



ROOTS INSURANCE BROKERS

FEES & CANCELLATIONS

Version 1.2

Cancellation - 14 Day Cooling Off Period

If you decide that for any reason a policy does not meet your needs, then please inform us within the fourteen (14) day cooling off period which commences on the day of purchase or renewal. On the condition that no claims have been made or are pending we will refund your premium in full.

Cancellation- Post 14 Day Cooling Off Period

If you wish to cancel a policy after the fourteen (14) day cooling off period, you can do so at any time by giving us notice to cancel. You will receive a pro-rata refund of premium providing no claims have been made or are pending, minus the deduction of a cancellation fee.

Cancellation - Serving Notice

Notice of cancellation is deemed to be served as soon as it is posted or sent to us, in the case of email on the day it is sent, or the date of the telephone or live chat conversation.

Fees

In addition to receiving commission from insurance companies for arranging policies with them, and to provide our clients with the service and expertise they expect, we charge clients fees. This is for the administration work involved in us obtaining quotations, arranging cover, administering policies, assisting with claims and dealing with renewals etc. The exact fee we charge will depend on the nature of the work we are undertaking and also whether you are a 'Consumer' (defined by our regulator The Financial Conduct Authority as 'an individual who is acting for purposes which are outside his trade, business or profession') or a 'Commercial Client' (defined by The Financial Conduct Authority as 'a customer who is not a consumer that is taking out insurance to protect a business').

Fee Structure:

Our standard fee structure is as follows:

Type of business	Consumers	Commercial Clients
New business	Advised on per case	Advised on per case
Mid-term adjustments	£15	£15
Temporary changes	£15	£15
Duplicate documents	£15	£15
Cancellations	£15	£15
Renewals	Advised on per case	Advised on per case

For each case we will highlight our fees in the quotation document before you instruct us to proceed.

CHANGES TO OUR FEES & CANCELLATIONS

We keep our Fees & Cancellations under regular review. This policy was last updated on 18th February 2024. Historic versions can be obtained by contacting us.

a: Jason Works, Clarence Street, Loughborough, Leicestershire, LE11 1DX

t: 01509 380 127

w: rootsinsurancebrokers.co.uk

