

## Arch Insurance (UK) Limited Premium Repayment Plan



### What you need to know...

You have received this document as we have offered you the option to pay your premium by instalments.

**ARCH works exclusively with Premium Credit Limited (PCL) to provide your instalment plan.**

#### What Does This Mean?

- ARCH acts as a Credit Broker and we are not the actual lender; the lender is Premium Credit Limited (PCL).
- Your premium instalment plan is funded by a credit agreement, so we can offer you one simple method of payment for one or more products you may have with us.
- You are always free to choose how you pay for any products you have with us. If you would prefer to pay in a different way, either now or later, then please get in touch with your Insurance Broker as soon as possible.
- We will not charge your Broker a fee for introducing you to PCL, but we do receive commission from PCL directly. You can request details of this at any time.
- Your Broker does not earn a fee from PCL.

#### Are there any restrictions in your service?

- As we only work exclusively with PCL, we are only able to offer you information about this option.
- We cannot advise or recommend if this is the payment option most suited to you and you must take the time to ensure it is appropriate to your needs and regular payments are affordable.

**Your regular payment commitments and fees and charges applying under PCL's credit agreement.**

#### What does this mean?

- Charges for using the PCL facility are shown in the next section. You will also receive an individual payment plan from PCL.
- You will also be advised of the APR to enable you to consider costs of credit relative to other forms of credit you may have access to. Fees and charges may change at each renewal. You should check when renewing your policy that the terms remain appropriate for your needs.
- If this is a new agreement, you have within a 21 day period to change your mind and withdraw from the agreement without penalty. After this time, additional fees will be incurred.

#### Your credit when your insurance renews.

- Unless you advise us ahead of renewal, your instalment plan with PCL will always continue.
- However, as the interest rate/APR%, fees and charges can change, please check your renewal documentation to ensure these remain appropriate for you.
- Please contact your Insurance Broker ahead of the renewal date if you would prefer to pay by an alternative method to avoid paying any charges applicable under the credit agreement.



## The application process and how your information will be used as part of this process.

### How will the application be assessed?

- Credit is always subject to financial circumstances and status.
- You should inform us and PCL of any difficulties you may foresee in making repayments during the contract.
- To enter into PCL's credit agreement, you must be resident in the UK, aged 18 years or over, hold a bank or building society current account which can support Direct Debit payments and have not been declared bankrupt.
- PCL may use a credit reference agency that leaves a record of the search or obtain further information about you (or your business, if applicable) to carry out credit worthiness checks and other checks required by law.
- PCL are able to provide you with details of any credit reference agency consulted, should this information be required.

### How will your data be handled as part of this process?

- Your personal information, including bank details will be passed onto PCL in order to set up and manage your instalment plan.
- PCL may provide periodic updates to us in order that we can monitor their service and they inform us of any difficulties you may have in making payment, so we can take steps to ensure your cover remains in force.
- Unless you inform us or PCL otherwise, PCL will mostly communicate with you in an electronic format, using either your email address or their online portal; this will also allow you to sign the credit agreement electronically and manage your plan; reducing paper and supporting PCL's environmentally friendly approach.
- If you have any objections or concerns regarding the way in which your data is handled, or the credit checks undertaken, then please contact us or PCL at any time. PCL may not be able to offer finance without checks being undertaken.

## How will your insurance policy impact the credit agreement with PCL?

### Changes to your policy.

- If you make a mid-term change to your policy, we will always inform you of the change in insurance premium and any associated insurance charges.
- Most changes to your insurance premium can also be accommodated within the credit agreement and if you select this option, PCL will send you a revised payment schedule up to your renewal.
- If you would prefer to pay any additional premium in a one-off payment instead, then please let your Insurance Broker know at the time of making the change.
- If you change insurance broker, please inform us as soon as possible. If your new broker has the required regulatory permissions and an arrangement with PCL, they may be able to continue the plan with you. If this is not the case, then PCL may require you to repay any outstanding balances relating to your existing insurance Policies within 14 days.

### What are PCL's charges under the credit agreement?

- PCL will apply a charge for providing a Credit Facility, this is shown as the 'Transaction Fee' and the amount will be detailed in our Payment Schedule together with a representative Annual Percentage Rate (APR). The Transaction Fee is calculated as a percentage of the loan amount.
- Changing payment date is possible to a date within the same month (or to a new month if within 5 days of inception of the agreement). You should be asked your preferred payment date when establishing the agreement. There is no charge to change this mid term.
- Failure to make payment when due - £25 fee each time a payment is missed.
- There are no cancellation fees or charges.
- There is a £25 chaser fee where PCL do not have a signed consumer credit agreement from the policyholder.



**Failure to make payment when required and useful information about PCL and their credit agreement.**

### What if you fail to make payment when due?

- Please contact PCL immediately if you are having payment difficulties or think that your payment may not be made as planned. PCL are best placed to discuss any suitable options with you, which could avoid additional charges or more serious consequences.
- Non-payment may mean that your agreement is terminated and you must pay the full outstanding balance.
- If you continue not to pay, legal proceedings may be taken against you incurring additional costs, charges and possibly leading to a County Court Judgment (a CCI).
- Non-payment may be reported to credit reference agencies which can adversely affect your credit rating and you may find it more difficult to obtain credit, insurance or other products in the future.
- We will also be advised if you miss your payments, this may result in the cancellation of any Insurance Policies financed using PCL. This data will also be shared with your Insurance Broker.
- Any refund of premium arising from the cancellation of your insurance policy will be used to repay any monies you owe PCL or, where we have paid PCL, any monies they owe us.
- We may take separate action against you to recover any shortfall relating to your insurance premiums and associated charges.

### What if I need to contact PCL directly?

- You can contact PCL at any time should you wish to clarify any details of your credit agreement or have any questions or concerns you may wish to raise about the service, for ease PCL's details are below:



**Operations Centre, Ermyn House, Ermyn Way, Leatherhead, Surrey, KT22 8UX**



**0344 736 9836**



**[www.premiumcredit.co.uk](http://www.premiumcredit.co.uk)**

- PCL is authorised and regulated by the Financial Conduct Authority (FCA), their status can be checked by visiting the FCA website (<https://register.fca.org.uk/>) and their credit agreement is subject to English Law.