PCL or fail to enter into a credit agreement with PCL we will be informed of such events by PCL.

If you do not make other arrangements with us to pay the insurance premiums, you acknowledge and agree that we may, at any time after being informed, instruct on your behalf the relevant insurer to cancel the insurance (or, if this occurs shortly after the start or renewal of the insurance, notify the insurer that the policy has not been taken up) and collect any refund of premiums which may be owed to the insurer and if any money is owed to PCL under your credit agreement pay it to PCL or if PCL have debited us with the amount outstanding, use it to offset our costs.

You will be responsible for paying any time on risk charges and putting in place any alternative insurance and/or payment arrangements you need.

Where any changes to the interest charge is made you will be given 30 days notice prior to the renewal of your policy. Where you have agreed to pay by direct debit your policy will renew automatically unless we are advised otherwise as stated in your renewal letter.

WHO REGULATES US?

Paragon Advance Ltd is authorised and regulated by the Financial Services Authority. Our Register number is 304595.

Our permitted business is:

Advising on regulated mortgage contracts
Arranging (bringing about) regulated mortgage contracts
Making arrangements with a view to regulated mortgage contracts
Advising on investments (except pensions transfers and pension opt outs)
Arranging (bringing about) deals in investments (non-investment insurance contracts)
Making arrangements with a view to transactions in investments (non investment insurance contracts)
Dealing in investments as an agent (non investment insurance contracts)
Assisting in the administration and performance of a contract of insurance
Agree to carry on a regulated activity

You can check this on the Financial Services Authority's Register by visiting the Financial Services Authority's website www.fsa.gov.uk/register or by contacting the Financial Services Authority on 0845 606 1234.

WHAT TO DO IF YOU HAVE A COMPLAINT

We value the opportunity to investigate any concerns you may have about any aspect of our service and are committed to handling all complaints fairly, thoroughly and promptly.

In the first instance

If you have a complaint about your insurance policy or a claim, you should first contact Paragon Advance on 0844 375 9604.

If this does not resolve the problem, you can contact Zurich direct. If your complaint is about:

- your policy, please call Zurich on **0845 300 2815**
- a claim, please call Zurich on **0845 601 0869**

WHAT TO DO IF YOU HAVE A COMPLAINT CONTINUED . . .

Next steps if you are not happy with the response provided

We are dedicated to our customers and seek to do what is right, however, sometimes we may not be able to reach an agreement with you. If this is the case, and you remain dissatisfied once you have received our response to your complaint, we will refer your complaint to Zurich's Customer Relations Team for a separate review.

The Customer Relations Team will contact you to let you know they have received your complaint and when their review is complete, they will provide you with a final response on behalf of Zurich.

The Financial Ombudsman Service (FOS)

If we are unable to resolve your complaint to your satisfaction within eight weeks, or if you remain dissatisfied following receipt of our final response letter, you can ask the FOS to formally review your case. You must contact the FOS within six months of our final response. The FOS contact details are as follows:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

You can telephone on: 0845 080 1800 or e-mail: complaint.info@financial-ombudsman.org.uk

This is a free and impartial service and will not affect your legal rights. You are entitled to contact the FOS at any stage of your complaint.

ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

Zurich Insurance plc is covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting FSCS directly on 020 7892 7300.

HOW TO MAKE A CLAIM

You may ring us on the following numbers.

When you contact us about a claim you will need to quote our reference 10/018457/05449101 (Landlords Buildings and Contents Policy) or 10/018500/05449201 (Tenants Contents Insurance) and tell us:

- your name and address
- your policy number
- the place where the loss or damage occurred
- what caused the loss or damage.

When you make a claim you may be asked to complete a claim form which we will send you in the post. Please complete and return the form together with an estimate for the cost of the damage, repair or replacement. You should send this directly to Zurich.

If you require any advice before or during the claims process please contact Zurich Claims.

Emergency assistance

0845 712 5220

24 hours a day

Claims advice and assistance

0845 300 4055

Monday to Friday, 8am to 6pm and Saturday, 9am to 1pm.

POLICY DURATION

The policy will be for a period of twelve months.

CANCELLATION RIGHTS

If you decide that you do not want to accept the policy (or any future renewal of the policy by us) tell us (or your insurance advisor) of your decision, in writing or by phone using the contact details provided on the covering letter within 14 days of receiving the policy (or for renewal, within 14 days of your policy renewal date). If no claims have been made we will refund the premium you have paid. If a claim is made we charge you for the days you have been on cover (applying a minimum premium of £15 plus insurance premium tax) and then refund the remainder of the premium you have paid.

If you have chosen to pay the premium by monthly direct debit, the policy can be cancelled subject to written confirmation, where monthly collections will be cancelled however, no refund will be issued.

The conditions and exclusions that apply to all sections of your policy are shown in your policy wording. Please make sure that you read these as well as the cover shown in each section.

If we pay a claim for the same cause happening at the same time, e.g. both building & contents, or contents and personal possessions sections, we will only take off one excess. This will be the highest excess shown in your schedule for the sections concerned.

GENERAL CONDITIONS

If any tenants residing at the risk address have not passed a suitable reference check and they have not resided at the property for over 6 months then a 10% load will be applied to the premium.

Paragon's Landlord Buildings & Contents and Tenants Contents insurance policies, underwritten by Zurich. The policies are also subject to the property being occupied within 60 days from inception.

ABOUT THE UNDERWRITER

Underwritten by Zurich Insurance plc.

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ

Zurich Insurance plc is authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. Paragon Advance Ltd is authorised and regulated by the Financial Services Authority. These details can be checked on the FSA's register by visiting their website www.fsa.gov.uk/register or by contacting them on 0845 606 1234.