

Broker Mid-Term Adjustment Guidelines

Version:2.0

Date: 16th Feb 2022

This document has been created to assist brokers with the new mid-term adjustment (MTA) process. The new process is purely manual and requires the Policy Change form to be completed by the Broker for all MTA's.

All quotes produced by Faraday are valid for 14 days from the date the Quote was offered.

All mid-term adjustment that are required for a future date will be restricted to 30 days from the date of the request. The only exception to this is for Green Card certificates.

To assist with us providing a quick turnaround we would appreciate all mid-term adjustments to be completed electronically with the Policy Change Form provided.

The following steps are what will be required from the broker when using the Policy Change Form:

POLICYHOLDER/BROKER DETAILS

For all mid-term adjustment requests the below fields will be required to be completed. This will assist our team to quickly turnaround requests received from the broker.

POLICY CHANGE FORM

Policyholder Name: _____ **Policy Number:** _____

Broker Name: _____ **Email:** _____

Broker Reference: _____ **Broker Phone Number:** _____

MTA Changes:

Effective date _____ and time _____ (HH:MM) of the following change(s):

- 1. Change of Driver(s)**
- 2. Change of Cover**
- 3. Change of Indemnity**
- 4. Stock of Vehicles**
- 5. Carriage of Vehicles**
- 6. Demonstration**
- 7. Policy Cancellation**
- 8. Change of Address**
- 9. Change of Business Activity**
- 10. Green Card**
- 11. Other**

CHANGE OF DRIVER

REMOVING DRIVER

- State the driver that needs to be removed from cover.
- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

Remove drivers' name(s):

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>

ADDING DRIVERS'

For all additional drivers being added to cover a copy of a valid driving licence and DVLA Driving Licence Summary must be provided within 45 days of the quote being taken up. Failure to provide these documents will result in the mid-term adjustment being cancelled and the driver being removed from cover.

- To add an additional driver the following fields will be required to be completed within the Policy Change Form
 - Drivers' name
 - Full Time/Part Time
 - Occupation
 - ABU Required
 - Date of birth
 - Address
 - Type of Driver
 - Claims made within last 3 years
 - Previous Insurance refusal/cancelled
 - Unspent criminal convictions (If yes then the MTA will be declined)
 - Medical Conditions
 - Driver has been permanent UK resident for the past 3 years.
 - Motoring Convictions

2. Add drivers' name(s): _____
 Full Time Part Time
 Details of non-Motor/Trade occupation: _____
 Is ABU Required: Y N
 Date of birth: _____
 (drivers under 25 years, or over 74 years, are not permitted)
 Address: _____
 Address: _____
 Address: _____
 Postcode: _____

Type of driver:
 Business Partner/Director
 Employee MT & SD&P Use
 Employee MT Use Only
 Employee MT, SD&P, Cover at home
 Spouse

Date: _____
 Fault: Y N

Date: _____
 Fault: Y N

Date: _____
 Fault: Y N

Previous Insurance refused/cancelled/void Y N
 Unspent criminal convictions: Y N
Non licenced endorsement convictions
 Driver has been a permanent UK resident for the past 3 years Y N
 Medical Conditions Y N
 Details: _____

Motoring Convictions
 Date: _____
 Offence Code: _____
 Penalty / Disqualification Period: _____

Motoring Convictions
 Date: _____
 Offence Code: _____
 Penalty / Disqualification Period: _____

Motoring Convictions
 Date: _____
 Offence Code: _____
 Penalty / Disqualification Period: _____

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

CHANGE OF COVER

- Select the current Cover on the policy.
- Select the Cover required for the mid-term adjustment.

Change of Cover

	Current	Requested
ADF&T	<input type="checkbox"/>	<input type="checkbox"/>
TPF&T	<input type="checkbox"/>	<input type="checkbox"/>
TPO	<input type="checkbox"/>	<input type="checkbox"/>

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

CHANGE TO INDEMNITY

- Select the current Indemnity on the policy.
- Select the Indemnity required for the mid-term adjustment.

Change to Indemnity

Own Vehicles:

Indemnity	Current	Requested
£5,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£7,500	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£10,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£15,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£20,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£25,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£30,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
£40,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£50,000	<input type="checkbox"/>	<input type="checkbox"/>

Own Vehicles/Vehicles at Premises:

Split Indemnity	Current	Requested
£10,000/£20,000	<input type="checkbox"/>	<input type="checkbox"/>
£10,000/£30,000	<input type="checkbox"/>	<input type="checkbox"/>
£10,000/£40,000	<input type="checkbox"/>	<input type="checkbox"/>
£15,000/£20,000	<input type="checkbox"/>	<input checked="" type="checkbox"/>
£15,000/£25,000	<input type="checkbox"/>	<input type="checkbox"/>
£15,000/£30,000	<input type="checkbox"/>	<input type="checkbox"/>
£15,000/£40,000	<input type="checkbox"/>	<input type="checkbox"/>
£20,000/£30,000	<input type="checkbox"/>	<input type="checkbox"/>
£20,000/£40,000	<input type="checkbox"/>	<input type="checkbox"/>
£25,000/£30,000	<input type="checkbox"/>	<input type="checkbox"/>
£25,000/£40,000	<input type="checkbox"/>	<input type="checkbox"/>
£30,000/£40,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
£40,000/£50,000	<input type="checkbox"/>	<input type="checkbox"/>

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

STOCK OF VEHICLES

- Select current Indemnity on the policy
- Select the required Indemnity value

Stock Of Vehicles – Cover for Fire and Theft Only applies – Please refer to CV166 for condition:

Annual Indemnity	Current	Requested
£5,000	<input type="checkbox"/>	<input type="checkbox"/>
£10,000	<input type="checkbox"/>	<input type="checkbox"/>
£15,000	<input type="checkbox"/>	<input type="checkbox"/>
£20,000	<input type="checkbox"/>	<input type="checkbox"/>
£25,000	<input type="checkbox"/>	<input type="checkbox"/>
£30,000	<input type="checkbox"/>	<input type="checkbox"/>
£40,000	<input type="checkbox"/>	<input type="checkbox"/>
£50,000	<input type="checkbox"/>	<input type="checkbox"/>
£75,000	<input type="checkbox"/>	<input type="checkbox"/>
Vehicles in locked building	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Vehicles in a secure compound	Yes <input type="checkbox"/>	No <input type="checkbox"/>

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

CARRIAGE OF VEHICLES

- Enter current Indemnity on the policy
- Enter the required Indemnity value

Carriage of Vehicles – Only available for Comp Policies, Note Only Accidental Damage cover applies under this extension

Annual Indemnity	Current	Request
£5,000 - £75,000	£ <input type="text"/>	£ <input type="text"/>

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

DEMONSTRATION

- Select whether Demonstration cover is to be added or removed

Demonstration Add <input type="checkbox"/> Remove <input type="checkbox"/>
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- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

POLICY CANCELLATION

- Enter the date the cancellation is required.

Policy Cancellation

Policy end date:

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

CHANGE OF ADDRESS

- Enter the current address in respect of the driver or premises.
- Enter the new address in respect of the driver or premises.

Change of Home Address For the following driver	
Name: <input type="text"/>	
From: <input type="text"/>	To: <input type="text"/>
<input type="text"/>	<input type="text"/>
Postcode: <input type="text"/>	Postcode: <input type="text"/>
	<input type="text" value="Postcode"/>
Change of / add Premises Address	
From: <input type="text"/>	To: <input type="text"/>
<input type="text"/>	<input type="text"/>
Postcode: <input type="text"/>	Postcode: <input type="text"/>

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

CHANGE OF BUSINESS ACTIVITY

- Enter current Business Activity 'From'.
- Enter the new proposed Business Activity 'To'.

Change of Business Activity – Note some activities may incur an additional excess		
Please provide details of change		
	Add	Remove
Repossession	<input type="checkbox"/>	<input type="checkbox"/>
Collection & Delivery	<input type="checkbox"/>	<input type="checkbox"/>
Car Breaking	<input type="checkbox"/>	<input type="checkbox"/>
Recovery	<input type="checkbox"/>	<input type="checkbox"/>
Imported – Non High Performance	<input type="checkbox"/>	<input type="checkbox"/>
Imported – High Performance	<input type="checkbox"/>	<input type="checkbox"/>
American/Canadian	<input type="checkbox"/>	<input type="checkbox"/>

% of business activity %

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

GREEN CARD

For all Green Card requests the below fields are required to be completed:

- Policy Name and address as above
- Name and address of user of vehicle
- Valid 'From' 'To' (Max 30 days)
- Category of vehicle
- In accordance with the Policy
- Registration No
- Make of vehicle
- Vehicle Cover
- Countries travelling to

Green Card

Policy name and address as above: Y N

Name and address of user of vehicle: _____

Valid from _____ to _____ (Max 30 days)

Category of vehicle:

A. Car

B. Motorcycle

C. Lorry or Tractor

D. Cycle fitted with auxiliary engine

E. Bus

F. Trailer

G. Others

Type of Cover:

In accordance with the Policy: Y N Registration No. _____

Minimum cover in the country: _____ Make of vehicle: _____

Saloons/Estates

4X4s

Motorised/Attached Caravans

CVs to 3.5 tons

CVs to 7.5 tons

Motorcycles TPO

Motorcycles Full Policy Cover

Recovery Vehicle

MPVs

Vehicles in excess of 7.5 tons are not permitted

Countries you are travelling to, including those you are travelling through:

A - Austria <input type="checkbox"/>	AND - Andorra <input type="checkbox"/>	B - Belgium <input type="checkbox"/>
BG - Bulgaria <input type="checkbox"/>	CH - Switzerland <input type="checkbox"/>	CY - Republic of Cyprus <input type="checkbox"/>
CZ - Czech Republic <input type="checkbox"/>	D - Germany <input type="checkbox"/>	DK - Denmark <input type="checkbox"/>
E - Spain <input checked="" type="checkbox"/>	EST - Estonia <input checked="" type="checkbox"/>	F - France <input checked="" type="checkbox"/>
FIN - Finland <input type="checkbox"/>	GR - Greece <input type="checkbox"/>	H - Hungary <input type="checkbox"/>
HR - Croatia <input type="checkbox"/>	I - Italy <input type="checkbox"/>	IRL - Ireland <input type="checkbox"/>
IS - Iceland <input type="checkbox"/>	L - Luxembourg <input type="checkbox"/>	LT - Lithuania <input type="checkbox"/>
LV - Latvia <input type="checkbox"/>	M - Malta <input type="checkbox"/>	N - Norway <input type="checkbox"/>
NL - Netherlands <input type="checkbox"/>	P - Portugal <input type="checkbox"/>	PL - Poland <input type="checkbox"/>
RO - Romania <input type="checkbox"/>	S - Sweden <input type="checkbox"/>	SK - Slovakia <input type="checkbox"/>
SLO - Slovenia <input checked="" type="checkbox"/>	SRB - Serbia <input checked="" type="checkbox"/>	

Green Card covers EU countries only, incl Switzerland. The following countries are not covered:

AL - Albania	AZ - Azerbaijan	BIH - Bosnia and Herzegovina
BY - Belarus	IL - Israel	IR - Islamic Rep of Iran
MA - Morocco	MD - Moldova	MK - North Macedonia
MNE - Montenegro	RUS - Russia	TN - Tunisia
TR - Turkey	UA - Ukraine	

- Green Cards are also required for trailers
- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

OTHER

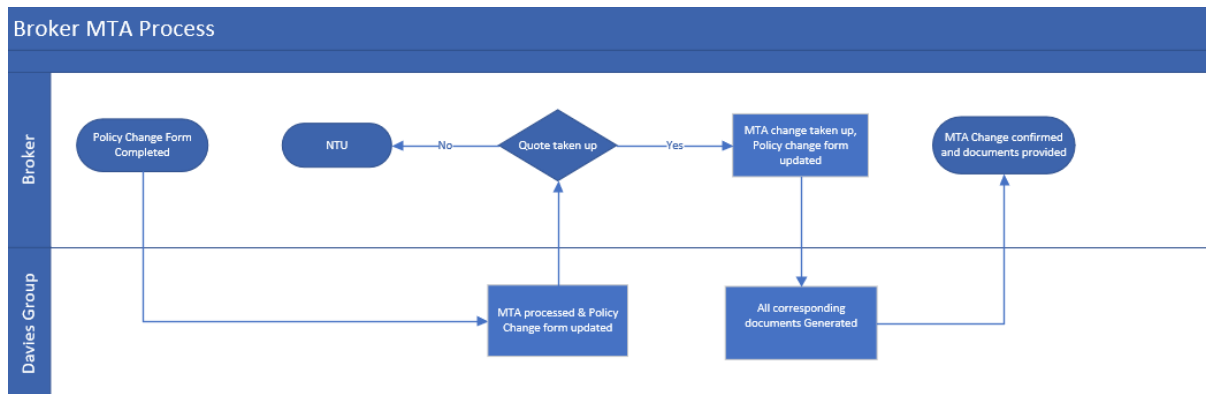
If any mid-term adjustment is required that has not been listed within the Policy Change form please provide all details of the change within the 'Other' box provided.

Other

- Complete the Broker MTA Request fields and send to TWS.PolicyAdmin@davies-group.com.

MID TERM ADJUSTMENT PROCESSING

The following is a breakdown of the full mid-term adjustment process between the Broker and Davies Group. The process identifies the requirements from both parties for the mid-term adjustment to be processed for as quicker turnaround as possible.



- Policy Change form completed identifying which mid-term adjustment is required
- Broker MTA Request section completed as part of the initial Policy Change form request. This forms part of the request process allowing the broker to sign off that the mid-term adjustment is required. Policy Change form emailed to TWS.PolicyAdmin@davies-group.com.
- Davies Group processes the Policy Change form and completes the 'For Insurers' Use Only' section confirming the changes relating to the mid-term adjustment. Email sent to Broker.
- Broker to review mid-term adjustment and if taken up completes the 'Broker agrees to Insurers' Offer' section within the Policy Change form and emails confirmation to TWS.PolicyAdmin@davies-group.com.
- Davies Group will create all corresponding documentation for the mid-term adjustment and send confirmation back to the Broker.

COMPLAINTS/QUERIES

Could you please send all complaints and queries outside of the mid-term adjustment process to TWS.PolicyAdmin@davies-group.com.

NO CLAIMS BONUS

Could you please send all queries relating to No Claims Bonus discounts to TWSNCB@davies-group.com.

MOTOR INSURANCE DATABASE (MID)

Could you please send all queries relating to the Motor Insurance Database to TWS.MID@davies-group.com.

CLAIMS

All new claims should be sent to TWS.newclaims@davies-group.com.

Correspondence and queries should be sent to TWSclaims@davies-group.com.