

Tax Enquiry Insurance Policy Summary



Introduction

Some important facts about this Tax Enquiry Insurance policy are summarised below. This summary does not describe all the terms and conditions of the policy. To ensure full understanding of the cover provided by this policy it is recommended that this document is read alongside the policy wording. A copy of the full Policy Wording is available on request.

Insurer

This Tax Enquiry Insurance policy has been arranged by Rhino Trade Insurance Services in conjunction with Qdos Broker & Underwriting Services Limited and is underwritten by UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE. Rhino Trade Insurance Services is a trading style of Vantage Protect Ltd. Vantage Protect Ltd, Qdos Broker & Underwriting Services Limited and UK General Insurance Limited are all authorised and regulated by the Financial Conduct Authority. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk/> or by contacting them on 0800 111 6768. Rhino Trade Insurance Services is a trading style of Vantage Protect Ltd, which is an appointed representative of Qdos Broker & Underwriting Services Ltd.

Type of insurance and cover provided

This Tax Enquiry Insurance policy will cover up to £50,000 (a lower limit will apply to some elements of cover) of fees, expenses and other disbursements, less any policy excess that may apply, reasonably incurred should you become involved in any of the following enquiries or disputes:

| This Policy Will Cover (PWC) |
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| HMRC Enquiries and Investigations - An enquiry by HMRC into the policyholder's corporation tax or income tax self-assessment return following the issue of formal notification by HMRC. |
| Employer Compliance Disputes - A dispute with HMRC following a routine inspection into the operation of PAYE. |
| IR35 Disputes - An enquiry conducted into the employment status of the policyholder under the PAYE and/or NIC Regulations or Part 2, Chapter 8 of Income Tax (Earnings and Pensions) Act 2003 (IR35). |
| VAT Disputes - An appeal against an assessment or written decision issued by HMRC. |
| Note that this insurance only covers enquiries or disputes with Revenue Authorities whose jurisdiction is within the United Kingdom of Great Britain and Northern Ireland excluding the Isle of Man and the Channel Islands. |

| This Policy Will Not Cover (PWNC) Conditions of Cover – General (COCG) | Relevant Policy Section |
|--|--------------------------------|
| Professional fees incurred without the prior consent of Qdos. | PWNC 1 |
| Where any circumstances of a claim are known of at inception of this Policy or where an incident arises directly from an enquiry or dispute undertaken by HMRC prior to the inception. | PWNC 2 & 3 |
| Professional fees relating to attendance at a routine inspection undertaken by HMRC (PAYE/NIC and/or VAT) or routine correspondence prior to the dispute or assessment being raised. | PWNC 4 |
| Enquiries or Disputes involving tax returns, which are submitted late. | PWNC 6 |
| Professional fees incurred in respect of enquiries or disputes involving tax avoidance schemes. | PWNC 15 |
| Enquiries or Disputes where you do not keep prime records. | COCG 5 |

Duration of cover

This policy will expire one calendar year from the date it was issued.

Cancellation right

If you decide that for any reason that this policy does not meet your insurance needs, then please return it to the insurance broker or agent who provided this policy to you within 14 days from the day of purchase or on the day you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will then refund your premium in full. If you wish to cancel your policy after 14 days you will not be entitled to a refund.

The insurer shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 30 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- Fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions

Provided the premium has been paid in full you will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

Making a claim

To make a claim please call Qdos Broker & Underwriting Services Limited on 01455 852113 or write or email to:

Claims Department
Qdos Broker & Underwriting Services Limited
Windsor House
Troon Way Business Centre
Humberstone Lane
Thurmaston
Leicestershire
LE4 9HA

Tel: 01455 852100

How to make a complaint

It is the intention to give you the best possible service but if You do have any questions or concerns about this insurance or the handling of a claim You should follow the Complaints Procedure below:

1. Complaints regarding the sale of the policy:

Please contact Your agent who arranged the Insurance on Your behalf.

2. Complaints regarding claims:

Please contact in the first instance:

The Nominated Complaints Handler
Qdos Broker & Underwriting Services Limited
Windsor House
Troon Way Business Centre
Humberstone Lane
Thurmaston
Leicestershire
LE4 9HA

Tel: 01455 852050

Email: feedback@qdosunderwriting.com

If Your complaint in either case cannot be resolved by the end of the third working day it may be referred to the underwriters of this policy UK General Insurance Limited on behalf of Great Lakes Insurance SE at Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ, email: customerrelations@ukgeneral.co.uk. **Tel:** 0345 218 2685

If it is not possible to reach an agreement, You have the right to make an appeal to the Financial Ombudsman Service. This also applies if You are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0300 123 9 123 or 0800 023 4 567

Email: complaint.info@financial-ombudsman.org.uk

Website: <http://www.financial-ombudsman.org.uk/>

The above complaints procedure is in addition to Your statutory rights as a consumer. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

Compensation Scheme

Great Lakes Reinsurance (UK) SE is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme in the unlikely event that Great Lakes Reinsurance (UK) SE cannot meet its financial responsibilities. The FSCS will meet 90% of your claim, without any upper limit. You can obtain further information about compensation scheme arrangements from the FSCS by visiting www.fscs.org.uk.

Data Protection Act

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.