

Dear Subscriber,

Aviva Insurance Ltd provides Public Liability Insurance to any subscriber of Grapevine who has paid to us the insurance premium inclusive of our broker fee (£25). The policy falls due for renewal on the 1st April, the cover provides insured subscribers with a limit of indemnity of £5,000,000. This is a block policy in the name of Grapevine Circle Dance Network. You will be covered for your legal liability, i.e. negligence, for damage to third party property or injury or death to third parties. The policy extends to include dance teaching anywhere in Europe, but only not the organisation of the whole trip. The policy has a third party property damage excess of £250.

The premium per year (12 months from 1 April) or part thereof is £27.50 for each teacher, inclusive of our £9.71 broker fee. If you arranged the cover separately, the cost would be considerably more. Most hall owners and local authorities expect their hall hirers to have appropriate Public Liability Insurance. Some have even been known to cancel a hiring if they discover their hirers are not insured. I would strongly encourage you to avail yourself of this arrangement as it offers excellent value.

Please remember that your insurance cover is only valid if you are a subscriber to The Grapevine so please make sure that you renew your subscription in good time. Cover ceases the moment your subscription lapses.

Please complete the attached slip and send it with a cheque made payable to COBRA Brokers Ltd to the address below. On receipt of the slip and your cheque we will confirm with Grapevine that you are a current subscriber. Cover will commence once Grapevine confirm your subscription. In the event of a claim being made against you we will need to double-check with Grapevine that your membership was in force on the date of the incident that gave rise to the claim.

The full policy wording is retained by Grapevine, the policy wording is available upon request, our terms of business are on the reverse of this letter.

As required by the FCA, please note that if you have any questions or queries about the insurance that you contact us direct and do not address any insurance questions to Grapevine, as they are not registered to give advice on insurance.

Yours faithfully

TERMS OF BUSINESS

COBRA INSURANCE BROKERS LTD

Registered Office: 1 Minster Court, Mincing Lane, London EC3R 7AA

Our Service

We are an Independent Insurance Intermediary and will act on your behalf in :

- a) Arranging your insurance cover with insurers to meet with your requirements or where requirements cannot be fully met, provide you with enough information to enable you to make an informed decision ;
- b) Providing advice and helping you with any changes that you need to make to your insurance during the policy period ;
- c) Telling you when you need to renew your policy in time to allow you to consider and arrange any continuing cover.

Who regulates us?

COBRA Insurance Brokers Ltd is authorised and regulated by the Financial Conduct Authority. Our FCA number is 307980. You can check this on the FCA's Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0845 606 1234.

Our permitted business is advising on, arranging and assisting in the administration and performance of a contract of insurance.

Information on Costs

We normally receive commission from insurers which is a percentage of the premium paid by you. In addition we may charge a professional fee to cover the placing and ongoing handling of your insurance. At our discretion we may also make the following charges to cover our additional costs (in addition to any premium or charge levied by your insurer).
Arranging new policies and renewals - £ 25.00

Mid-term adjustments - £ 20.00

Replacement/duplicate certificates or cover notes - £ 12.00

From time to time depending on the work and risk involved it may be necessary to charge greater fees. The specific amount and purpose of any professional fee and administration charges will always be advised to you in advance. We earn the entirety of our commission and/or fees when your risk is successfully placed and take our commission and/or fees immediately upon receipt of payment unless agreed otherwise with your insurer.

Disclosure of Earnings

You are entitled, at any time, to request information regarding earnings that we, or any other intermediary we have used, receive as a result of placing your business. Our remuneration will either be a fee as agreed with you or commission which is a percentage of the premium paid by you, or a combination of both where appropriate. This will include commission, fees, over-rider agreements, profit share arrangements and any volume business deals that your policy may contribute towards. In addition to commission from insurers, we may also receive payments based on volumes of business or profitability of the account placed with them. Obviously these payments can vary from year to year. Such remuneration is only earned on the basis that it does not detract from our obligation to act in our client's best interest at all times.

Mid-term adjustments or cancellations:

In the event of an adjustment that results in a return of premium or cancellation mid-term we will refund the premium due net of our full commission and any charge made by insurers. Where the premium is being paid by instalments we will claim our full commission along with any charge made by the insurers in the calculation of any outstanding monies. Some policies may not attract a premium refund in the event of cancellation. If the premium is being paid by instalments, you may still need to pay any remaining payments. If you may need to cancel your policy prior to the policy expiry date, you should discuss this with us prior to incepting/renewing cover.

Consumer Cancellation Rights

Persons operating outside their business trade or profession have 14 days to cancel the insurance policy without penalty. The cancellation period begins the later of the day of the conclusion of the contract or when the contractual terms and conditions are received. Exercising the right to cancel means that you have withdrawn from the contract and that cover is terminated. When exercising the right to cancel, costs may be incurred for the service provided.

Cancellations due to premium instalment defaults

If any payment in respect of a credit agreement is not met, you acknowledge and agree that we may instruct on your behalf the relevant insurer to cancel the insurance and to collect any refund of premiums which may be made by the

insurer and use it to offset any outstanding costs.

Payment Terms

We normally accept payment by cheque or credit card or the bankers automated clearing system (BACS). We require full payment of the premium immediately cover is effected. You may be able to spread your payments through a credit scheme and we will advise you further if these options are available.

How we will handle your money

Our Non-Statutory Trust account has been set up in accordance with rules laid down by the Financial Conduct Authority. We are the Agent of Insurers for the collection of certain premiums. We are required to inform you that we may use your premium to settle premiums due under other policies including those payable by other clients. Similarly, claims and premium refunds can also be paid to a client before receiving remittance of those monies from the insurer. In arranging your insurance we may employ the services of other intermediaries who are regulated by the FCA and your premium may be passed to these intermediaries for payment to insurers. Any interest, or investment returns, earned on your money whilst in our possession will be retained by us.

Your Duty to Provide Information (Consumers)

It is your duty to take reasonable care to answer all questions honestly and to the best of your knowledge. If you do not, your insurance policy may be cancelled or treated as if it never existed or your claim may be rejected or not paid in full. It is important that all statements you make on proposal and claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document. Failure to provide requested information to your insurers could invalidate your insurance cover and mean that part or all of a claim may not be paid.

Disclosure of Material Facts (Commercial Customers)

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of your policy and when you renew your insurance. It is important that all statements you make on proposal and claim forms and other documents are full and accurate. If a form is completed on your behalf, you should check that the answers shown to any of the questions are true and accurate before signing the document. Failure to disclose any material information could invalidate your insurance cover and mean that part or all of a claim may not be paid. This includes incidents/losses that have arisen during the year that you have settled yourself without involving your insurers. A material fact could include changes to your business activity, criminal convictions or any financial issues such as potential bankruptcies or CCJ's. If you are unsure as to whether a fact is material, you should disclose it.

Duty of Fair Presentation (Commercial Customers)

Before entering into a contract of insurance, prior to a midterm alteration and ahead of your policy renewal, it is your statutory duty to make a fair presentation of your risk. This information must be provided in a clear and accessible format. You must disclose, where practical, all material circumstances about your risk, this being information that might affect the judgement of a prudent insurer in deciding whether to accept your risk or not - should you require additional explanation of what constitutes a material circumstance, please contact us immediately. You must make reasonable enquiries before presenting your risk and ensure that all individuals holding knowledge about the risk have been approached in the compilation of this information. If you feel you have not been able to do so, please advise us so we can allow underwriters to make further enquiries if they wish to do so. You must complete any proposal forms or fact finds provided to you, honestly, accurately and in good faith. Any deliberate or reckless misrepresentation may involve part or your entire claim being declined and in some circumstances; the Insurer may be entitled to retain your premium whilst avoiding the policy or apply additional terms to your policy. We will provide you with a written summary of our information presented to underwriters for you to check upon request.

Placing Your Insurances

We sell and advise on a wide range of both personal and commercial insurance products. For the majority of the products that we offer we provide advice or information on the basis of a fair analysis of the market from a range of insurers. In other circumstances we deal with a limited number of insurers, from which we select a policy to meet your particular needs. We may place your business with our affiliated companies COBRA Underwriting Agencies or via COBRA London Markets if we feel it is in your best interest, or deal exclusively with a single Insurer. We may be required to verify your identity in accordance with the Proceeds of Crime Act 2002 and the Money Laundering Regulations and will request the necessary evidence from you to prove your identity. Failure to provide satisfactory evidence could result in the product not proceeding.

Insurers

We do not guarantee the solvency of any insurer we place business with. In the event that an insurer becomes insolvent or delays making settlement we do not accept liability for any unpaid amounts. A liability for the premium, whether in full or pro-rata, may arise under policies where a participating insurer becomes insolvent.

Claims

As part of our service we can assist you with any claim you need to make. When you first become a customer we will give you details of how you can make a claim and tell you what your responsibilities are in relation to making claims. If you are ever in any doubt as to what action to take in the event of a claim, please contact us at the address above.

Complaints/Treating Customers Fairly

It is our intention at all times to treat customers fairly. If at any time you feel that you have not been treated fairly please contact us in order that the matter may be addressed. If you should wish to make a complaint about our service we have a formal complaints procedure. In the first instance you should address your complaint to our Compliance Officer at the address above. We will supply you with a copy of our complaints procedure upon receipt of a complaint or at any time upon request. You will be advised of any redress available to you, should you believe the matter has not been resolved to your satisfaction. If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service. Alternatively other out of court complaint and redress procedures may be available.

Financial Services Compensation Scheme (FSCS)

We are covered by the 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. Non compulsory insurances are covered for 90% of the claim with no upper limit. For compulsory classes of insurance this increases to 100% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

Confidentiality

All personal information about you will be treated as private and confidential. We will only use and disclose information we have about you in the normal course of arranging and administering your insurance. We may pass information about you to premium finance companies and credit reference agencies for the purpose of arranging payments via instalments and may also pass to them details of your payment record with us. We will not disclose any information to any other parties without your consent, unless required to do so by the FCA, it is in the public interest, or we have to by law. We may, however, use the information we hold about you to provide information to you about other products and services which we feel may be appropriate to you. Under the Data Protection Act 1998 you have a right to see personal information about you that we hold in our records. If you have any queries in this regard or do not wish to receive marketing information from us please let us know by contacting us at the address above.

Credit Checks

We and other firms involved in arranging your insurance (insurers, other intermediaries or premium finance companies) may use public and personal data from a variety of sources including credit reference agencies and other organisations. Any credit reference search will appear on your credit report whether or not your application proceeds. Please contact us if you do not consent to a credit check being undertaken.

Claims and Underwriting Exchange and Motor Insurance Anti-Fraud Register Insurers pass information to the Claims and Underwriting exchange register operated by Database Services Limited and the Motor Insurance Anti-Fraud and Theft Register compiled by the Association of British Insurers. The objective is to check information provided and to prevent fraudulent claims. Motor insurance details are also added to the Motor Insurance Database operated by the Motor Insurers' Information Centre (MIIC), which has been formed to help identify uninsured drivers and may be accessed by the police to help confirm who is insured to drive. In the event of an accident, this database may be used by insurers, MIIC and your motor insurer to identify relevant policy information

Motor Insurance Database (MID)

If an Insurer specifies that a client must take responsibility for populating and updating the MID, COBRA Insurance Brokers Ltd cannot accept responsibility if a client fails in their obligations to do so as set down by current legislation.

Clients Compliance with Health and Safety (and similar) requirements

COBRA Insurance Brokers Ltd cannot be held responsible for a client's non-compliance with Health and Safety (or similar) requirements. **Applicable Law**

This document is subject to English Law and the jurisdiction of English Courts.

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