

Information about our Insurance Services

Our Statutory Status

National Pharmacy Association Ltd (1281757) Mallinson House, 38-42 St Peter's Street, St Albans, Herts AL1 3NP, is authorised and regulated by the Financial Conduct Authority. You can check our statutory status on the Financial Conduct Authority's register at www.fca.org.uk or by contacting the FCA on 0800 111 6768. Our FCA registration number is 314360.

About our insurance services

National Pharmacy Association only offers the insurance of its subsidiary, NPA Insurance Ltd and Arc Legal Assistance Ltd. You will not receive a recommendation from us for any of the insurance/indemnity products provided by us.

NPA owns 100% of the voting rights of NPA Insurance Ltd and receives a commission from the sale of the insurance products.

Your right to cancel your insurance and your 'cooling off' period

You have the following rights to cancel any insurance you buy through us:

- You have a cancellation right which is set out in the policy document
- You are also entitled to a 'cooling off' period, which ends 14 days after you receive your policy documents

What will you be charged if you cancel your insurance?

1. If you cancel your insurance prior to the commencement date of your insurance, a full refund of any monies paid will be provided.
2. In the event of the policy being cancelled we will deduct the administration fees, then refund your premium pro-rata for time on risk subject to no claims made or reported during the period of insurance. If a claim has been made no premium will be returned and if you pay by instalments you will be required to continue to make the direct debit payments.
3. No return of premium will be given if the amount due is less than £10.

What will you pay us for our services?

We do not charge fees for the normal running of an insurance policy. To keep our premiums fair for all policyholders we will only charge a fee to cover the administration associated with processing failed payments and where a 12-month contract is cancelled before the end of the term. Below is a list of the charges we apply, why and when they would apply:

Type of transaction	Service charge
Quotation, new policy inception, renewal, changes to existing policies or duplicate documents.	No charge
Cancellations in the 'cooling off' period , this covers the costs of setting up and cancelling the policy.	No charge
Cancellations after the 'cooling off' period , this covers the costs of setting up and cancelling the policy.	£25.00
Direct debit defaults , this covers the additional administration and bank charges to process the payment.	£25.00

Paying via monthly instalments

Payment by monthly instalments is available for annual policies. A minimum deposit of 10% payable by card is required when setting up the policy followed by 9 monthly instalments.

We do not charge interest when paying via monthly instalments.

If the instalments default and are unable to be collected, we will reattempt collection within 7 days. Should this default again, you will have a further 7 days to settle the failed instalment. Failure to make this payment within 7 working days will result in the cancellation of your policy meaning you will no longer have the protection afforded by the policy in the event of a claim, this also may preclude us from providing proof of cover for legal or regulatory purposes, if so requested.

Repeat failures may result in the instalment option being revoked and the remaining balance to be paid in full. If payment is not made the policy will be cancelled and cover no longer in place.

Are we covered by the Financial Services Compensation Scheme?

NPA Insurance Ltd are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit; for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit. Further information about the compensation arrangements is available from the FSCS (www.fscs.org.uk).

Treating you fairly

We aim to treat you fairly. We consider carefully the products we offer and we select or design them with our customers in mind. We work hard to make sure you're not misled and that the information we provide is clear and understandable. Our complaints process is fair and accessible and we aim to put things right if we've made a mistake. We want you to be confident and comfortable in your dealings with us.

What to do if you have a complaint

- Step 1 Please contact us: NPA Ltd, Mallinson House, 38-42 St Peter's Street, St Albans, Herts, AL1 3NP

- Step 2 If we have given you our final response and you are still dissatisfied you can refer your case to the Financial Ombudsman Service who might consider your complaint, Exchange Tower, London, E14 9SR. Telephone 0800 0234 567 or fax 020 7964 1001.
Email: complaint.info@financial-ombudsman.org.uk Website: www.financial-ombudsman.org.uk

Following the outlined complaints procedure will not affect your legal rights. Please provide your policy number on all correspondence.