

OUR TERMS OF BUSINESS

Gladiator is a trading name of Able Insurance Services Limited and is located at Ellipse, Ground Floor, Padley Road, Swansea SA1 8AN. Able Insurance Services is an independent Intermediary, and we represent a number of insurers. Able Insurance Services Limited is authorised and regulated by the Financial Services Authority (FSA Registration Number 311649). Please read these notes carefully as they tell you how we work.

Quotations

Gladiator gives quotations based on the information given to us by you (the proposer) or your representative. When a policy is taken out we send you a copy of your Proposal Form, which shows all the information given for your quotation. Your insurer has the right to decline your risk, increase your premium or offer a policy containing restrictions in cover at any time throughout the duration of your policy term. **Insurers may change their prices at short notice, especially at the end of the month.** Unless otherwise advised the ability to Drive Other Vehicles on a third party basis is not covered under any policy. Unless stated in your quotation and policy document there is no cover for personal effects.

Non-disclosure

Failure to disclose all material facts could render your insurance invalid and not give protection in the event of a claim. Material facts are those, which are likely to influence the acceptance and assessment of your proposal. False details could mean you have to pay more money, your insurers cancelling your policy or a claim not being paid. If you are in any doubt about facts considered material, you should disclose them. We will be happy to give you advice if you wish.

Administration charges

Gladiator will reserve the right to charge for the work involved in setting up or renewing your policy. If you make a change to your policy such as a new vehicle, change of address or any other policy change, require copies of documents, or you cancel your policy, Gladiator will charge you an administration fee of £25. Gladiator reserves the right to alter this fee. Your insurer will take off their charges from any refund before passing it to us to pay to you.

Making a claim

If you have an accident or need to make a new claim, please call our claims helpline immediately on 0800 678 1932. All accidents must be reported within 48 hours, even if you are not claiming yourself. **If a claim is made on the policy or an incident has occurred that may lead to a claim during the period of insurance, the full annual premium is payable and no refund given. This applies in all circumstances regardless of payment method.**

Paying by instalments

A motor insurance policy is a 12-month contract and if you decide to terminate the contract early your insurer will apply short period cancellation charges. Therefore, customers who pay by instalments will often be left with an outstanding amount to pay if they decide to cancel their policy early. Please refer to the 'Cancellation of your policy' section. **We must point out that cancelling your Direct Debit Instruction does not cancel your policy.** If you wish to cancel it is imperative that you contact us immediately and return your Certificate of Insurance.

If you choose to pay by instalments, we will pay your insurance provider the full premium in advance and fund a payment plan through the Direct Debit Scheme. Interest is charged on all premiums paid.

It is your responsibility to ensure that the bank account details we hold are current and valid at all times. If a Direct Debit payment is rejected, you must contact us within 7 days to pay the arrears by credit/debit card. If we are unable to recover the amount of the missed instalment in full, we reserve the right to withdraw the Direct Debit facility and ask that the remaining balance be paid in full. Please refer to your credit agreement and facts about the Direct Debit Scheme.

Renewing your policy

To avoid a break in your cover, we may attempt to automatically renew your policy 7 days prior to your renewal date using your existing payment method. Please note that this process is dependant on you having a current and valid payment method in place. If we are unable to automatically renew your policy, we will advise you in writing prior to your renewal date. In these circumstances, you will need to ensure that we receive payment before your renewal date. If we are not in receipt of payment by your renewal date the policy will lapse.

Cancellation of your policy

We may cancel your policy at any time by sending a minimum of 7 days notice in writing to your last known address.

The policyholder may cancel the policy by telephoning our Customer Care Line or by notifying us in writing. Any refund due will be processed as soon as your policy is cancelled. Similarly, any outstanding amount owed on the policy will need to be settled in full on the date of cancellation. Your current Certificate of Insurance must be returned in all circumstances. Please note that cancellations cannot be backdated.

Cancellation during the cooling off period

You have the right to cancel your policy within 14 days of receipt of your policy documentation. If you exercise this right and cover has not commenced, you will be entitled to a full refund of the premium paid. If the insurance has commenced, your insurance provider will make a deduction for the time you have been covered under the policy and we may charge a fee of £25.00 to cover our arrangement costs.

Cancellation outside the cooling off period

Your insurance provider will apply a short period charge for the time you have been covered under the policy. Charges can vary between insurers and are detailed in your policy documents. We will deduct 20% from any rebate given by your insurance provider or we may charge a flat fee of £25.00, whichever is greater. Any additional products you may have purchased, such as Legal Assistance, Personal accident Cover, Windscreen Cover, Van Hire, Breakdown Cover, Tools Cover are non-refundable. Please note that the combination of charges incurred and non-refundable products as outlined above will often result in a disproportionately greater charge than the actual period of insurance. This may leave customers who pay by instalments with an outstanding balance that will need to be paid at cancellation. Please refer to the 'Paying by Instalments' section. We may use details of the last card transaction on the policy to recover any outstanding balance. Delayed payments may incur additional charges. If you have paid your premium by debit/credit card, all refunds due will be credited to the original card.

Comments and complaints

We are dedicated to providing you with a high quality of service and we want to ensure that we maintain this at all times. If you feel that we have not offered you a first class service, please contact us and we will do our best to solve the problem. Please write to the Quality Executive at Gladiator, Ellipse, Ground Floor, Padley Road, Swansea SA1 8AN. Tel: 0800 952 1333, email: gladiatorquality@aisl.uk.com.

Protecting your data

For your protection we may record or listen to telephone calls. This is to ensure that we maintain a high level of service. Gladiator may occasionally send you offers from third parties who act on our behalf. If you do not wish to receive such mailings, please write to the Data Protection Officer at: Gladiator, Capital Tower, Greyfriars Road, Cardiff CF10 3AZ. You have the right to ask for a copy of the information held by us on computer. We may make an administration charge for this. You also have the right to request us to correct any inaccuracies in your information.

WE'RE HERE WHEN YOU NEED US

Customer Care Line

0844 848 4302

Sales Line

0844 848 4300

Claims Line (24 Hrs)

0800 587 5765

Web

www.gladiator.co.uk

Renewals Line

0844 848 4303

Claims Fax

0871 882 8280

Calls to 0871 numbers are charged at 8p per minute plus network extras.

Fax (all departments except Claims)

0871 882 8090

Calls to 0871 numbers are charged at 8p per minute plus network extras.