SOCIAL HOUSING LANDLORD LEGAL & RENT GUARANTEE INSURANCE (LLRG)
NICE 1 LIMITED (Nice 1)
TERMS OF BUSINESS FOR CREDIT PURCHASERS

Nice 1 Limited (Nice 1) is registered in England under company No 6082902. Registered Office: Nice 1 House, Broad Lanes, Bilston, West MidlandsWV14 0RQ. Nice 1 Limited is authorised and regulated by the Financial Conduct Authority. FCA Reference Number (FRN) is 650309 and is a party to this agreement with "You, Your, Our, Us" which mean the Purchaser (as signed for at the end of these terms) agreeing to these Terms of Business for you and your staff members.

The purchaser's confirmations:

1. We confirm that these Terms of Business will be read in conjunction with other Nice 1's Terms & Conditions and policies as listed on its online portal.
2. We agree that all insurance policies are provided on a non-advised basis by Nice 1 i.e. we are responsible for deciding if the policy is suitable for our needs.
3. We agree to the administrative process below and confirm that premiums for policy purchases from Nice 1 by us are to be paid for within 21 days from the date of purchase.
4. We confirm that all participating staff members will be advised of these Terms of Business and the Administrative process outlined below.
5. Invoices will be issued in our name per policy purchase to our staff member that purchased the policy, and it will be that staff member's responsibly to obtain all of our approvals to enable prompt payment.
6. We understand that Nice 1 does not process claims for insurances, these are processed by an insurer's appointed claim handler listed within the policy wording.
7. To avoid issues with queries, in the first instance we will email our queries to support@nice-1.co.uk and provide our contact details including phone number and email address to which Nice 1 should respond.
8. All staff members that have logins are authorised to purchase policies on our behalf.
9. If we make errors on an application and require Nice 1 to make amendments "after the event" there will be an administration fee of £50 payable, which will be invoiced automatically in line with clause 5. above. Landlords will be responsible for fees if they require changes.

Administrative process (key point overview)

Policies are purchased by members of our staff who have a login to the Nice 1 online portal i.e. only after we have already agreed to these Terms of Business, which enable logins to be provided. In this context purchase means the date that our member of staff has completed an application for a policy and requested that it should be made live/created.

Full landlord and tenant details are entered on the application after logging in.

Once a policy is purchased, our staff member will receive an email attaching the respective invoice, General IPID, The Policy Schedule and the Policy Wording.

The Policy Schedule is part of the contract in conjunction with the policy wording and demonstrates who owns the policy i.e. the landlord, for what benefit and for which policy etc. It is an important document when making claims.

The Policy Wording describes in detail the policy cover and conditions.

The member of staff that purchased the policy and received the invoice for it, is responsible for ensuring that the purchase invoice is approved for payment and that payment is made within 21 days of purchase. If payment is not received on time, we accept that the insurer may not hold cover i.e. if the landlord makes a claim, it may not be honoured.

That member of staff will also be responsible for forwarding the policy documentation to the landlord. In order to ensure that our landlord has the cover that we intend, the Nice 1 platform will automatically issue polite weekly reminders of the need to make payment, and these will be sent to the member of staff that made the purchase up to the 21 days. If payment has been made, we will ignore these reminders.

We will be invoiced for policy purchases individually to ensure that there is no “double billing”; therefore, our accounts department will always ensure that the appropriate invoice numbers accompany payments to Nice 1. Premium payments will be sent to:
Nice 1 Limited Client Account
Sort Code: 20-90-08
Account Number: 93331105

Nice 1’s confirmations:

1. All information supplied by you to Nice 1 will be treated as confidential between you and Nice 1’s staff in accordance with our privacy policy; therefore, it will only be used to facilitate insurances purchased by you or if we are required to disclose it by law.
2. Nice 1 will endeavour to respond to all queries within 24 hours; however, it is not responsible for processing claims, even so, we will try to assist you with general queries.
3. Nice 1 will issue all policy documentation and the respective invoice to your staff member that purchased the policy on the day that the policy is made live (purchase date).

4. Nice 1 will not charge the purchaser with any additional administration fees, unless agreed between the two parties in writing and signed by both parties as an addendum to this agreement.
5. Nice 1 will endeavour to provide staff login details within 24 hours of receiving agreement to these terms (please list those requiring a login at the end of this agreement). Similarly, if new users are required Nice 1 will endeavour to keep to the same timescale and if users are to be deleted.