



## **PMS General Insurance – Frequently asked questions**

This document aims to answer any general queries around the new General Insurance Proposition., for ease of reference the document has been split into the following sections:

- 1. Proposition**
- 2. Applications**
- 3. Agencies**
- 4. Commissions**
- 5. Provider Products**

## 1. Proposition

Qu.	Question	Answer
1	Who is on the panel?	<p>The panel includes:</p> <ul style="list-style-type: none"> <li>• Abbey/Santander</li> <li>• Assurant Intermediary</li> <li>• Halifax</li> <li>• Paymentsshield</li> <li>• Sesame Insure</li> <li>• Towergate</li> </ul>
2	Why have you selected the particular GI providers?	<p>We have carefully selected a the GI panel providers based on a number of criteria including:</p> <ul style="list-style-type: none"> <li>• Market leading commission rates</li> <li>• Wide range of products available</li> <li>• Superior service and claims track record</li> <li>• Future options for technology solutions</li> <li>• Choice of leading providers</li> </ul>
3	Why should I write my GI business with PMS as opposed to other distributors?	<p>Not only will you find that you have market leading rates available, but through our scale and size as a distributor we feel we are best placed to ensure you continue to receive the best products, commercial terms, service and represent our customers over and above other distributors</p>
4	Who should I speak to about the GI proposition?	<p>If you have a general query about the proposition, please contact the PMS sales team on 0845 845 1388.</p>
5	What if I don't want to write GI, can I refer it to someone?	<p>Yes, you can, we have a dedicated business unit that can write the business on your behalf.</p> <p>If you chose to write the business yourself, you will receive full commission and you take the compliance risk.</p> <p>If you choose to refer the business to the Sesame General Insurance team we take the compliance risk and you receive up to 20% commission.</p> <p>In both cases the relationship with the client stays with you.</p>

## 2. Applications

Qu.	Question	Answer
1	Where can I get hold of the application forms?	You can download these from <a href="http://www.trustpms.com">www.trustpms.com</a>  Alternatively we will happily arrange to email you the necessary forms for completion
2	Where do I need to send the application form?	Address details are provided on the application form  Email submissions should go to <a href="mailto:membershipcc@bankhall.co.uk">membershipcc@bankhall.co.uk</a>
3	Who needs to complete the application form?	You should ensure that the application form is completed by one of the principals within your firm
4	What do I need to complete?	You need to ensure that you complete the following forms: <ul style="list-style-type: none"> <li>• PMS Application Forms</li> <li>• Assurant Terms of Business</li> </ul> <p>It is also important that you read the Paymentsshield agency agreement. This however does not need to be completed or submitted to us</p>
5	Why do I need to provide all of this information?	You need to complete all of the relevant sections as this information is required by the GI providers to enable them to set up agencies correctly and ensure that you correctly receive payments and your registration details to transact business with them
6	What happens next?	We will endeavour to ensure that all applications are processed within 3 days of receipt, these will typically be processed quicker than that.  Once processed we will provide your details to the panel of GI providers to establish agencies
7	How secure is my information?	We ensure that all data regarding the set up of your agencies is sent in a secure manner, to ensure that your data is protected and only available to these approved GI panel partners
8	Who can I speak to about my application?	There shouldn't be any need for you to contact us about your application form, but should you need to, you can email the membership team on <a href="mailto:membershipcc@bankhall.co.uk">membershipcc@bankhall.co.uk</a> or call 0845 003 0400

### 3. Agencies

Qu.	Question	Answer
1	How long will it take to set up my agency?	Each of the GI providers will establish agencies within 3 days of receipt of our agency instruction. In most instances this will be achieved within these Service Levels
2	Who will send me my agency details?	Each GI provider will issue you directly with your agency details and the relevant instructions and information on how to begin to transact business with them and benefit from our agreed commercial terms
3	What happens next	As per question 2, the GI providers will issue to you directly, details of your new agency and user account details to enable you to transact business with them.
4	Who can I speak to about my agency?	We ask that you contact the GI providers directly on the numbers provided on the general insurance factsheet.  If however you are experiencing any problems please email membership team <a href="mailto:membershipcc@bankhall.co.uk">membershipcc@bankhall.co.uk</a> or call 0845 003 0400 and we will be happy to assist
5	How do I transfer my existing agencies to PMS agencies?	You will need to contact the GI providers directly as they will only accept these instructions directly from yourselves

### 4. Commissions

Qu.	Question	Answer
1	Where does the commission get paid?	All commission will be paid direct to yourselves and will not come via PMS
2	When will I get paid?	Commission will typically be paid in the month following the policy going on risk
3	On what basis do I get paid?	Agencies will be set up on an Annual Indemnity basis, Paymentsshield do however have other commission payment options as detailed in the application form
4	What rates of commission will I be paid?	Please see the fact sheet for a full comparison



## 5. Provider Products

Detailed below are some specific features of each of the product providers:

### Abbey/Santander

- Allows the customer to specify their buildings sum insured
- Contents cover of up to £55,000 is automatically provided
- Quotes from panel of insurers. The lowest premium available from the panel is offered to the customer
- A range of discount available for first time buyers and extra security
- A no claims discount that won't be lost completely at the first claim. It's merely stepped back, depending on the type and frequency of the claims
- Easy claims - nearly all claims can be handled by phone call or email

Optional Family Legal Protection and Home Emergency add-on products are available

### Assurant Intermediary

- Mortgage and Rental Payment Protection Insurance is underwritten at the point of sale with each premium personally calculated for each customer, based on their individual risk ratings
- Flexible, transparent and comprehensive terms
- Panel facility and automatic re-broke on renewal for B & C
- Comprehensive marketing support
- Easy to use, integrated technology, no 'wet' signatures required

### Halifax

- Competitive premiums - giving your clients great value
- Quality products - unlimited buildings cover means your client's home is automatically covered for the full cost of rebuilding
- Brand awareness with clients - 1.4 million customers insure their home with Halifax\*
- Earn a valuable source of extra income - commission paid on all completed sales and renewals
- Buy to Let cover at residential rates
- Half price Contents Insurance for clients when they buy Halifax Buildings Insurance

\*figures provided by Halifax GI

### Paymentshield

- Flexible commission options and 'Commission Buy Out'
- FreeFirst pricing option on Buildings & Contents insurance which means the client pays no premiums for the first 2 months but you still earn commission during this time
- If Paymentshield's Buildings & Contents BestQuote price isn't cheaper than the client's current premium you can Price Match to reduce the initial quote by up to £85
- Quotations in under 2 minutes with easy to use Inertia software

### Sesame Insure

- 5\* rated, very competitive products - especially on buildings and contents (B&C)
- Sesame Insure cover stand alone unemployment and non-standard risks
- Sesame Insure can cover both new and existing mortgages
- They offer a referral service for B&C, MPPI and commercial insurance

### Towergate

- Competitive bedroom rated and sum insured Buildings & Contents quotations from a panel of UK leading insurers, including AXA, ERS, Zurich and a consortium of leading UK insurers
- Choice of Mortgage Payment & Income Payment Protection with Unemployment only cover and 3 months free\* options
- Landlords insurance including Price Beater to beat your client's renewal price by 10% for portfolios of 4 or more\*
- Option to sacrifice an element of your commission to reduce your client's premium through their online Premium Flex facility
- Easy to use system with online referrals, product guides, full documentation suite including demands and needs, online quote and buy process in under 3 months
- Three Year Price Freeze scheme available on Building and Contents quotations\*
- Towergate Assist optional extension to include Home Emergency, Legal expenses, ID Theft and Landlords Rent Guarantee

\*Eligibility Criteria and Terms & Conditions apply visit their website for details.