



Guide to being an Commercial Introducer

We would like to welcome you to Select & Protect and Bonus from Aviva as a Directly Authorised Commercial Insurance Introducer. You will find all the details you need within this pack to help you get started and to gain immediate benefit from this service.

A Select & Protect Bonus Introducer Agency offers you:

- Hassle-free sales to clients – Aviva undertake the full sales process
- No complex compliance requirements
- Generous commission payments – for the lifetime of the policy
- A choice of methods for passing customer details to us
- Assurance that Aviva, the UK's leading insurance provider underwrite all the commercial insurance contracts
- A widely acknowledged and award winning customer service proposition both to you and your clients

Your responsibilities

As a Directly Authorised Commercial Insurance Introducer, you will be introducing business to us acting under your own FSA authorisation. You are responsible for maintaining FSA authorisation for all of your activity in performing this function and in doing so you are responsible for working in accordance with the FSA rules. If at any time you cease to have authorisation from the FSA for 'Arranging (bringing about) deals in investments', you must cease introducing to us immediately and advise us accordingly.

Introducing a Client to Select & Protect and Bonus from Aviva - 5 simple steps...

1. Establish if the customer is interested in receiving a quotation for insurance.
2. Pass to the customer a product leaflet with the following details clearly shown in the space provided:
 - Your name, in the form that has been used on the FSA register. If you are unclear, you will be able to look up this information at www.fsa.gov.uk/register
 - Your address (head office or principal place of business if there is more than one location)
 - Your FSA status, in the form "[Your name] is authorised and regulated by the Financial Services Authority".
3. Obtain the customer's consent to pass their contact details to Select & Protect.
4. Pass us the customer's details through one of the methods shown below:
 - You can telephone the client's details to us on 01702 440150 during office hours
 - You can fax the client's details to us on 0845 3456 801 using the appropriate form – download the Fax-Back Submission Form located in the Commercial area of our website www.select-protect.co.uk
 - You can submit the client's details to us on line by completing the simple submission form and clicking on the submit lead button located in the Commercial area of our website www.select-protect.co.uk
5. A representative of Aviva based within Select & Protect will then contact the customer at the time advised on your notification to discuss the commercial insurance product range and appropriate product to your clients needs. If the customer purchases cover, confirmed policy details will be forwarded to you within a few days. We will pay you 12.5% of the premium (less IPT at the current rate) for the lifetime of the policy as long as the client continues to pay the premium and you hold a valid Introducer agreement with us.