

## About monthly payments

If you would rather pay for your insurance policy monthly we can introduce you to our preferred provider Premium Credit Limited (PCL).

This allows you to make an initial payment (if applicable) to us when you buy the policy and apply to finance the balance of your premium.

Please note that this is an application for credit only at this stage and PCL will conduct credit checks before accepting or declining your application.

If your application for credit is successful, for an additional fee PCL will pay the balance of your insurance premium upfront and you can repay this credit by monthly Direct Debit repayments.

### Who regulates us?

Endsleigh Insurance Services Limited, Shurdington Road, Cheltenham, GL51 4UE is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 304295. You can check this on the Financial Services Register by visiting their website at <https://register.fca.org.uk>

### What service will we provide?

We will only act as a credit broker and not as a lender. In our capacity as “credit broker” we will introduce you to PCL (“the lender”).

If your application for credit is successful then PCL will send you a welcome pack including advanced notice of your monthly payments, an explanation of the key terms of your credit agreement and the credit agreement.

We use PCL exclusively as our preferred provider.

### What will you have to pay us for our credit broking services?

You will not be charged a fee by us for introducing you to PCL. However, we may receive a commission from PCL for introducing you to them.

### Can anyone make use of the monthly payment plan facility?

Credit is subject to status. To be eligible, you must:

- be 18 years old or over
- hold a UK bank account (capable of accepting Direct Debit instructions)
- not have been declared bankrupt in the last 12 months
- not have entered into an Individual Voluntary Arrangement (IVA)
- not had 2 or more unsatisfied County Court Judgments (CCJs)\* against them in the last 12 months
- not had more than 3 unsatisfied County Court Judgments (CCJs)\* in the last 2 years, or any other judgment(s) in relation to debt

## What are the consequences of non-payment?

If you cancel your Direct Debit instruction or fail to make a payment you will be in default of your credit agreement and you will be charged a default fee by PCL each time this happens as specified in your credit agreement.

PCL will write to you in these circumstances and you will have 14 calendar days to resolve the payment issues and if required to set up a new Direct Debit instruction.

If the default is not resolved then:

- PCL may terminate your credit agreement and the full amount outstanding under that agreement will become immediately due.
- We may reimburse PCL with any monies which you owe them and seek to recover this amount from you alongside any cancellation fee owed to us.
- We may cancel your insurance policy, any premium you have already paid will be used towards the cover you have received to date and the cancellation fee due to us.
- If after the cancellation of your policy there is still an outstanding balance owed to us we may debit this from the card provided when your policy was issued, as outlined in our terms of business agreement with you.
- If we are unable to recover the outstanding amount, we may pass this to our Debt Collection Agency and, this will incur additional charges of 18% + VAT based on the full outstanding amount owed.

Ultimately, failure to pay may result in action being taken that could affect your future ability to obtain credit from any source.

It is important that you contact Endsleigh or PCL as soon as you are aware you may have difficulty in making a payment.

Please note: if a claim has been settled against your policy you are liable for the full annual premium.

## Data protection

Your personal information and the bank details you provide to us will be passed to PCL. They may use a credit reference agency that leaves a record of the search or other information about you to carry out credit and anti-money laundering checks. PCL may also make credit assessments based upon any previous payment history you may have had with them.

## Why do I need to sign the PCL credit agreement?

If you chose to enter into a credit agreement with PCL it is important the loan agreement is signed. A fee of £10 may be charged where the agreement is not signed and returned to PCL within the specified period of time. Full details of the agreement will be supplied by PCL as part of the setting up of the credit agreement.

## How do I sign the PCL credit agreement?

The easiest way to sign the credit agreement is online. By following the link [www.uk.mypremiumcredit.com/Account/Login](http://www.uk.mypremiumcredit.com/Account/Login) you will be able to register your account and sign the agreement. Once your account has been set up, you will be able to track and manage your payments, as well as update your personal details. Should you wish not to sign the agreement online, a copy will be sent out to you in the post for you to sign and return.

### What name will I see collecting payment on my bank statement?

Your bank statements will display Endsleigh Premium.

### Why have payments been collected before I have signed my agreement?

In order that your insurance is in place and you are covered for the policy you have purchased, PCL will begin collection of your monthly payment prior to receipt of your signed agreement. This does not affect your rights to cancel your agreement should you feel the agreement is not suitable for your financial needs once received.

### Why have my payments increased/decreased?

Your payment may have changed because of an amendment to your policy. You would have been sent a communication detailing any amendment to your payment plan. If you are unsure or concerned about this change please contact Endsleigh on **0333 234 1654**.

### Can I withdraw my agreement with PCL?

You have the right to withdraw from the credit agreement within 14 days from the day on which the agreement was made or the day on which you received the terms and conditions – whichever is later.

For further details on how to cancel your credit agreement, settling your balance and other credit related questions, please refer to the full terms and conditions of your agreement with PCL, or contact Endsleigh on 0333 234 1654.

### Who do I contact – Endsleigh or PCL?

For any policy related enquiries (including cancelling/amendments), please contact Endsleigh Customer Services on **0333 234 1654**.

For any queries relating to your payment plan (including direct debit amendments) please contact PCL directly on **0344 736 9814**.

Please note you can contact PCL online for no charge at [www.support.mypremiumcredit.com](http://www.support.mypremiumcredit.com)