

# Quote Monkey Terms of Business – Version 6

**Date:** 20/01/2026

## About Us

Quote Monkey Ltd is authorised and regulated by the Financial Conduct Authority (FCA). Our Firm Reference Number is 919070. We are permitted to arrange, advise on, deal as an agent of insurers, and assist in claims handling with respect to non-investment insurance policies.

You can check these details on the Financial Services Register by visiting the FCA website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

## Our Service

We obtain quotations using a fair analysis of the market for motor, home, commercial, and liability insurance. For certain additional products, such as Legal Expenses and Uninsured Loss Recovery, a single carrier may be used.

You can request a list of those insurers from whom we select our products if you wish.

## Your Duty of Disclosure

### Commercial customers – duty of fair presentation

Where we arrange insurance wholly or mainly for purposes related to your trade, business, or profession, you have a duty under the Insurance Act 2015 to make a fair representation of the risk.

This means that you must disclose every material circumstance which you and/or your senior management and/or anyone responsible for arranging your insurance knows or ought to know. Alternatively, you must disclose sufficient information to put the insurer on notice that it needs to make further enquiries for the purpose of revealing those material circumstances.

You are expected to carry out a reasonable search to make a fair representation of the risk and will be deemed to know what should reasonably have been revealed by that search.

Your duty of fair representation applies at the start of the policy, at renewal, and when any variation of the policy is arranged.

If you fail to make a fair representation, the insurer may refuse to pay your claim or reduce the settlement amount, depending on the circumstances.

### Commercial customers – misrepresentation

You must take reasonable care not to make a misrepresentation to the insurer. This means that all answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, must be honest and accurate.

If you deliberately or carelessly misinform the insurer, this could mean that part or all of a claim may not be paid.

## How to Cancel

You have a statutory right to cancel this policy within 14 days. Please refer to your policy summary or policy document for full details.

If you cancel within the statutory period, you will receive a full refund.

If you cancel an annual policy outside this period, you will receive a pro-rata refund of premium.

For policies where the length of cover is specified by the customer and the premium is subject to a minimum price, refunds for cancelled policies will be calculated by subtracting the premium for the number of days the policy was on cover from the original cost of the policy.

No refund will be due where both the premium for the number of days the policy was on cover and the amount originally paid are equal to the minimum premium price.

No return of premium will be due if a claim, loss, or accident has occurred during the period of insurance.

### **Protecting Your Information**

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where disclosure is made at your request, with your consent for administering your insurance, or where required by law.

Some or all of the information you supply to us in connection with your insurance proposal may be passed to insurers and other companies for underwriting, claims handling, and premium collection purposes.

Your data will be held in accordance with the Data Protection Act 1998, under which you have the right of access to personal information held about you, whether electronically or manually.

If you have any queries, please write to the Compliance Officer using the contact form at <https://www.quotemonkey.co.uk/contact-form>.

We, insurers, and credit providers may use publicly available data (including credit reference agencies and external organisations) to verify identity or creditworthiness, prevent fraud, and obtain beneficial quotes and payment options on your behalf.

These searches may appear on your credit report whether or not your application proceeds. By agreeing to these terms, you consent to these uses of your information.

### **How to Claim**

Please refer to your policy summary or policy document if you need to notify a claim. You should contact either ourselves or the insurer directly as soon as possible using the contact details provided.

### **Fees and Charges**

Most insurance brokers and intermediaries charge fees for a tariff of services. Quote Monkey applies administration fees which are disclosed before you commit to the insurance and clearly shown on your documentation.

Charges for commercial customers may vary and will be notified before you commit.

All refunds are given after deduction of commission.

If you pay your premium by instalments, we will inform you of any additional fees, charges, or interest applicable to your credit arrangement.

## **Administration Fees by Product Type**

### **Storage Insurance**

Administration fees are based on the total sum insured:

£1 – £3,000: £9

£3,001 – £6,000: £14

£6,001 – £12,000: £19

£12,001 – £20,000: £29

£20,001 – £35,000: £34

£35,001 and above: £49

### **Land & Property Owners' Liability Insurance**

Up to 5 acres: £29

6 – 25 acres: £39

26 acres and above: £49

### **Performer & Event Insurance**

£5 per policy

### **Leisure Property Insurance**

Park Homes, Static Caravans, Holiday Caravans, Chalets, Lodges and similar leisure properties:  
£15 per policy

### **Garage Insurance**

Single Garage Policy: £49

Multiple Garage Policy: £99

### **Other Transaction Types**

Quotes: No charge

Policy renewals (unless stated above): Included in applicable fee

Changes to existing policies: No charge

Cancellations: No charge

### **Our Earnings**

We receive commission from insurers with whom insurance is placed. This is usually calculated as a percentage of the premium and contractually agreed with each insurer.

We earn different commission levels for different classes of business and insurers.

We may also receive additional payments under profit-share agreements where agreed volume and profitability targets are met.

You are entitled at any time to request details of earnings received in relation to your policy.

### **Protecting Your Money**

Prior to forwarding your premium to the insurer (or to you in the event of a refund), we hold your money as agent of the insurer. Where we do so, it is deemed received by the insurer.

We reserve the right to retain interest earned. Premiums may be passed to the insurer via another broker or underwriting agent where required.

By accepting these Terms of Business, you consent to this arrangement.

### **Money Laundering / Proceeds of Crime**

We are obliged to report to the National Crime Agency any suspicion of money laundering or terrorist financing and are prohibited from disclosing such reports.

When you request a quote, your details will be checked against the UK financial sanctions list maintained by the Office of Financial Sanctions Implementation at <https://www.gov.uk/government/publications/financial-sanctions-consolidatedlist-of-targets>.

This check will be recorded.

### **Insurer Security**

All insurers we use are regulated and required to maintain adequate capital resources. However, we cannot guarantee the solvency of any insurer.

If an insurer becomes insolvent, they may be unable to pay claims in full, and you may need to pay an additional premium to secure alternative cover.

### **Law and Jurisdiction**

These Terms of Business are governed by and construed in accordance with English Law and subject to the exclusive jurisdiction of the courts of England and Wales.

### **Complaints**

If you wish to make a complaint, please contact:

Complaints Officer  
Quote Monkey  
Flat 1, 4 Regents Park  
Exeter  
EX1 2NU

You may refer the matter to the Financial Ombudsman Service on 0800 023 4567 or at Exchange Tower, London, E14 9SR.

Further information is available at <http://www.financialombudsman.org.uk>.

Your legal rights remain unaffected.

### **Compensation Arrangements**

We are covered by the Financial Services Compensation Scheme (FSCS).

Insurance arranging and advising is covered for 90% of the claim with no upper limit.  
Compulsory classes of insurance are covered for 100% of the claim with no upper limit.

The scheme does not apply to Consumer Credit.

Further information is available from the FSCS on 020 7892 7300 or at <http://www.fscs.org.uk>.