

## **INSURANCE BROKER PROTOCOL**

### **BASIS**

The National Flood Forum (NFF) wishes to do everything practical to help its clients – people whose properties

- Have been flooded
- Are at risk (or perceived risk) of flooding

To obtain insurance which

- Provide clear and understandable information to the client regarding the risk that is being insured
- Does not include unfair exclusions or conditions
- Is not tied to protection or resilience measures without the prior agreement of the insurer
- As far as possible reflects a reasonable cost for the risk of flooding involved
- As far as possible is placed with insurers who are part of the Flood Re initiative.

We will endeavour to ensure the insurers or their partners deal with claims fairly and appropriately

The NFF will only establish partnerships with insurance brokers signing up to this protocol and who are FCA (Finance Conduct Authority) registered. They will have published the obligatory document - TREATING THE CUSTOMER FAIRLY (TCF).

### **THE BROKER WILL:**

For the Client

- In accordance with the TCF they will provide clients fully and clearly with all details of the insurance or the reasons why it cannot be arranged.
- If the Insurer requires that the householder must undertake work to improve the property's resistance to flooding this will be specified at time of quotation and agreed prior to the policy being taken out. Any such requirement for work to improve resilience will be generic. No policy holder will be required to install equipment by one particular manufacturer.
- The Insurance Broker and all the appointed claims facilitators will treat all clients sympathetically recognising the stress the client may be suffering, especially at the time of a claim being made.

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**Supporting and representing flood risk communities**

- Respond to queries from NFF or clients in a timely (normally two days but NEVER longer than 5 working days) and courteous manner. The response to a query relating to a flood claim should be made within one working day.
- Provide insured clients with all assistance in progressing claims

#### For NFF

- Be registered with the Financial Conduct Authority and provide the NFF the FCA agreed Treating Customers Fairly (TCF) document.
- Provide NFF with full information about their organisations specialities, limitations, underwriting facilities and in particular the arrangements for dealing with claims. They will inform NFF of any changes to this information.
- Provide NFF with a quarterly report on all new business and renewals as a result of a referral. This report will contain name, location and premium and donation made. It will be provided no later than 3 weeks after end of the quarter.
- Provide NFF with a 30 word description of their special areas of expertise to be included on the NFF website

#### THE NFF WILL:

##### For the Client

- Maintain a list of partner Insurance Brokers who have experience working with clients who have had properties that have been flooded or at risk of flooding.
- This list will be published on the NFF website and contain a description of the services provided by the broker.
- Ensure that the partner brokers are registered with the FCA, have published the official document Treating Customers Fairly and can provide advice and insurance specifically on flood risk.
- This list will not be complete and does not prevent the client from seeking advice elsewhere.
- Meet with the partner brokers on an annual basis to review their performance based on client feedback and discuss changes and any issues arising
- Continue to update this list of brokers to strive to give our clients the widest choice.
- Provide contact information on all partner brokers listed with the NFF. Under the rules of the Financial Conduct Authority (FCA) the NFF is not able to offer any insurance advice.

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## Supporting and representing flood risk communities

- Receive a donation from the insurance broker should a referred client choose to insure through his facilities. The NFF is a CHARITY. Donations are important to us. **NFF WILL REMAIN IMPARTIAL AT ALL TIMES.**
- Provide information and understanding of Flood Re and the implications this may have for householders at risk of flooding.

#### For the BROKER

- In accordance with the FCA rules the NFF will become an introducer to our partner brokers.
- In accordance with the FCA rules the NFF is not authorised to provide any insurance advice to the client other than to provide a list of partner brokers
- Maintain a list of partner Insurance Brokers who have experience working with clients who have had properties that have been flooded or at risk of flooding.
- This list will be published on the NFF website and contain a description of the special services provided by the broker.
- Offer a link from this list to the Blue Pages where the broker can to pay to advertise and expand on their services.
- Receive a donation for referrals should the client decide to take out insurance or renew with the partner broker but NFF will remain IMPARTIAL at all times.
- Provide client with a reference "NFF" to notify broker the client has been referred.