

## CLIENT TERMS OF BUSINESS AGREEMENT

Aon Limited is a company incorporated in England and Wales (registered number 0210725) with its registered office at 8 Devonshire Square, London EC2M 4PL (“we/ us/our/ Aon Limited”).

PAX Insurance is part of Aon Limited which is authorised and regulated by the UK’s Financial Services Authority (“FSA”) in respect of insurance mediation activities only. Aon Limited’s FSA register number is 310451.

These are our terms of business which together with any schedules and Insurance Reviews shall govern our appointment by you. These terms of business apply to all Services (defined under the section below headed “Our Services”) that we provide to you after these terms of business come into force, including any future Services provided in connection with insurance contracts that were placed by us, or any subsidiary of Aon Corporation (“Aon Group Member”), for you before these terms of business came into force.

For your own benefit and protection you should read these terms of business carefully before agreeing to them. If you have any questions about these terms of business please raise them with us, otherwise we will assume you are in agreement with them.

Our permitted business is advising customers on insurance contracts (recommending specific insurance policies to customers); arranging (bringing about) deals in insurance contracts (e.g. introducing a customer to an insurer); making arrangements with a view to transactions in insurance contracts (e.g. helping a customer to fill in a proposal form); dealing as agent in insurance contracts (entering into an insurance contract with a customer on behalf of an insurer); assisting in the administration and performance of an insurance contract (e.g. notifying insurance claims to an insurer and negotiating settlement of the claim on a customer’s behalf); and agreeing to carry on any of the above regulated activities.

You can check this on the FSA’s Register by visiting the FSA’s website [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/), or by contacting the FSA on 0845 606 1234.

### 1. Client

1.1 These terms of business shall apply to you and all other parties, if any, entitled as a matter of law to rely on the Services or whom we have agreed in writing may rely on the Services (collectively “you/your”). You warrant that you have authority to enter into these terms of business on your own behalf and, if applicable, on behalf of any parties for whom you may be acting (each a “Beneficiary”).

### 2. Our Services

2.1 We will provide insurance and reinsurance broking services (“Services”). We will not provide you with advice or a recommendation, but we might ask you some questions to narrow down the selection of products that we will provide details on. You will then need to make your own decision how to proceed.

2.1 For the avoidance of doubt, if our appointment and/or these terms of business are terminated, or we cease to act on your behalf in relation to the placement of insurance, we shall cease automatically to handle claims on your behalf in respect of insurance contracts, whether placed by us or otherwise. We will consider continuing to provide claims handling services for you after termination of our appointment and /or these terms of business, or cessation of us acting on your behalf in relation to the placement of insurance, if you instruct us to do so in writing and an additional fee for such services is agreed between you and us

2.2 At your request we may also make representations about the insurances we have arranged for you to other interested third parties provided that you pay us an additional fee and we are able to either disclaim or limit our liability to such third parties in a way that is satisfactory to us.

2.3 If we carry out any other insurance broking related services for you, such services will also be subject to these terms of business, subject to the remuneration clause below.

2.4 You understand and agree that we are not the insurer of any risk and that we do not guarantee or warrant either the availability of an insurance contract or the financial security, solvency or performance of an insurer. Whenever we offer you the opportunity to select from products offered by more than one insurer, the final selection of insurer remains with you. If at any time the cover you require can only be provided by an insurer that is not on our list of approved insurers, we will advise you of such. If during the period of the insurance contract which we have placed for you, we become aware that an insurer of that risk ceases to be on our list of approved insurers for new business, then we will advise you of that fact. Unless we agree otherwise in writing, we will not have any further obligation to take any other steps to advise you of the ongoing security afforded by your insurers. We do not accept liability for any insurer which fails to respond to all or part of any valid claims. If you are not happy with an insurer or the security it provides, please let us know immediately.

2.5 We are committed to meeting your needs and requirements. If at any time during the term of our appointment by you we determine that services offered by an Aon Group Member may be of interest to you, we may recommend these to you and your decision to use them shall not be dependent upon your purchase or utilisation of any product or Services provided to you under these terms of business. If you decide to take up such services you will be asked to enter into separate terms of business.

Aon Group Members hold equity and loan stock in a number of other companies as part of its investment portfolio and we may recommend the goods and/or services of those companies as part of the Services we provide to you. In addition, some of these companies may have an interest in Aon. You are able to view details of all these holdings on our website at [www.aon.com](http://www.aon.com). For those Services involving a company in which an Aon Group Member has a material interest, we will disclose this to you at the time of the quotation.

2.6 We can only offer you the product of one insurer, which will be named in our quotation.

2.7 Where relevant, prior to the end of the insurance contract period, you will be advised by us of the terms on which the insurer of that insurance contract may be willing to renew the insurance contract for a further period. In the event that either the insurer is not willing to renew the insurance contract or we no longer arrange such an insurance contract with that insurer, we will notify you and, unless you tell us otherwise, may advise you of the terms of any alternative insurance contract offered by another insurer.

2.8 Evidence of cover will take a form set out in the Contract Certainty Code of Practice Principles & Guidance (issued by the Society of Lloyds of London and others in June 2007) as amended from time to time, which form will include, at our discretion, a copy of the complete slip stamped by the insurer, or any electronic version of the slip (such as Form RI3K) having the same effect.

### 3. Remuneration

3.1 In consideration of us providing the Services to you we will be entitled to a fee of up to £15, as detailed in the statement of price, and/or brokerage, and a fee of up to £15 for any mid term adjustments involving an amendment to your premium, and/or brokerage. If you have a Travel Insurance policy then these fees do not apply. You will receive a quotation, which will inform you of any other fees relating to any particular insurance contract. Subject to any regulatory requirements placed on us, brokerage and fees are earned at the time of the placement of the relevant insurance contract and we will be entitled to retain all fees and brokerage in respect of the full insurance contract period in relation to insurance contracts placed by us (even if you

cancel the insurance contract and/or our appointment and/or these terms of business are terminated).

3.2 If, in addition to the Services, you wish us to perform any services for you requiring additional resource, these will be subject to an additional fee and/or brokerage. In the case of an additional fee payable by you, this will be discussed with you prior to an invoice being issued. If time permits, we will try to agree the additional fee before the services are commenced. If it is not possible to agree the amount of the additional fee in advance, we reserve the right to charge a reasonable fee for the additional services carried out which will normally be based on our standard hourly rate for the staff involved.

3.3 Occasionally, when placing insurance with a number of insurers, we shall obtain subscriptions by insurers which are in excess of 100% of the cover required (for example, to ensure the risk is placed more evenly with a variety of insurers). In such circumstances, unless otherwise detailed within the terms of the insurance, we shall sign down each insurer’s share on a pro rata basis or on a basis that provides the most beneficial premium to you to provide a 100% subscription of the cover required. However, where such signing down is not possible or appropriate, we shall disclose this to you prior to obtaining your instructions to proceed with the placement.

3.4 We are committed to transparency in our relationship with you. In addition to fees from you and/or brokerage, we may carry out some of the administration associated with your insurance on behalf of, or for the benefit of, insurers and may receive additional remuneration from the insurers for this activity. **You have the right to request details of such remuneration.** We may also act as reinsurance broker to insurers with whom we have placed your insurance or reinsurance and your insurers or their reinsurers may also remunerate us. Please contact us if you wish to know more.

### 4. Our Obligations and Liability to You

4.1 We shall exercise reasonable skill and care in the performance of our Services.

### 5. Taxes

We will endeavour to ensure that all relevant premium taxes and or other parafiscal charges attaching to insurance contracts we have placed are identified. This is based on our knowledge and experience as insurance brokers and risk consultants. However, you or the relevant insurer(s) on risk are responsible for accounting for these taxes. We are not responsible for accounting for any premium taxes or parafiscal charges on behalf of you or the insurer(s) unless there is a legal requirement for us to do so in a specific jurisdiction and this is agreed in writing in advance with you or the (re)insurer(s) as appropriate. We recommend that you obtain specialist advice from your own tax advisors as regards the calculation and payment of premium taxes and parafiscal charges on insurance contracts we have placed on your behalf.

Any fee and / or brokerage payable to us in consideration of us providing the Services to you is expressed exclusive of any applicable value added tax or equivalent tax, duty, impost or levy performing a similar fiscal function.

You may withhold from sums otherwise due to us in respect of the Services any taxes or amounts required by applicable law to be withheld and paid to the appropriate taxing authorities, and you shall increase sums payable to us to ensure that we receive and retain a net sum equal to that which we would have received and retained were no deduction or withholding made. If we subsequently receive a tax credit which is referable to the increased payment and which enhances our position, then we will reimburse you sufficient to redress the position up to the amount received so long as by doing so it does not prejudice receipt or retention of the tax credit. You shall provide us with copies of all receipts evidencing payment to such authorities of the taxes or amounts withheld.

## 6. Duration and Termination

- 6.1 These terms of business and our appointment shall take effect immediately and shall continue with full force and effect until either (i) completion of the Services or (ii) replaced by new terms of business or (iii) terminated in accordance with the provisions below.
- 6.2 These terms of business may be terminated at any time by mutual agreement, or by either you or us if:
- The other is in material breach of a term of these terms of business, and if such breach is capable of remedy, fails to remedy the breach within 30 calendar days of receiving notice specifying the breach to be remedied; or
  - the other shall become insolvent, or enter into receivership, liquidation, provisional liquidation or a voluntary arrangement with its creditors, or if a party ceases or threatens to cease to carry on business or has an encumbrancer take possession of, or a receiver or administrative receiver appointed over, all or any part of its assets; or
  - either you or we serves not less than 30 calendar days written notice of termination on the other party.
- 6.3 With effect from termination (whatever the reason for termination) we shall have no further obligation to perform any of the Services and all sums payable by you shall become due and payable. We will consider continuing to handle claims on insurance contracts we have placed for you at your request but only if we are able to do so and can agree an appropriate remuneration.
- 6.4 The expiry or termination of these terms of business shall not affect any provision of these terms of business which expressly or by implication is intended to survive such expiry or termination. Expiry or termination of these terms of business shall be without prejudice to accrued rights and obligations.

## 7. Your Responsibilities

- 7.1 You agree:
- To pay our fee (if applicable) in accordance with our agreement. Brokerage will normally be deducted on receipt of the premium;
  - to pay all premiums and any other charges on or before the due date as set out in our debit note, renewal invitation or new business quotation, as applicable. We will advise you if insurers have imposed a premium payment warranty or condition in which case you will pay the premium within the time specified by insurers. Failure by you to comply with a premium payment warranty or condition may give the insurer the right to cancel your insurance contract coverage or to refuse to pay any claims under the relevant insurance contract. Please contact us immediately if you may not be, or are not, able to comply with a premium payment warranty or condition. Where premium is payable to an insurer by a certain date, you will pay us in sufficient time for us to clear those funds and make the payment to the insurer by the relevant date. We will not be responsible or liable for the payment of premium on your behalf and will not make any payment to insurers where we have not received cleared funds from you. In the event that we make a payment of any amount on your behalf prior to being in receipt of the relevant funds from you, you will immediately repay that amount on our request. If such sums are not paid, we shall be entitled to recover that amount by means of set-off of any sums owing to you and you agree that we may do so;
  - to provide accurate, complete and timely information to enable us to fulfil our obligations under these terms of business including assisting you to make a fair presentation of the risk. It is understood and agreed by you that it is your responsibility to provide all such information both before and after inception of cover (for example, where there is a change or variation in cover) and on renewals. This responsibility applies whether or not the information is available elsewhere within Aon Limit or the Aon Group Members;

- that we shall provide the Services in reliance on the information and data provided by you. Any answers or statements given on a proposal or claim form or any other material document completed by you are your responsibility and should therefore be checked carefully. Unless agreed otherwise in writing, we are under no obligation to investigate or verify the accuracy or completeness of any information or data provided by you and no liability shall arise for any errors or deficiencies in the Services arising out of or based on any such inaccurate or incomplete information or data;
- to review carefully any documentation supplied by us and advise us immediately if any such documentation does not appear to be in accordance with your instructions or requirements;
- to hold harmless, indemnify and keep indemnified Aon Limited and any Aon Group Member against all liability that may arise from time to time and against all claims, demands, actions, proceedings, damages, losses, costs (including all legal costs) and expenses whatsoever, arising out of or in relation to any act, omission or breach for which you are responsible, and which are made or brought against Aon Limited and/or any Aon Group Member in connection with our appointment hereunder; and
- to notify us or insurers promptly of all claims in accordance with the insurance contract conditions and procedures and to disclose all material information.

### 7.2 Your Duty to Disclose Material Information

- Material information is information that would influence an insurer in deciding whether a risk is acceptable and, if so, the premium, terms and conditions to be applied. Under the Laws of England and Wales, failure to disclose to the insurer all such information or misrepresentation could result in the insurance contract being rendered void, so that claims would not be paid. The position may differ where the insurance contract is subject to the law of another country.
- Before inception of cover** - All material information must be disclosed to insurers to enable terms to be negotiated and cover arranged. This is not limited to answering specific questions that may be asked by us or the insurer. If you become aware that material information that you have supplied prior to the placement of your insurance contract was incorrect or incomplete you should tell us immediately.

After inception of cover - The duty of disclosure is reimposed when there are changes or variations in cover, when the insurance contract is renewed or extended and when making a claim. In addition, changes which substantially increase the risk, or relate to compliance with a warranty or condition in the insurance contract, must be notified at once. Some insurance contracts contain an express obligation to notify any change in risk.

- Please contact us immediately if you are in any doubt as to whether or not information might be material or if you have any concerns that we might not be aware of all material information.
- You agree that you are not undertaking regulated activity. If at any time you are undertaking regulated activity you will immediately notify us.

## 8. Data Protection and Electronic Processing

- Each party warrants that it will duly observe all the requirements of the Data Protection Act 1998.
- You understand and give explicit consent that the information provided, including any sensitive information such as criminal convictions or medical conditions, will be passed to or used by PAX Insurance, its agents, carefully selected suppliers, authorised bodies and insurance companies for the underwriting, claims handling and processing of your insurance, and to prevent fraud. Information may be passed to insurers in the United Kingdom or any other country, including those with limited data protection laws. PAX Insurance may want to contact you from time to time with details of other products and

services available from us. Please contact us if you would prefer not to receive this information. For training and security purposes, telephone calls may be recorded or monitored

- Due to the global nature of services provided by Aon, the data you provide may be transmitted, used, stored and otherwise processed outside of the country where you submitted that information, including jurisdictions that may not have data privacy laws in your home country. Notwithstanding the aforementioned, all access to data is at all times subject to Aon's security policies and procedures and must be safeguarded accordingly.

## 9. Confidentiality

- Except as set out below, we agree to keep all information received from you confidential and to use it solely for the purpose of providing the Services.
- This obligation of confidentiality will not apply where: you have given written permission otherwise; disclosure is required to satisfy legal obligations or regulatory requirements; disclosure is normal to broking industry practice (for example to insurers or prospective insurers); we have assigned, novated or sub-contracted the Services (of any part thereof) in which case we will make the recipient aware that the information is confidential; such information is in the public domain; or the information is rightfully in our possession other than as a result of a breach of any obligation of confidentiality.
- Aon Limited and Aon Group Members gather data containing information about their clients and their insurance placements, including, but not limited to, names, industry codes, policy types, and policy expiration dates, as well as information about the insurers that provide coverage to their clients or compete for their clients insurance placements. This information is maintained in one or more databases. We may use or disclose information about our clients, if required to do so by law, Aon policy, pursuant to legal process or in response to a request from law enforcement authorities or other government officials. In addition to being used for the benefit of our clients, these databases may also be accessed by other Aon Group Members for other purposes, including providing consulting, and other services to insurers for which Aon Limited or Aon Group Members may earn compensation. Due to the global nature of services provided by Aon Group Members, the personal information you may provide may be transmitted, used, stored and otherwise processed outside the country where you submitted that information. If you have questions about out data processing or related compensation, please contact your Aon Limited account executive.
- This obligation of confidentiality shall cease to apply three years from termination of these terms of business or termination of our appointment.

## 10. Ownership, Intellectual Property and Use of Information

During the term of our appointment we (or Aon Group Members) may provide or produce reports, data, information, materials, software and other goods in connection with the provision of the Services (collectively "Deliverables"). We own all intellectual property rights in all Deliverables, and in all systems, techniques, methodologies, ideas, concepts, information and know-how developed during our appointment (collectively "Aon Know-How"). No right or licence is granted to you in relation to Aon Know-How.

Subject to the clause headed "Confidentiality" above, we may develop or use Aon Know-How for other clients, whether or not it is reflected in any Deliverables.

Deliverables are provided solely for your use and are intended only for the specific purpose for which they are provided. Deliverables may not be disclosed by you or used or relied upon for any other purpose and may not be copied, given or made available to any third party without our prior written consent.

Under no circumstances do we accept any liability or responsibility to any third party for Deliverables.

## 11. International Trade Sanctions

Aon maintains a strict global policy regarding compliance with International Trade Sanctions (the "TS Policy"), including, in the United States, those administered by the Office of Foreign Assets Control ("OFAC"). Compliance with the TS Policy is mandatory for all Aon staff worldwide, and no exceptions to the TS Policy are permitted under any circumstances. In summary, the TS Policy covers transactions related to Cuba, Iran, Myanmar (Burma), North Korea and Sudan, as well as certain restricted persons under applicable EU/UK regimes and OFAC's List of Specially Designated Nationals. If at any time Aon becomes aware that a placement it has been asked to effect (or has already effected) would constitute, or constitutes, a breach of the TS Policy, and / or of OFAC regulations, then we will be obliged to take the following steps:

- of the TS Policy, then we may effect the placement, provided that the part of the placement contravening the TS Policy is completely removed from the risk. An instance of this would be a placement which expressly identified risks in a prohibited country as being within the territorial scope of the placement: we could have no involvement in, nor process premium or claims or offer any advice whatsoever, in relation to this element of the placement. Another example would be a reinsurance treaty or retrocession where one of the reinsurers in a pool is a person prohibited by the TS Policy.
- Where we discover that a placement has been effected that covers a country or person prohibited by the TS Policy (which may occur if the involvement of that jurisdiction or person is not apparent at the time of the placement) then:
  - We will need to review whether any further involvement with that specific element of the risk that contravenes the TS Policy (for example, processing any further premium or claims in relation to it) can still be undertaken.
  - We will be able to continue to service any other aspects of the placement that do not contravene the TS Policy (for example, processing of premium and claims in relation to countries or persons not subject to the TS Policy).
  - We will be able to effect a renewal of the placement, provided those elements of the placement in breach of the TS Policy are removed from the scope of the placement.

The above represent general examples of steps that we would be obliged to take in certain circumstances, and are provided for illustrative purposes. Each instance of a potential or apparent breach of Aon's TS Policy is reviewed individually to ensure the TS Policy is correctly interpreted and applied, and to ensure that we take correct and appropriate action.

## 12. Waiver

A failure at any time by either you or us to enforce any right or obligation shall not be deemed to be a continuing waiver of such right or obligation.

## 13. Assignment

You may not assign your rights under these terms of business without first informing us in writing and obtaining our prior written consent, which we will not unreasonably withhold or delay. We may assign our rights under these terms of business or sub-contract or outsource any of the Services or any other insurance brokering, insurance administration and/or insurance consulting services without your prior consent.

## 14. Entire Agreement and Conflict

These terms of business including for the avoidance of doubt any schedules, [demand and needs statement] [service level agreement] [letter of engagement], constitute the entire agreement between you and us with regard to our appointment and supersedes all proposals, prior discussions and representations, oral or written between both you and us relating to the subject

matter. In the event of any conflict between these terms of business, any schedules, [demand and needs statement], [service level agreement] [letter of engagement], the [letter of engagement], [service level agreement], [demand and needs statement], [schedule] and [terms of business] shall prevail in the order listed, save where this would cause us to be in breach of any legal or regulatory obligations in which case the applicable terms of these terms of business shall take precedence. We shall be sole judge of what constitutes such a breach.

## 15. Severability and variation

If any term of these terms of business is or becomes or is found by a court or other competent authority to be illegal, invalid or unenforceable, in whole or in part, under any law, such term or provision or part will to that extent be deemed not to form part of these terms of business and the legality, validity and enforceability of the remainder of these terms of business will not be affected or impaired. These terms of business may only be amended or varied if agreed by both of us in writing.

## 16. Partnership

Nothing in these terms of business and no action taken by either you or us pursuant to these terms of business will create or be construed as creating a partnership, association, joint venture or other co-operative entity between you and us.

## 17. Third Party Rights

A person who is not a party to these terms of business has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce or to enjoy the benefit of any term of these terms of business, other than in the case of a Provider and/or their respective directors, officers, employees and representatives.

## 18. Use of Co-Brokers

In the event that an intermediary, which is not affiliated with Aon Limited, is appointed, retained or engaged to assist in the Services by accessing, negotiating, placing or procuring insurance, Aon Limited will not be responsible for any such intermediary's failure or refusal to disclose any or all compensation received or contemplated to be received by any such intermediary in connection with the insurance placements, nor for any actual or alleged act, error or omissions by any such intermediary, or any officer, director or employee of such intermediary which is assisting in the Services. Under all circumstances, any and all compensation earned in connection with the Services by those intermediaries not affiliated with Aon Limited, shall be in addition to the compensation paid to Aon Limited hereunder and to any compensation that you agree may be earned by intermediaries affiliated with Aon Limited.

## 19. Force Majeure

We shall not be liable in any way for failure to perform, or delay in performing our obligations under these terms of business if the failure or delay is due to causes outside our reasonable control including, but not limited to, act of God or governmental act, fire, explosion, flood, accident, civil commotion or industrial dispute ("Force Majeure"). In the event of a Force Majeure arising we will notify you as soon as reasonably practicable.

## 20. Notices

Any notice or consent under these terms of business given by either you or us will be in writing and will be delivered personally or sent by first class recorded delivery post to the other's registered address. In the absence of evidence of earlier receipt, any notice or other communication will be deemed to have been duly given if delivered personally, when left at the registered address of the relevant party and signed for (in acknowledgement of receipt) on behalf of the relevant party; and if sent by first class recorded delivery post, three clear business days after posting.

## 21. Governing Law and Jurisdiction

These terms of business shall be governed by and construed in accordance with the Laws of England and Wales and any dispute arising out of or in connection with it shall be submitted to the exclusive jurisdiction of the Courts of England and Wales.

## 22. Conflicts of Interest

- 22.1 These terms of business will not prevent us from acting for other clients, who may be your competitors or with whom you may have business dealings. You acknowledge and agree that this may prevent us from advising you of information which has come into our possession by virtue of our acting for another client.
- 22.2 In the event that we identify a conflict of interest in our providing any of the Services to you we will immediately notify you and seek to agree how to continue to provide those Services.

## 23. Safeguarding Your Money

(From 14<sup>th</sup> January 2005, the following terms will apply to "Client Money" held by Aon Limited.)

- 23.1 Where we act on your behalf we shall hold premiums due to insurers, any claims payments and/or premium refunds due to you as client money ("Client Money"). During the provision of the Services to you, we and any of our Appointed Representatives (as defined by regulations set down by the FSA) will deposit all payments received in respect of Client Money in a bank account governed by a trust deed that complies with standard regulations set down by the FSA ("Trust Account"). These regulations seek to protect clients against any inability of an insurance broker to transfer premiums to an insurer or to transfer claims payments and/or premium refunds to the client. Client Money subject to Scottish Law will be held by us acting as your agent.
- 23.2 Where we act on insurers' behalf we shall hold money as insurer money ("Insurer Money"). Premiums received by us will be treated as having been received by insurers whereas claims payments and/or premium refunds will only be treated as having been received by you when they are actually paid to you. We may co-mingle Insurer Money with Client Money under the terms of the same trust deed when permitted by the FSA to do so.
- 23.3 Where we act on your behalf in respect of activities other than insurance mediation activities that are regulated by the FSA we may not be permitted by the FSA to hold Client Money in the same Trust Account as we use for regulated activities. In this case we will hold Client Money in segregated bank account(s) established solely for this purpose.
- 23.4 The terms of the Trust Account(s) permit us, in line with standard industry practice, to use the money held in the Trust Account ("Trust Monies") on behalf of one client to pay another client's premium before the premium is received from that client and to make claims payments and/or premium refunds to another client before we receive payment from the insurer. However, we are not permitted to use Client Money for any other purpose.
- 23.5 In the normal course of business and within the standard terms of our Trust Account(s) arrangements, we may place part of the Trust Monies into money market funds. We shall retain sole rights to all interest and earnings received on Trust Monies rather than pay them to you. Under the terms of the Trust Account(s) we are responsible for meeting any trust fund shortfalls arising from this.
- 23.6 We will pay premiums directly to insurers and receive premium refunds and/or claim payments directly from insurers or their representatives except where we have engaged the services of another intermediary or settlement agent in which case settlements may then be transferred between us and the other intermediary or settlement agent. Should such an intermediary or settlement agent be located outside of the United Kingdom, payments will be made to and from their jurisdiction and will be subject to a legal and regulatory regime different from that of the United Kingdom. In the event of a failure of the

intermediary or settlement agent, the Client Money may be treated differently from the treatment which would have applied if it were held by an intermediary in the United Kingdom. You may notify us if you do not wish your money to be passed to a person in a particular jurisdiction and we will consider making a payment to an alternative jurisdiction.

23.7 We may deposit Client Money in a [client bank account](#) outside the [United Kingdom](#), unless you notify us that you do not wish your [money](#) to be held in a particular jurisdiction.

In such circumstances, the legal and regulatory regime applying to the [approved bank](#) will be different from that of the [United Kingdom](#) and, in the event of a [failure](#) of the bank, your [money](#) may be treated in a different manner from that which would apply if the [money](#) were held by a bank in the United Kingdom.

23.8 We believe the above arrangements provide you with significant and effective protection for Client Money. Your agreement to all aspects of these arrangements will be assumed unless an objection is registered with us or where applicable our appointed representative prior to your first remittance being received by us.

#### 24. Money Laundering Regulations

You agree to provide such evidence and information of your identity, and that of your Associates, as we may reasonably require in order to comply with our obligations under money laundering legislation and regulations.

#### 25. Time Bar

You acknowledge that there may be a time bar in law for pursuing insurers for payment of your claims. You agree that you will monitor time bar and take legal advice when required. You also acknowledge and agree that we will not be responsible for advising you on time bar issues.

#### 26. Complaints

We take customers' complaints very seriously and we aim to ensure that complaints are handled fairly, effectively and promptly and are resolved at the earliest possible opportunity. In the event that you are unhappy with our Services under these terms of business and/or approaching your usual Aon Limited contact has failed to alleviate your concerns please register a complaint with Aon Limited's Central Complaints Team who will ensure that your complaint is referred to an appropriate person:

Aon Limited, Central Complaints Team, Briarcliff House, Kingsmead, Farnborough, GU14 7TE

By phone: Telephone 01252 768662

By e-mail: [Central.Complaints@aon.co.uk](mailto:Central.Complaints@aon.co.uk)

Copies of our internal complaint handling procedures are available on request.

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

#### 27. Claims

Where we handle claims on your behalf we will do so fairly and promptly. Once insurers have agreed a claim, and payment of the claim has been collected by us, we will promptly arrange settlement with you.

#### 28. Financial Services Compensation Scheme ("FSCS")

We are covered by the FSCS. You may be entitled to compensation from the FSCS if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

For compulsory classes of insurance (e.g. employer's liability insurance), insurance advising and arranging is covered for 100% of the claim, without any upper limits.

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