

Important Information

If you are paying by Direct Debit/Easy Payment Terms

(A Finance Agreement)

In most cases your agreement will be with a third party finance company or in a few cases your own insurer will provide you with Direct Debit facilities. This agreement is separate to your insurance policy.

It is important if you have difficulty meeting the terms of your finance agreement you contact your finance company immediately. We do not have the authority to negotiate on their or your behalf. We can not give you advice on Direct Debit / Financial matters.

Default charges can be very expensive if you default on your finance agreement. Your agreement may also be terminated, leaving the balance of your premium payable.

We are not able to finance your premium. If the balance of your premium is not paid when it is due YOUR INSURANCE POLICY MAY BE CANCELLED, WHICH WILL LEAVE YOU WITHOUT INSURANCE.

If you decide to cancel your policy for any reason, it is important before you do this, that you contact your finance company to see if you will have any financial liability after your policy has been cancelled. You could owe the balance of your premium to your finance company after cancellation, please seek advice from them.

Please be aware that your first payment could be collected 10-14 days after your policy has started.

If you are paying your premium by Direct Debit installments your details will be passed to our third party finance/credit provider. They will send you a welcome pack detailing their full terms and conditions.

If you have any questions about your agreement please contact your finance provider as we are not in a position to act or comment on their behalf.

On renewal of your policy we will continue to pass details to your finance/credit provider unless you instruct us otherwise.

If any Direct Debit or other payment due in respect of the credit agreement you enter into with your finance/credit provider to pay your insurance premiums is not met when presented for payment, or if you end the credit agreement with your finance/credit provider, or if you do not enter into a credit agreement with your finance/credit provider, we will be informed of such events by your finance/credit provider.

If you do not make other arrangements with us to pay your insurance premium, you acknowledge and agree that we may, at anytime after being so informed instruct on your behalf the relevant insurer to cancel the insurance (or if this occurs shortly after the start or renewal of the insurance, to notify the insurer that the policy has not been taken up) and to collect any refund of premiums which may be made by the insurer, and if any money is owed to your finance/credit provider under your credit agreement, to pay it to your finance/credit provider or if your finance/credit provider have debited us with the amount outstanding, use it to offset your finance/credit providers costs.

You will be responsible for paying any time on risk charge and putting in place any alternative insurance and/or payment arrangements you need.

Direct Debit Guarantee (If your agreement is with Creation Premium Finance)

If there are any changes to the amount, date or frequency of your Direct Debit, Creation Premium Finance will notify you 5 working days in advance of your account being debited. If you request Creation Premium Finance to collect a payment, confirmation of the amount and date will be given to you at the time of the request. If an error is made, you are entitled to an immediate refund from your bank or building society. If you receive a refund that you are not entitled to, you must pay it back when Creation Premium Finance asks you to. You have the right to cancel a Direct Debit Instruction at any time, and this guarantee is offered by all banks and building societies.

Please note that under the terms of the Credit Agreement, you must pay each monthly payment by direct debit, so if you cancel your direct debit instruction you will be required to set up another