

Terms of Business and Disclosure

Company information

Docubox Limited of 13 Austin Friars, London, England, EC2N 2HE

We are an authorised and regulated by the Financial Conduct Authority (FCA), registration number is 779075. Our permitted business is in assisting in the administration and performance of a contract of insurance.

These details can be checked on the FCA's Register by visiting the FCA's website - <http://www.fsa.gov.uk/register/home.do> or by contacting the FCA on 0800 111 6768.

We are required to comply with the FCA Regulations relevant to an insurance intermediary. These include the following:

- That we act and conduct our business with integrity, due skill, care and diligence.
- That we are open and cooperative with the FCA, or other regulators.
- That we pay due regard to the interests of our customers and treat them fairly
- That the business that we are responsible for, is controlled effectively.

The Service we provide

Docubox Limited, via its online application, is a document management and workflow tool. Allowing you to manage your insurance policy documentation online, and transfer endorsements and policy amendments to and from your client and supplier securely. Email reminders are used to inform you of changes requiring attention.

- We do not offer any insurance products, you will not receive any Insurance advice or recommendations from us.
- We do work with more than one insurance undertaking.

Charges

We charge a fee per policy that is uploaded.

Any policy that is cancelled within 30 days may have the fee returned, at the discretion of DocuBox Limited

Contact details

We may be contacted by email at support@thedocubox.com

Document retention

We do hold a policy information including e-copies of policies on our platform, however it is important that you keep all documents in a safe place.

Confidentiality

We are registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data.

Information provided to us by you will remain confidential and be used solely for the purpose of providing the services offered, or to others where we are required to fulfil a regulatory or legal obligation.

Information provided to you by us by way of reports and publications constitutes confidential and proprietary information belonging to us and may only be disclosed and/or used in accordance with permission granted by us. Any other disclosure and/or use is strictly prohibited and we reserve our rights, amongst others, to take such action as is necessary to protect our confidential and proprietary information.

Complaints procedure

We aspire to provide a great service to our customer, however if you need to inform us that we could do better, then please let us know by;

Completing our online form at <https://thedocubox.com/tob>

Or

Emailing us at support@thedocubox.com

Or

Phone us on +44 77533 18450

Please provide as much background information to the cause of the service where we could do better. We will log it and respond to you as soon as possible.

Having given us time to respond satisfactorily, if you still not satisfied, then you can take your complaint to The Financial Ombudsman

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Switchboard and fax **open 9am to 5pm, Monday to Friday**

020 7964 1000 (switchboard)

+44 20 7964 1000 (for calls from outside the UK)

020 7964 1001 (main fax)

Your responsibility

By using our service, you agree to use the application in the way it was intended.

- You must not disclose user ID's or passwords to other persons.
- You should not leave your computer / mobile device logged on when unattended
- Care should be taken to ensure no background key logging software is in operation

- You should have adequate antivirus and antimalware software running.
- Each Policy must use a separate record.
- The entry of accurate information, is your responsibility, and at no time can Docubox be held responsible for incorrectly entered information
- If you use the application for the purpose of managing GAP insurance, you must enter as a separate policy, if providing any other service to the client.

Termination

Our services may be terminated either by us or you upon the giving of one month's notice in writing to the other or as otherwise agreed.

Dispute Resolution

All disputes arising out of or in connection with this Agreement shall to the extent possible be settled amicably by negotiation between the parties within 30 days from the date of written notice by either party of the existence of such a dispute. If the parties do not reach settlement within a period of 30 days, they will attempt to settle it by a mutually agreed mediation organisation.

Law and Jurisdiction

This Agreement is governed by and shall be construed in accordance with the law of England and Wales. Any dispute arising under it shall be subject to the exclusive jurisdiction of the English courts.