

# Terms of Business

February 2010

Police Mutual Assurance Society Limited (PMAS) is an incorporated friendly society, authorised and regulated by the Financial Services Authority. Police Mutual Insurance and Financial Services Limited (PMIFS) is a wholly owned subsidiary of PMAS, authorised and regulated by the Financial Services Authority. The registered office of PMAS and PMIFS is: Alexandra House, Queen Street, Lichfield, Staffordshire WS13 6QS.

Investment Choice is a service which gives you access to Fidelity FundsNetwork™.

Neither PMAS nor PMIFS provides any advice or recommendation on the investment funds available through the Investment Choice service. If you are in any doubt about the suitability of an investment please seek professional advice.

Investments offered through the Investment Choice service are intended to be long-term (5 years or more) investments and should not be considered a short-term (less than 5 years) commitment. What you will get back will depend on investment performance, nothing is guaranteed. Past performance is no guarantee of future performance. You may get back less than you originally invested because investment growth has not been enough to cover the charges. The value of your investment and any income from it can go down as well as up. Remember that your circumstances could change and you may have to sell the investments that are held in your account when their value is low. Full terms and conditions are available through Fidelity FundsNetwork™.

## Terms of Business for Police Mutual Insurance and Financial Services Limited (PMIFS)

1. These Terms of Business take effect immediately and will continue until they are superseded by any new Terms that may be presented to you.
2. PMIFS is authorised and regulated by the Financial Services Authority. PMIFS is listed on the FSA Register, our registration number is 313482 and our address is Alexandra House, Queen Street, Lichfield, Staffordshire WS13 6QS. You can check PMIFS's details on the FSA's register, by visiting their website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234.
3. Unless agreed otherwise, PMIFS will derive its income from commission paid to it by the companies with which it places business. You will be informed of the amount of commission earned by PMIFS in respect of any business placed upon your behalf.
4. Police Mutual Assurance Society owns 100% of the PMIFS share capital.
5. You or we may terminate these Terms of Business at any time, without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated which will be completed according to these Terms of Business unless otherwise agreed in writing. You will be liable to pay for any transactions made prior to termination and any fees outstanding, if applicable.
6. PMIFS is not authorised to handle client money and we cannot accept a cheque made payable to us (unless it is in respect to an item for which we have sent you an invoice), or handle cash.

7. If you have any complaint about the PMIFS service, please write to:

Police Mutual Insurance and Financial Services Limited  
Alexandra House  
Queen Street  
Lichfield  
Staffordshire  
WS13 6QS


or call: 0845 88 22 999†

PMIFS is a member of the Financial Ombudsman Service (FOS) and if we are unable to agree a settlement or fail to respond to your complaint within timescales set by the Financial Services Authority, you may complain directly to the FOS. Copies of complaints procedures are available on request.


8. Police Mutual Insurance and Financial Services Limited is a member of the Financial Services Compensation Scheme. Most types of investment business are covered for 100% of the claim to a maximum of £50,000. Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk/consumer](http://www.fscs.org.uk/consumer)
9. Your personal information is very important to us. We will endeavour to take all due care to protect this information. Some services may be provided to PMIFS by third parties, such as processing business or obtaining compliance or regulatory advice, which warrant the disclosure of more than just your basic contact details. You agree that personal information held by PMIFS may be disclosed on a confidential basis, and in accordance with the Data Protection Act 1998, to any such third parties. You also agree that this information may be transferred electronically, e.g. by email, and you agree that we, or any such third party, or PMAS and other companies in the PMAS group, may contact you in future by any means of communication which we consider appropriate at the time.


Product Providers and Investment Managers may administer your investments, any existing policies or investments you may have with them and provide other services, from centres in countries outside Europe (such as India and the USA) that do not always have the same standard of data protection laws as the UK. However, they are required to put a contract in place to ensure that your information is adequately protected, and they will remain bound by their obligations under the Data Protection Act even when your personal information is processed outside Europe.

10. We always endeavour to act in the best interests of our clients. However circumstances can arise where we or our other customers may have some form of interest in business being arranged for you. If this happens or if we become aware that there may be a conflict of interest, we will write to you to obtain your consent before we take any action on your behalf and we will set out the steps we will take to ensure fair treatment (further details of our fair treatment policy are available on request).
11. In accepting the terms of business in this document, you agree that we may change these Terms of Business without receiving your prior consent to do so where such changes are necessary for legal or regulatory purposes.
12. English law will be the basis of this contract, and the language in which this contract will be interpreted, and in which all communications will be conducted, will be English.

 Call us on:  
**0845 88 22 999†**  
(Monday–Friday,  
8.30am–5.30pm)

 Visit our website:  
**[www.pmas.co.uk](http://www.pmas.co.uk)**

 Write to us at:  
PMAS  
Alexandra House  
Queen Street  
Lichfield  
Staffordshire  
WS13 6QS

 Fax us on:  
**01543 305 349**

#### Important Information

For your security, all telephone calls are recorded and may be monitored.

†Calls provided by BT will be charged at up to 4 pence per minute at all times. A call set-up fee of up to 8 pence per call applies to calls from residential lines. Mobile and other providers' charges may vary. Police Mutual Assurance Society Limited is an incorporated friendly society, authorised and regulated by the Financial Services Authority. Police Mutual Insurance and Financial Services Limited is a wholly owned subsidiary of PMAS, authorised and regulated by the Financial Services Authority and is registered in England & Wales No 4560462. The registered office of each company is Alexandra House, Queen Street, Lichfield, Staffordshire WS13 6QS