MPS Risk Solutions

INITIAL DISCLOSURE DOCUMENT

THE FINANCIAL SERVICES AUTHORITY (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Please use this information to decide if our services are right for you.

OUR PRODUCTS

MPS Risk Solutions Limited does not provide products from any other insurance company. We will provide you with information about our own products but this will not constitute advice regarding their suitability. Our products include Malpractice, Professional Indemnity, Legal Expenses, Public & Products Liability. If you are in any doubt about whether or not our products meet your requirements you should seek independent advice.

OUR SERVICES

We will explain the main features of our products and services that we offer including all the important details of cover and benefits, any significant or unusual restrictions or exclusions, any significant conditions or obligations which you must meet and the period of cover.

If you want to consider the products or services we have offered you, we will confirm how long you have to take up your insurance on the terms we have quoted to you, give you a written quotation if you require one, including all the information you need to make an informed decision, and provide you with a sample policy if you ask for one.

FEES

We do not charge fees for our services.

ABOUT US

MPS Risk Solutions Limited is a wholly owned subsidiary of The Medical Protection Society and is a General Insurer authorised and regulated by the Financial Services Authority (FSA).

Our FSA Firm Reference Number is **402394.**

Our permitted business is “Non Investment Insurance Contracts” for “Commercial Customers”

Our registered office is 33 Cavendish Square, London, W1G OPS.

You can check our status by visiting the FSA’s website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

WHAT TO DO IF YOU HAVE A COMPLAINT

Our aim is to provide an exemplary service. If you wish to register a complaint, please contact us:

In Writing to : MPS Risk Solutions Limited Victoria House 2 Victoria Place
Leeds LS11 5AE

By Telephone to : 0113 241 0395

By Fax to : 0113 241 0387

By Email to : complaints@mpsrs.co.uk

On receipt of a complaint we will provide you with a copy of our full complaints procedure.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

These complaints procedures do not restrict your right to take legal proceedings.

THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the FSCS which is the UK's statutory fund of last resort for customers of authorised firms like ourselves. You may be entitled to compensation from the scheme if we cannot meet our obligations. The extent and level of compensation depends on the nature of the claim and the type of policyholder.

Further information about compensation scheme arrangements is available from the FSCS.

DUTY OF DISCLOSURE

It is your responsibility to provide complete and accurate information to your insurers when you take out an insurance policy, throughout the life of the policy, and when you renew your insurance. It is important that you ensure that all statements you make, whether verbally, through email, or in writing, are full, true and accurate. This includes statements made on proposal forms, claim forms and other documents, email correspondence and any information provided verbally during telephone conversations or face to face meetings. Please note that if you fail to disclose any material information to us, this could invalidate your insurance cover and could mean that part of or all of a claim may not be paid. All commercial customers should take particular care to check the accuracy of all information provided.

TERMS OF PAYMENT

Our payments terms are strictly 14 days from date of invoice (unless specifically agreed by us in writing to the contrary). If premiums are not made on time then this could invalidate your insurance cover and could mean that part of or all of a claim may not be paid.

NOTIFICATION OF INCIDENTS

It is essential that you notify us of all incidents that may result in a claim against your insurance policy. You must do so whether you believe you are liable or not. Any letter of claim must be passed to us immediately, without acknowledgement. Only by providing prompt notification of incidents to us can we take steps to protect your interests.

WHAT TO DO IF YOU RECEIVE A CLAIM

We have a team of experienced claims handlers ready to help you if a claim is made against you or you think one may be made. Our aim is to deal with claim notifications promptly, proportionately and effectively. If you receive a claim, someone threatens to claim against you or something happens which you think may lead to a claim against you, please contact us:

In Writing to : MPS Risk Solutions Limited Victoria House 2 Victoria Place
Leeds LS11 5AE

By Telephone to : 0845 223 9023

By Fax to : 0113 241 0586

By Email to : claims@mpsrs.co.uk

CONFIDENTIALITY AND DATA PROTECTION

All information about you will be treated as private and confidential. We will only use and disclose the information we have about you in the normal course of arranging and administering your insurance. Other information will only be disclosed if we are required to by law. We may also use the information we hold about you to provide you with information on other products and services we can offer which we feel may be appropriate to you. Under the Data Protection Act 1998 you have rights of access to any personal information we hold about you in our records. If you have any queries concerning this please contact us.

LAW

Our insurance contracts are governed solely in accordance with the laws of England and Wales and the English and Welsh courts shall have exclusive jurisdiction.