



Stuart Alexander
INSURANCE AND RISK MANAGEMENT

NEW BUSINESS QUOTATION

CONFIDENTIALITY & COPYRIGHT

Our work is undertaken without obligation. We do however, have a right to protect our intellectual input and would ask that you note the following confidentiality clause:-

This statement sets out the terms upon which we have agreed to provide Insurance Broking services. The report we provide is an original work of Stuart Alexander Ltd and the information contained therein is confidential.

We agree to make the report available to you free of charge for the sole purpose of allowing you to evaluate its content.

The Report may not be disclosed to any Third Party, or reproduced in whole or part for their benefit.

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1. STATEMENT OF DEMANDS & NEEDS

You are a UK commercial business who requires insurance protection against liability for third party loss or damage arising out of your activities and / or your professional advice as a commercial business.

We recommend the enclosed programme as the insurance solution that meets your requirements.

2. MATERIAL FACTS REMINDER

Please remember that you are responsible on an ongoing basis to provide us with all the material facts relating to the insurance cover we have arranged on your behalf. Material facts are those, which are likely to affect the assessment and acceptance of the risks being insured. Failure to advise material changes at the earliest possible opportunity may mean that your cover is invalid. If you are in any doubt as to what facts are considered to be material then you should disclose them to us and we will advise. Please refer to your policy wording and if you have any doubts, concerns or are unable to comply with conditions and/or warranties please notify us immediately. Failure to comply with policy conditions and warranties could invalidate the policy cover.

3. INSURANCE PREMIUM SUMMARY

Insurance Premium Summary 2007 (as recommended by Stuart Alexander)

| Insurance | Premium (Excl 5%IPT) | Insurer |
|---|---|------------------------------|
| Commercial Combined (Including the following): <ul style="list-style-type: none">• Material Damage• Business Interruption• Professional Indemnity• Public & Products Liability• Employers Liability | Not Insured Not Insured £*****.00 £*****.00 £*****.00 | |
| TOTAL | ***** | Hiscox Insurance Company Ltd |
| | | |

4. PAYMENT DETAILS

Your premiums may be paid in one lump sum at policy inception or alternatively through a premium finance facility.

SAPF Ltd

Stuart Alexander offer a premium finance facility which enables premium to be paid over 10 months at a rate of 6% or over 12 months at a rate of 5.57%

The finance provider is SAPF Ltd which is a wholly owned subsidiary of Stuart Alexander Group Ltd.

5. POLICY BREAKDOWN

Commercial Combined

Insured: Medical Expertise Ltd
(plus cover for franchisees of Medical Expertise)

Address: The Octagon, Wellington College, Crowthorne, Berkshire, RG45 7PU

Business: Training – First Aid Franchiser

Premium: £**,***.00 (Excl 5% IPT)

Period Of Insurance: 12 Months from Date TBA

Insurer: Hiscox Insurance Company Ltd

1. PROFESSIONAL INDEMNITY

Limit of Indemnity **Premium (excl IPT @ 5%)**

£1,000,000 £**, ****.00

Excess: £500.00

Geographical Limits: Worldwide

Applicable Courts: Worldwide excluding claims bought in USA / Canada

Company Turnover: £***,000

Largest Contract size: £***,000

Plus Franchisee Turnover: £200,000 (approx)

2. PUBLIC & PRODUCTS LIABILITY

Limit of Indemnity Premium (excl IPT @ 5%)

£ 2,000,000 **£*,***.00**

Section Excess: £250.00

Geographical Limits: European Union

Applicable Courts: European Union

Company Turnover: £**,000

Plus Franchisee Turnover: £**,000 (approx)

3. EMPLOYERS LIABILITY

Limit of Indemnity Premium (excl IPT @ 5%)

£ 10,000,000 **£*,***.00**

Section Excess: £NIL

Geographical Limits: Worldwide

Applicable Courts: England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands

Turnover: £**,000 (2 x part time)

6. TERMS OF BUSINESS

ABOUT STUART ALEXANDER

Stuart Alexander Ltd (registered in England 02777604):

- Is an independent Insurance Broker. We place general insurance business with a range of insurers, underwriters, underwriting agents and sometimes other intermediaries.
- Is a member of the British Insurance Brokers' Association (BIBA)
- Is authorised and regulated by the Financial Services Authority. Our FSA Reference Number is 304279 which can be checked on the FSA website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

OUR PRODUCTS AND SERVICES

We offer advice on a wide range of general insurance products and risk management services. We use a range of insurers, although for certain specific risks we may use a limited number of insurers or in certain circumstances only one insurer. In the event we use a limited number of insurers or only one insurer, we would advise the customer accordingly prior to conclusion of the contact.

Our service includes:

- Advice and recommendations on risk exposures and insurance needs
- Arranging cover to meet requirements
- Help with ongoing changes
- Assistance on claims

For certain types of insurance we are authorised to issue policy documentation and/or handle claims on behalf of the insurers.

More information is available in our Corporate Brochure, a copy of which we will be pleased to send you on request. Alternatively, you can visit our web site at www.stuartalexander.co.uk or telephone your usual point of contact at Stuart Alexander.

INSURER SECURITY

We regularly check the financial strength of the insurers with whom we place business by reference to Standard & Poor's published Insurer Ratings. It should, however, be noted that the claims-paying ability of even the strongest insurers can be affected by adverse business conditions. We cannot, therefore, guarantee the solvency of any insurer or underwriter.

OUR REMUNERATION

We are normally remunerated for arranging insurance in the form of commission or brokerage paid to us by the insurers underwriting the insurance. We will disclose the amount, if asked.

However, we may agree to not receiving any payment from the insurer and instead charging you a fee. In this case, we will agree the amount of the fee with you and the amount will be shown in documentation we provide to you.

In the event of a policy being cancelled mid term, and not replaced by another policy, we may deduct our commission from any premium rebated by the insurers to cover administration costs.

We may also receive benefit from:

- Earnings due to the underwriting performance of our account with certain insurers
- Providers of premium financing facilities where, with your agreement, we have made such arrangements on your behalf.

CLIENT MONEY

Client money is money of any currency that we receive and hold in the course of carrying out insurance mediation on behalf of clients.

For certain insurers our agency agreement with them allows us to hold the premiums you pay, as agent of the insurer but where an insurer does not allow us to act as agent we will hold your premiums as client money in a statutory trust account in accordance with the FSA client assets sourcebook.

Holding your premiums in a statutory trust account means we will not use your money to pay another clients premium to insurers.

It is deemed we have your consent that any interest or exchange gains earned on client money held by us will be retained by us.

We may transfer client money to another broker for the purpose of effecting the transaction where we have used another broker to place the insurance on your behalf.

METHODS OF PAYMENT

We are responsible for issuing invoices detailing premium, taxes and fees (if applicable) for all new and renewals and mid term alterations.

You are responsible for paying promptly all invoices to enable us to pay your insurer in respect of your insurances within the credit terms imposed upon us by insurers. Please note that we have no obligation to find any premium, taxes or fees (if applicable) on your behalf and we have no responsibility for any loss you may suffer as a result of insurers cancelling the insurance or taking any other prejudicial steps as a result of late payment where it is substantially attributable to you.

We normally accept payments by cheque or BACS. It may, however, be possible to spread payments through insurers' instalment schemes or a credit facility with Stuart Alexander Premium Finance.

We will give full information about premium payment options when we provide quotations.

CONFIDENTIALITY

All information provided by our clients is treated as confidential and only disclosed in the normal course of negotiating, arranging and administering your insurance.

With a few exceptions, for example information requested by a court, a regulatory body, or information which is already in the public domain, we will not release information to any other party without your consent.

Stuart Alexander Ltd is registered under the Data Protection Act 1998.

CHANGES TO YOUR COVER

We will normally deal with requests to increase or amend your insurance cover on the day your instructions are received, or the next working day if a weekend or public holiday. Sometimes changes cannot be processed without obtaining additional information. If additional information is required we will contact you as quickly as possible.

We will confirm changes to your policy, once agreed, in writing. We will also advise you of any extra premiums you must pay or premiums we must return to you.

Please note instructions sent by post, electronic mail or fax are not deemed to be received until they reach the relevant personnel in our offices; we cannot accept responsibility for failures in the postal, electronic or telecommunications systems.

DOCUMENTATION

Our aim is to produce documentation and correspondence in a clear and understandable format. In the event of any uncertainty we would ask you to let us know immediately. Our staff are always happy to clarify the cover provided.

You should check all policy documentation issued by insurers to ensure that the details are correct and the cover provided meets with your requirements. Any errors should be notified to us immediately.

We may keep certain documents, such as insurance policies or certificates, while we are awaiting full payment or premiums, fees or administration charges, or if you ask us to do so. In these circumstances we will ensure that you receive full details of your insurance cover and provide you with any documents which are required by law.

TRANSFERRED BUSINESS

If we take over the servicing of insurance policies which were originally arranged through another insurance broker or intermediary we do not accept liability for any claim arising out of the advice given by that broker or intermediary, nor for any errors, omissions or gaps in your current insurance protection.

We would ask you to contact us without delay should any aspect of a policy which has been transferred to us cause you concern or if you need an immediate review. Otherwise we will endeavour to review all transferred policies as they fall due for renewal.

COMPLAINTS PROCEDURE

Should you need to complain then please contact the Compliance Manager at Stuart Alexander, Fountain House, 130 Fenchurch St, London EC3M 5DJ, tel; 020 7335 0111, fax; 020 7294 0115.

Your Complaint will be acknowledged within 5 working days of receipt. You will also be advised of the name of the person dealing with your complaint and when you can expect to receive a response. We will normally be able to respond in writing within 4 weeks but sometimes the time scale can be longer if the complaint is complicated or information is required from a third party. We will inform you within 4 weeks if this is the case.

Should we be unable to satisfy your complaint or resolve within 8 weeks of receipt you may be entitled to refer the matter to the Financial Ombudsman Service.

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FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Service Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This will depend on the type of business and the circumstances of the claim.

Further information is available from the FSCS.

OWNERSHIP

Stuart Alexander Ltd is an independent insurance intermediary ultimately controlled by AXA UK plc.

LAW AND JURISDICTION

This Terms of Business agreement sets out the terms of our relationship with you and is governed by and construed in accordance with English Law and any dispute arising under it shall be subject to the exclusive jurisdiction of the English Courts.

Unless otherwise agreed between us in writing no terms of this agreement is enforceable under the Contracts (Rights of Third Parties) Act 1999.

For the avoidance of doubt, the limit of the Company's liability will be limited to €1,000,000 in any one circumstance.