

# Your Agreement with Able Insurance Services Limited

## Who we are

Veygo is a trading name of Able Insurance Services Limited ('we / us / our'). AIS Limited is a 100% owned subsidiary of Admiral Group plc. Admiral Group plc also owns 100% of the share capital of Admiral Insurance (Gibraltar) Limited (which is a regulated insurance company). We are an insurance intermediary authorised and regulated by The Financial Conduct Authority (FCA) under reference number 311649, you can check this at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by calling 0800 111 6768.

In addition to the contract that you have with the Authorised Insurers, you have a separate agreement AIS Limited for the arrangement and administration of your insurance policy. This agreement covers the specific insurance intermediary services that we provided directly to you, in addition to other services that we may provide to you on behalf of the Authorised Insurers. The services and the charges applied under this Agreement are shown below. Please use this information to decide if our services are right for you.

## Products we offer

Our Car Sharing Insurance, Temporary Car Insurance and Learner Driver Insurance products are insured by a consortium led by Admiral Insurance (Gibraltar) Limited.

## Who we act for

We are permitted to set up your insurance contract on behalf of the Authorised Insurers and act on your behalf in arranging your contract of insurance. We are entitled to conduct the defence or settlement of any claim and / or admit negligence for any accident or claim on your behalf. We hold as agent any insurance premiums collected on behalf of the insurers described above. We do not hold client money.

## Our services

We will help you identify your needs by providing appropriate information and may ask you some questions to help you make an informed choice. You will then need to make your own decision on how to proceed. We will not provide advice or a recommendation for any of the products we offer, including optional additional products.

## Commission

AIS Limited receives a commission from the Authorised Insurers that underwrite your insurance policy. This commission is included in your premium and covers the costs incurred by AIS Limited in arranging and administering your policy, including the costs of dealing with claims. AIS Limited also receives an additional bonus from the Authorised Insurers which is dependent on the underwriting profits they make on the policies arranged and administered. AIS Limited also receives commission from the insurers of the optional add-on products you may have purchased alongside your policy (e.g. Breakdown Cover). The commission received is variable and is included in the premium you pay.

## Staff Remuneration

AIS Limited remunerates its employees using a combination of fixed and variable rewards that are designed to ensure they act in customers' best interests at all times. All employees receive a base salary and participate in share schemes that are based on overall company performance. In addition, contact centre employees also receive variable financial rewards based on the insurance policies they process, providing they also achieve high levels of customer service. Discretionary non-financial rewards (e.g. additional holidays) may also be given for the same reasons.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## What to do if you have a complaint

If you wish to register a complaint, please contact us:

**In writing:** Head of Customer Operations - Veygo, Tŷ Admiral, David Street, Cardiff, CF10 2EH  
**Email:** [contact@veygo.com](mailto:contact@veygo.com).

If you cannot settle your insurance complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. Further information can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## What will you have to pay for our services?

We will not apply any charges when arranging your policy, but changes to your policy or cancellation may incur administration charges. Please find a description and list of charges for all our available products below.

Charges/Fee	Car Share	Learner Driver	Temporary
An active policy that is cancelled after 30 days.	N/A	£10	N/A
Request for duplicate policy documentation	£7.50	£7.50	£7.50