

## Terms of Business Agreement (Risk Transfer)

An Agreement dated \_\_\_\_\_ governing the conduct of Insurance Business between:

\_\_\_\_\_ on its own behalf  
(the **Insurer**)

and

**Iris Insurance Brokers Ltd** (the **Broker**) of 7<sup>th</sup> Floor, Maitland House, Warrior Square, Southend-on-Sea, Essex, SS1 2JN, FSA Registration No. 310825

(collectively the “Parties”)

### 1. Definitions

- 1.1 Agreement:** This agreement and the attached schedule.
- 1.2 CASS:** The FSA’s Client Assets Sourcebook.
- 1.3 Commission:** Commission receivable by the Broker at the rates and times (if any) set out in a relevant Slip in respect of that Insurance Business.
- 1.4 FSA:** The Financial Services Authority or any successor regulatory body.
- 1.5 Group:** Has the meaning given to it either in section 421 of the Financial Services and Markets Act 2000 or section 262 of the Companies Act 1985
- 1.6 ICOB:** The Insurance Conduct of Business Rules promulgated and issued from time to time by the FSA.
- 1.7 Insured:** Any Party (not being the Insurer) entering into a contract of insurance which is subject to this Agreement.
- 1.8 Insurance Business:**

Any insurances or reinsurances falling within the definition of “contract of insurance” in Article 3(1) of the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001 or as amended together with insurances concluded under any contracts for insurance made by the Insurer where the Broker is the coverholder or the placing broker.

For the avoidance of doubt Insurance Business does not include any outwards reinsurance business placed by the Broker as agent of the Insurer.

- 1.9 Records:** Anything on which any information of any description is recorded.
- 1.10 Slip:** A document which is or is to form the basis of either a contract for insurance or contract of insurance. A Slip may incorporate details of administrative arrangements pertinent to the processing of the contract for or of insurance.
- 1.11 Taxes:** All Insurance Premium Taxes (IPT) and other para-fiscal charges which may be levied by overseas fiscal authorities on insurance premiums

## 2. Scope

- 2.1 The purpose of this Agreement is solely to set out the rights and obligations of the Parties only in respect of the matters specifically addressed in the Agreement. To the extent that any matters relating to the relationship between the Parties are not expressly addressed in this Agreement, they remain unaffected and unaltered by this Agreement. This Agreement shall not override the terms of any underlying contract for or of Insurance Business or the terms of any Slip, save the Parties agree that clause 6.5 shall apply to the exclusion of any equivalent terms in any binding authority agreement placed between Parties as coverholder.
- 2.2 Nothing in this Agreement overrides the Broker's duty to place the interests of its client before all other considerations nor shall this Agreement override any legal or regulatory requirements (whether obligatory or advisory) which may apply to the Broker, the Insurer, or the placing of any Insurance Business.
- 2.3 Subject to clause 2.5 below, the Parties agree that the terms herein shall apply to the conduct of any Insurance Business which has been or may be transacted between the Parties on or after the date of this Agreement. The terms of this Agreement supersede the terms of any other terms of business agreement (TOBA) already in place between the Parties. The terms of this Agreement shall apply from the date of the Agreement.
- 2.4 Each proposal for Insurance Business, renewal of existing Insurance Business or continuation of cover in respect of any existing Insurance Business will be accepted or declined by the Insurer at its sole discretion. The Broker is under no obligation to offer any proposal for Insurance Business or renewal of any existing Insurance Business to the Insurer.
- 2.5 Prior to or at the time of placement of any Insurance Business (or as otherwise agreed separately in writing between the Parties), the Broker and the Insurer may agree provisions relating to the conduct of that Insurance Business. These provisions may include (but are not limited to) roles and responsibilities relating to administration of the Insurance Business and the handling of claims and processes by which amendments to the risk may be agreed, and so forth. This Agreement shall be subject to any provisions so agreed, and does not seek to address such provisions.

### **3. Regulatory Status**

- 3.1 The Broker warrants that it is authorised by the FSA [*or other EEA regulatory body*] to conduct insurance mediation activities (as defined in the FSA's Handbook) from the date of this Agreement. The Insurer warrants that it is authorised to conduct Insurance Business from the date of this Agreement.
- 3.2 The Broker shall inform the Insurer immediately in writing if at any time during the period of this Agreement:-
- 3.2.1 The FSA [*or other EEA regulatory body*] suspends or withdraws the Broker's authorisation; or
- 3.2.2 The Broker otherwise ceases in anyway to be authorised by the FSA [*or other EEA regulatory body*] to undertake any activities in relation to any Insurance Business subject to this Agreement; or
- 3.2.3 The Broker becomes insolvent.
- 3.3 The Insurer shall inform the Broker immediately if:-
- 3.3.1 The FSA [*or other EEA regulatory body*] suspends or withdraws the Insurer's authorisation; or
- 3.3.2 The Insurer otherwise ceases to be authorised by the FSA [*or other EEA regulatory body*] to undertake any activities in relation to any Insurance Business subject to this Agreement; or
- 3.3.3 The Insurer becomes insolvent.

### **4. Authority**

- 4.1 This Agreement sets out the basis on which the Insurer will accept Insurance Business from the Broker. The Insurer authorises the Broker to act as the agent of the Insurer for the sole purpose of receiving and holding premium, claims and other monies identified in clause 6.1 below.
- 4.2 Nothing in this Agreement shall grant the Broker authority to accept, amend, or vary Insurance Business, settle, negotiate or compromise claims, alter any document or policy, make any non-exempt financial promotion on the Insurer's behalf, and/or commit the Insurer in any way.
- 4.3 Nothing in this Agreement shall affect the Broker's implied authority to "sign down" the Insurer's participation on any Insurance Business where cover is placed in excess of 100% of order in accordance with market practice.

## 5. Remuneration

- 5.1 Commission shall be agreed between the Parties, and shall be set out in the relevant Slip.
- 5.2 The Broker may deduct the Commission upon receipt of the premium.
- 5.2.1 Where premium is payable in more than one instalment, the Broker will only deduct the proportion of Commission that the instalment premium bears to the premium as a whole, unless otherwise agreed on a risk-by-risk basis between the Parties.

## 6. Premiums and Claims

- 6.1 Where the Broker holds:-
- (a) premium due to be paid to the Insurer;
  - (b) return premium due to be paid to the Broker's client; or
  - (c) claims monies due to be paid to the Broker's client; or
  - (d) money received by the Broker from the Insurer for onward payment to agents of the Insurer in respect of claims adjustment, legal and similar professional fees

the Broker shall hold such monies as the agent of the Insurer. The Broker has no authority under this Agreement to permit any third-party, sub-agent, or Appointed Representative (as defined in the FSA's Handbook) to receive, hold, or pay any money on behalf of the Insurer, without the Insurer's consent.

- 6.2 The Broker shall advise the Insurer within 7 days of receipt of any request from the Insurer, whether it has received any specified premiums.
- 6.3 Provided the Broker shall itself have received the premium, the Broker shall pay that premium (net of Commission, but including Taxes) to the Insurer in accordance with the terms of trade contained in the Schedule to this Agreement (where applicable).
- 6.4 Unless otherwise agreed, the Broker shall remain liable to the Insurer for premiums where Section 53 (i) and Section 53 (ii) of the Marine Insurance Act 1906 apply.
- 6.5 Pending payment to the Insurer or client (as the case may be), the Broker shall hold the monies described in clause 6.1 above as the agent and trustee of the Insurer within its client monies account, which shall be a non-statutory trust account, established in accordance with CASS 5.4. The Insurer hereby consents to such monies being co-mingled with the Broker's other client monies. The Insurer further consents to its rights with regard to monies held in the Broker's client monies account being subordinated to those of the Broker's clients, in accordance with CASS 5 and further agrees that any interest earned on the said account shall accrue to the Broker.

- 6.6 The Broker will notify the Insurer, within such time as may be agreed between the Parties, that the insured has failed to pay the premium (or, as the case may be, any provisional premium).
- 6.7 In the event of the cancellation of a contract of insurance, where the Insurer is obliged by law, regulation or the terms of the contract of insurance to refund gross premiums in respect of such contract of insurance, the Broker agrees to refund the relevant Commission (which shall not for the purpose of this clause include fees) received by the Broker which is attributable to the period following cancellation of the contract of insurance for which such contract of insurance would otherwise have remained in force. Unless otherwise obliged to, the Insurer shall refund premiums net of Commission.

## **7. Taxes**

- 7.1 Except where required by law or regulatory authority or by the terms of this Agreement, the Parties agree that the Broker will not be expected to act as guarantor to the Insurer with regard to the payment of any taxes relating to any Insurance Business. Where at the date of this Agreement it is market practice that the Broker administratively arranges payment of taxes, that practice shall continue.
- 7.2 Where the Broker processes and pays Taxes on behalf of the Insurer related to premium in respect of any Insurance Business, the Broker will hold such monies in accordance with clause 6.1 above for the Insurer and account to the Insurer for amounts received by the Broker in respect of such liability for tax which the Insurer may have in respect of that Insurance Business.

## **8. Compliance**

- 8.1 Each Party will comply with their respective legal, licensing and regulatory requirements applicable to the production, placing, claims handling and premium and claims accounting of any Insurance Business which the Broker places with the Insurer.
- 8.2 The Broker will inform the Insurer in relation to all Insurance Business whether the Insured is classified as a retail customer or a commercial customer for the purposes of ICOB.
- 8.3 The Broker will forward promptly notices of Insureds' rights to cancel Insurance Business in all instances where such notices are required by Chapter 5 of ICOB and in accordance with those rules.

## **9. Data Protection**

- 9.1 The Parties shall comply with all applicable obligations imposed by, or made under requirements of the Data Protection Act 1998 ("DPA"), together with any other applicable regulations, orders or codes of practice.

9.2 Without prejudice to the generality of clause 9.1, where either Party (the “Disclosing Party”) discloses Personal Data (as defined in the DPA) to the other (the “Recipient”) in connection with the operation of this Agreement, the Disclosing Party will ensure that it obtains all necessary consents so that the Personal Data it provides to the Recipient can be lawfully used or disclosed by the Recipient in the manner and for the purposes anticipated by this Agreement.

## **10. Termination**

10.1 This Agreement shall terminate:

10.1.1 at any time by one party giving written notice of termination to the other;

10.1.2 immediately, without notice, should either Party become the subject of voluntary or involuntary rehabilitation or liquidation proceedings (save for the purposes of amalgamation or solvent re-organisation) or become the subject of an action in bankruptcy or make or propose any composition with its creditors or otherwise acknowledge its insolvency.

10.1.3 immediately, without notice, should the Broker have any authority or permission granted to it by the FSA withdrawn or altered by the FSA in such a manner as materially to affect in any way the Broker’s ability to introduce, arrange, conclude, administer, perform or otherwise be involved with any Insurance Business which is carried out between the Parties under this Agreement.

10.2 Following termination:

10.2.1 the Parties will agree the procedure for administering the Insurance Business current at the time of termination;

10.2.2 the Broker will make all reasonable efforts to provide the Insurer with contact details for any Insured or other Party with whom the Insurer has contracted in the conduct of Insurance Business where:

10.2.2.1 the Broker has acted as the agent of the Insurer; and

10.2.2.2 where such information is reasonably required in order for the Insurer to carry out its obligations in relation to Insurance Business concluded in accordance with this Agreement.

10.2.3 Where permissible the Parties will remain liable to perform their obligations in accordance with the terms of this Agreement in respect of all Insurance Business subject to this Agreement until all Insurance Business has expired or has otherwise been terminated.

## **11. Access to Records**

11.1 The Broker will retain all of the Records created or held by it in its capacity as agent of the Insurer and all Records received by the Broker for the purposes of the introduction, arranging, concluding, administration or performance of the Insurance Business for a

minimum of six years and in any event the minimum periods required by law or any regulatory body with jurisdiction over the Broker, the Insurer or the Insurance Business.

- 11.2 The Broker agrees to allow the Insurer, on reasonable notice, to inspect and to take copies of the following:-
- 11.2.1 the accounting records pertinent to any Insurance Business including information relating to the receipt and payment of premiums and claims and documentation such as any insurance contract or Slip endorsements, addenda or bordereaux in the possession of the Broker relating to the Insurance Business; and
  - 11.2.2 documents as may be in the possession of the Broker which were disclosed to the Insurer by the Broker in respect of any Insurance Business including, but not limited to, documentation relating to the proposal for the Insurance Business, the placing thereof (including endorsements and reinstatements) and any claims thereunder.
- 11.3 In the event that the Insurer requests the Broker to carry out any functions or duties on its behalf, such as the appointment of loss adjusters, lawyers or others, or the Broker otherwise acts as an intermediary between the Insurer and its representatives or agents:
- 11.3.1 The Broker accepts the Insurer's appointment or instructions on the basis that the information received by it in respect of a claim made upon any Insurance Business is disclosable to the Broker's client.
  - 11.3.2 All documentation and records created or received by the Broker in the performance of such functions or duties shall be and remain the property of the Insurer, other than documents over which the Broker has a proprietary commercial interest.
  - 11.3.3 The Broker will take reasonable steps to retain, maintain and safeguard any of the Insurer's documents in the Broker's possession in accordance with any regulatory requirements which apply to the Insurer and of which the Broker has notice.
  - 11.3.4 On termination of this Agreement for whatever reason and on reasonable notice the Broker will deliver up to the Insurer such documentation if requested.

## 12. Confidentiality

Each of the Parties will treat information received from the other relating to this Agreement and to the Insurance Business as confidential and will not disclose it to any other person not entitled to receive such information except as may be necessary to fulfil their respective obligations in the conduct of the Insurance Business and except as may be required by law or regulatory authority. For the avoidance of doubt each party shall be entitled to disclose such information where necessary to its insurers or reinsurers, actuaries, auditors, professional agents and advisers and other Group companies. This clause will not apply to information which was rightfully in

the possession of such party prior to this Agreement, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause) or which is trivial or obvious.

### **13. Complaints**

Each Party will notify the other in accordance with FSA Rules of any complaint concerning the other Party relating to Insurance Business subject to this Agreement

### **14. Protection of Reputation**

Each Party agrees it will not, without the written authority of the other Party, make use of the other Party's corporate or trading names or logos and trade marks.

### **15. Conflicts of Interest**

The Parties will adopt and/or maintain procedures to ensure that each has in place arrangements for the identification and management of any conflicts of interest that may arise in relation to any Insurance Business.

### **16. Disclosure**

The Broker will comply with relevant regulatory, fiduciary and legal requirements regarding disclosure of all forms of remuneration from any arrangements it may have for remuneration in connection with Insurance Business.

### **17. Variation and Assignment**

This Agreement may be assigned or varied only in writing by the Parties.

### **18. Rights of Third Parties**

A person who is not a Party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement. This clause shall not affect any right or remedy of a third party which exists or is available apart from that Act.

### **19. Dispute Resolution**

19.1 The Parties to this Agreement are committed to resolving all disputes arising under it (and whether such dispute arises before or after termination of this Agreement) without the need for litigation and to allow as far as possible for commercial relationships to remain unaffected by disputes and therefore the Parties:

- 19.1.1 will attempt in good faith to resolve any dispute or claim promptly through negotiations between respective senior executives of the Parties who have authority to settle the same;
- 19.1.2 will attempt in good faith, if the matter is not resolved through negotiation within three months of the dispute arising to resolve the dispute or claim through mediation with the assistance of a mediator agreed between the Parties or as recommended to the Parties by the Centre for Dispute Resolution or such similar organisation as the Parties may agree; or
- 19.1.3 if the matter has not been resolved by mediation within six months of the dispute arising, or if either Party will not participate in a mediation procedure, the Parties will refer the dispute in accordance with the *Jurisdiction and Choice of Law Clause* below.

19.2 Notwithstanding the above, either Party may seek the immediate protection or assistance of the High Court of England and Wales if appropriate.

## **20. Jurisdiction and Choice of Law**

This Agreement shall be construed according to English law and any disputes arising under it shall, subject to the provisions of clause 19 above, be determined in the English Courts.

## **21. Enforceability Clause**

In the event any portion of this Agreement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

## **22. General Interpretation of this Agreement**

In this Agreement, words importing the singular shall include the plural and vice versa. Headings are included for ease of reference and convenience only and shall not affect the interpretation of the Agreement.

## **23. Service of Notices**

Any notices to be given under this Agreement shall be sent by first class recorded delivery post, by hand, or facsimile to the Compliance Officer *at* the registered office of the Party to be served. The notice shall be deemed to have been served, if posted, at the expiration of two business days after posting and if by facsimile, or by hand, at the expiration of one business day after it was dispatched.

## 24. Force Majeure

Neither Party shall be liable for any delay or non-performance of its obligations under this Agreement caused by an event beyond its control (a “Force Majeure Event”) provided that the Party affected gives prompt notice in writing to the other part of such Force Majeure Event and uses all reasonable endeavours to continue to perform its obligations under the Agreement. Either Party may terminate this Agreement if such Force Majeure Event continues for more than 3 months.

### Signed for and on behalf of

#### The Insurer

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By

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Position

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#### The Broker

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By

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Position      Mark Hutley  
                    Managing Director

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## Schedule

### Terms of Trade – Bureaux Markets

1. The Parties will each use reasonable endeavours to comply with the maximum periods that have been agreed in connection with the payment of premium, payment of claims and issuance of policies as follows:

PREMIUMS	CLAIMS	POLICY ISSUANCE
[ ] DAYS from end of month of inception	[ ] DAYS from agreement to settle by Lead to payment to Insured	[ ] DAYS

2. For facultative reinsurance, the maximum periods set out in 1 above will be extended by [ ] days.
3. In the following situations, the Insurer agrees to consider extending the period for payment of premium:
- a) Where placements are incomplete as at inception date for whatever reason.
  - b) Pending removal of all subjectivities that may affect participation of one or more subscribing underwriters, or otherwise affect the terms and conditions of cover.
  - c) For Construction business, inception shall be deemed to be either the date on which confirmation of a firm order is received from the client (based on final acceptance of terms and conditions for coverage, including agreement on premium), or the date of completion of placement, whichever is the later.
4. The provisions of this Agreement (including the Schedule) will apply to endorsements and additional premiums with time running from the effective date of endorsement rather than from policy inception.
5. Submission of an acceptable premium advice note to Ins-sure is regarded as constituting payment to the Insurer. For delinked items payment will be deemed to occur once the transaction has been released for settlement by the Broker.
6. The Parties each agree to use reasonable endeavours to adopt and implement the LMP reforms within agreed timescales.