Terms of Business

Version 7

Yellow Bolts Limited (formerly Guardhog Ltd) – Terms of Business

INTRODUCTION

Yellow Bolts Limited is an independent insurance intermediary authorised and regulated by the Financial Conduct Authority (FCA), with Financial Services Register number **768441**.

Our permitted business includes introducing, advising on, arranging, dealing as agent, and assisting in the administration and performance of general insurance contracts, as well as credit broking in relation to insurance instalment facilities.

You can verify our details on the Financial Services Register by visiting https://register.fca.org.uk/ or by contacting the FCA on **0800 111 6768**.

ACCEPTING THESE TERMS OF BUSINESS

By asking us to obtain quotations, arrange, or manage your insurance policies, you confirm that you accept these Terms of Business.

We would particularly like to draw your attention to the section titled **"Use of Personal Data,"** including the paragraph explaining how sensitive personal data may be processed, and the section titled **"Credit Checks."**

For your own benefit and protection, please take time to read these Terms of Business carefully. If there is anything you are unsure about, or if you have any questions about the services we provide or our relationship with you, please contact us and we will be happy to explain.

PRODUCTS & SERVICE OFFERED

Our role is to provide advice and, following an assessment of your demands and needs, to make a personal recommendation explaining why the recommended product best meets your requirements. In some circumstances, we may not provide a personal recommendation; where this applies, we will clearly confirm the nature of our service to you in separate documentation before your insurance arrangements are finalised.

We will normally act on your behalf when arranging your insurance cover, assisting with policy amendments, managing renewals, and supporting you in the event of a claim. Where we act as an agent of an insurer in any specific circumstances, we will disclose the capacity in which we act before finalising your insurance arrangements.

We are not under any contractual obligation to place insurance with a particular insurer. Our recommendations are based on a fair analysis of the market. Where we propose to use another intermediary to assist in placing your business, we will inform you of this in good time before any arrangements are completed.

The products we offer are consistent with the demands and needs of customers seeking insurance cover for their main residence, second or holiday home, or rental property (including properties used for home-sharing activities), as well as standard, mid- to high-net-worth household insurance, commercial insurance, and motor insurance.

We may be able to offer premium finance facilities for insurance instalments through PremFina Limited. Further information will be provided to you before any instalment arrangements are finalised.

INSURER SOLVENCY

We cannot guarantee the financial solvency of any insurer. In the event that an insurer becomes insolvent, you may still be required to pay all or part of the premium due under the policy.

PREMIUMS, FEES & PAYMENT

We collect premiums and arrange premium refunds as agent of the insurer. This means that any premium you pay to us is treated as having been paid to the insurer. Any premium refund will be held by us on the insurer's behalf until it is paid to you.

We normally receive commission from insurers for arranging insurance on your behalf. You have the right, at any time, to request details of the commission we receive in connection with your insurance.

In certain circumstances, we may also charge a fee for our services. Where a fee is payable, this will be disclosed to you in advance. Before your insurance arrangements are concluded, you will be provided with a quotation confirming the total price payable, with any fees, taxes, and charges shown separately from the insurance premium.

CONDITIONAL COVER & CANCELLATION FOR NON-PAYMENT

Where a policy is arranged subject to receipt of payment, your cover is conditional upon full payment of the invoice being received by Yellow Bolts Limited within 10 calendar days of the invoice date.

If full payment is not received within this period, the following will apply depending on the terms of your policy:

- Where your policy permits cancellation from inception, your policy will be cancelled from the date cover commenced and treated as if cover was never in place. Any outstanding premium will remain due and payable in full.

- Where your policy does not permit cancellation from inception, your policy will be cancelled with effect from day 10 (the payment due date). An invoice will be raised for the full premium for the period of cover provided, calculated on a pro-rata basis. This charge will remain due regardless of cancellation.

In either case, where a claim has arisen during the period of cover, the full premium for that period must be received before any claim payment is released. Yellow Bolts Limited reserves the right to pursue any outstanding premium and administration fees through appropriate legal channels.

As a courtesy, where payment has not been received within the first 3 working days of the invoice date, we will issue a payment reminder. This reminder does not extend the payment deadline or alter the terms of this clause.

If you have any concerns regarding your ability to make payment by the due date, or if there are any circumstances we should be aware of, please contact us as soon as possible so that we can discuss your options. Nothing in this clause affects your right to make a complaint in accordance with our complaint's procedure.

FEES AND CHARGES

In addition to any premium charged by insurers, we may charge a fee for the administration of your insurance.

Our standard fees are as follows:

- Arranging a new personal lines insurance policy – **£50.00**

- Arranging a new commercial insurance policy with a premium over £1,000 – **£100.00**

- Renewing a personal lines insurance policy – **£50.00**

- Renewing a commercial insurance policy with a premium over £1,000 – **£100.00**

- Cancelling a policy where the policy duration exceeds 30 days – **£25.00**

Commercial insurance policies with a premium of £1,000 or under are charged at the personal lines rate above.

Where payment of a new policy or renewal fee is made by BACS transfer, a discount of **£25.00** applies, reflecting the reduced processing cost to us of this payment method. This discount does not apply to the cancellation fee.

These fees reflect the administrative work involved in providing our services, including advising, arranging cover, processing documentation, and liaising with insurers.

All fees are disclosed to you in advance. Before your insurance arrangements are concluded, you will be provided with a quotation confirming the total amount payable, with any fees, taxes, and charges shown separately from the insurance premium.

Bespoke, wholesale, and complex placements

In addition to the fees set out above, where we arrange your insurance through a wholesale or specialist market, including placements made via another intermediary, a managing general agent, or a Lloyd's coverholder, where we do not hold a direct facility with the insurer, or where a placement involves unusual complexity (for example, multiple jurisdictions, non-standard currencies, or bespoke terms not available through our standard panel), we may charge an additional fee to reflect the extra work involved in arranging and administering your insurance.

Any such fee will be proportionate to the additional work involved, disclosed to you, and agreed before your insurance arrangements are concluded, in addition to any of the standard fees set out above, and will be confirmed in your quotation with all fees, taxes and charges shown separately from the insurance premium.

DOCUMENTATION

Our aim is to provide your policy documentation promptly, confirming the basis of cover and the details of the insurer(s). You should check all insurance documents we provide carefully to ensure they meet your requirements. If you believe any information is incorrect or does not reflect your instructions, please contact us as soon as possible.

Where changes are made to your policy during the period of insurance, we will notify you in good time before the change takes effect.

MAKING A CLAIM

We are here to support you and act on your behalf. In the event of a claim, we will guide you through what can often be a stressful process and help ensure that your insurer provides the level of service you are entitled to expect.

If an incident occurs that may give rise to a claim, please notify us as soon as possible using the contact details provided in your documentation. As part of our service, we will assist you throughout the claims process, monitor progress where appropriate, and provide guidance as needed.

POLICY RENEWALS

If you instruct Yellow Bolts Limited to arrange your insurance with one of our recommended insurers, we will contact you in good time before the policy renewal date.
We will inform you of the terms on which your existing insurer is prepared to offer renewal for a further period, or notify you if the insurer is not inviting renewal. Where renewal terms are offered, we will provide clear details of the cover, draw your attention to any changes in terms, conditions, limits, or premiums, and explain those changes where appropriate. We will also provide any additional information required by our regulator to enable you to make an informed decision.
By agreeing to this section, you provide us with your authority to approach your existing insurer to obtain renewal terms on your behalf. Renewal of your policy will not take place without your agreement to the terms offered. You may withdraw your authority at any time by notifying us in writing that you do not wish us to seek or arrange renewal without your specific instruction.

YOUR RESPONSIBILITIES

You are responsible for answering all questions relating to your insurance honestly and to the best of your knowledge, and for providing complete and accurate information that insurers require. This includes confirming that any assumptions made during the application process are correct.

It is important that you take reasonable care to ensure all information provided is accurate and complete before your policy is taken out, at renewal, and whenever changes are made during the policy term.

If you are arranging insurance for business or commercial purposes, you have a duty to make a fair presentation of the risk to the insurer. This means you must disclose all material information that a prudent insurer would reasonably expect to know, both at inception, renewal, and throughout the life of the policy.

Failure to provide accurate and complete information may affect the validity of your policy or the settlement of a claim.

USE OF PERSONAL DATA

In the course of dealing with us you may provide personal information about yourself or others. Where we process such personal data, we comply with the statutory data protection requirements set out in the **Data Protection Act 2018** and the UK GDPR.

The personal data we collect may include your name, address, date of birth, contact details, and, where relevant, information relating to health or criminal offences. We process this data to enable us to provide our services, including quoting for, arranging, administering, and managing your insurance policies, and to manage ongoing communications with you.

Where you have agreed, or where it is in our mutual interest, we may also use your personal data to provide you with information about other products or services that may be of interest. You can opt out of receiving these communications at any time by emailing **customerservice@yellowbolts.com.**

We will only process health- or criminal-offence data where necessary to provide our services and where we consider it to be in the public interest.

Your personal data will only be used for the purpose for which it was collected and will be shared within **Yellow Bolts Limited,** and, where necessary, with authorised third parties such as insurers, premium finance providers, and other service providers, in accordance with lawful bases for processing.

Under the Data Protection Act 2018 you have rights in relation to your personal data, including the right to access information we hold about you, to understand who we share it with and why, to request correction or deletion, to object to or restrict processing, and to request copies of your personal data.

If you require further information about how we process your personal data or ish to exercise any of your rights, please contact our Data Privacy Representative by:

- **Email:** customerservice@yellowbolts.com
- **Post:** Data Privacy Representative, Yellow Bolts Limited, 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT, United Kingdom
- **Phone:** 020 3927 4080

Further details on how we process personal data are set out in our full Privacy Policy.

PRIVACY NOTICE (for insurance intermediary related activities)

ABOUT US

Yellow Bolts Limited is a registered company in England and Wales (Company no. 10254155). Our registered address is 3rd Floor 1

Ashley Road, Altrincham, Cheshire, United Kingdom, WA14 2DT and our website address is www.yellowbolts.com. You can contact us by telephone on 020 3927 4080.

THE PURPOSE OF THIS NOTICE

This Notice is designed to help you understand what kind of information we collect in connection with our products and services and how we will process and use this information. In the course of providing you with products and services we will collect and process information that is commonly known as personal data.

This Notice describes how we collect, use, share, retain and safeguard personal data.

This Notice sets out your individual rights; we explain these later in the Notice but in summary these rights include your right to know what data is held about you, how this data is processed and how you can place restrictions on the use of your data.

WHAT IS PERSONAL DATA?

Personal data is information relating to an identified or identifiable natural person. Examples include an individual's name, age, address, date of birth, their gender and contact details.

Personal data may contain information which is known as special categories of personal data.

This may be information relating to an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to sexual orientation.

Personal data may also contain data relating to criminal convictions and offences. For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where we are legally required to comply with specific data processing requirements.

CONTACT FOR DATA PRIVACY

If you require more information about our insurance processes or further details on how we collect personal data and with whom we share data with, please contact our data privacy representative by e-mailing Humphrey.bowles@yellowbolts.com or by telephone on 020 3927 4080.

HOW TO CONTACT US

If you have any questions regarding this Notice, the use of your data and your Individual Rights

please contact:

Yellow Bolts Limited

3rd Floor 1 Ashley Road

Altrincham

Cheshire

WA14 2DT

United Kingdom

Telephone: 020 3927 4080

Email: Humphrey.bowles@yellowbolts.com

CORE25 – Full Privacy Notice (December 2025 – Updated February 2026)

POLICY CANCELLATION

You may instruct us to stop acting on your behalf at any time, subject to the settlement of any outstanding premiums or fees. Your instruction may be given in writing, by telephone, or by email and will take effect from the date it is received. Where applicable, you may also be required to return any relevant certificate of insurance to us or directly to the insurer.

Unless otherwise agreed in writing, where our relationship ends, any transactions already initiated will be completed in accordance with these Terms of Business. You will remain liable for any transactions concluded prior to cancellation, and we will be entitled to retain any commission received for those transactions, together with any fees charged for services already provided.

In the event of policy cancellation, the terms of your insurance policy may allow the insurer to retain the premium in full. Where your policy has a duration of more than one calendar month, you may have a right to a cooling-off period. If applicable, any refund due will be calculated on a pro-rata basis, less a charge for the period of cover provided and any applicable insurer or administration fees.

Any charges for our services will apply in accordance with the **"Premiums, Fees & Payments"** section of these Terms of Business.

FINANCIAL SERVICE COMPENSATION SCHEME (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) in respect of our insurance distribution activities. You may be entitled to compensation from the scheme if we are unable to meet our obligations. Whether you are eligible to claim, and the level of compensation available, will depend on the type of insurance and the circumstances of the claim.

For insurance advising and arranging, FSCS compensation is generally as follows:

- **90% of the claim, with no upper limit**;
- **100% of the claim, with no upper limit**, for:
    - compulsory classes of insurance (such as third-party motor insurance and employers' liability); and
    - certain long-term insurance contracts (for example, pure protection policies).

Further information about the Financial Services Compensation Scheme, including eligibility criteria and current compensation limits, is available from **www.fscs.org.uk** or by calling **0800 678 1100**.

EMAIL

We may, in most circumstances, agree to communicate with you by email. By providing your email address, you consent to us corresponding with you using this method.

If you email us with a request to arrange insurance cover or to make changes to an existing policy, cover will not be in place until the insurer has accepted the request and we have confirmed this to you.

You should take reasonable steps to ensure that any email messages you send are complete and accurate, and that they are sent in a secure manner and free from harmful viruses. Please note that email is not a completely secure method of communication and there is a risk that information transmitted by email may be intercepted or altered.

By agreeing to communicate with us by email, you acknowledge and accept these risks and consent to us sending information to you by this method.

COMPLAINTS

If you wish to make a complaint, you may contact any member of our staff using whichever method is most convenient for you. We are committed to providing a high standard of service at all times; however, if you are dissatisfied, please contact us:

By Post: Yellow Bolts Limited, 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT

By Email: customerservice@yellowbolts.com

By Telephone: 020 3927 4080

When handling your complaint, we will follow our internal complaints procedure. A summary of this procedure is available upon request. We will acknowledge your complaint promptly and aim to resolve it as quickly as possible.

If you remain dissatisfied after we have issued our final response, or if eight weeks have passed since you first raised your complaint, you may be entitled to refer the matter to the **Financial Ombudsman Service (FOS)**.

Details can be found at:

www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123

Access to the Financial Ombudsman Service is available to eligible complainants, including:

- Consumers (private individuals acting wholly or mainly outside their trade, business, craft or profession)
- Micro-enterprises employing fewer than 10 persons and with an annual turnover or balance sheet total not exceeding €2 million
- Small businesses with an annual turnover of less than £6.5 million and either fewer than 50 employees or a balance sheet total of less than £5 million

- Charities with an annual income of less than £6.5 million
- Trustees of a trust with a net asset value of less than £5 million

Further information about the Financial Services Compensation Scheme (FSCS) is available from www.fscs.org.uk or by calling 0800 678 1100.

CREDIT CHECKS

We, and other firms involved in arranging your insurance (including insurers, other intermediaries, and premium finance providers), may access and use information from public sources, credit reference agencies, and other organisations.

This information is used to assess risk, determine appropriate pricing, assess affordability where relevant, identify suitable payment options, and to help prevent and detect fraud and financial crime.

Any credit reference search carried out may be recorded on your credit file, regardless of whether your application for insurance or premium finance proceeds.

If you have any questions about how this information is used or how it may affect you, please contact us for further information.

CONFLICT OF INTERESTS

From time to time, situations may arise where we, or one of our associated companies, have a potential conflict of interest in relation to the business we are arranging for you. If we become aware of any such conflict, we will inform you in writing before proceeding and explain the steps we will take to ensure you are treated fairly. We will only continue to act on your instructions once we have obtained your consent.

NOTES/THE LAW

The headings used in these Terms of Business are included for ease of reference only and do not affect how the terms are interpreted. These Terms of Business are governed by and will be interpreted in accordance with the laws of England and Wales.

If any part of these Terms of Business is found to be invalid or unenforceable, this will not affect the validity or enforceability of the remaining provisions.

We may update these Terms of Business from time to time. Any changes will be made in writing and communicated to you where appropriate.