



wpa.org.uk

INTERMEDIARY APPLICATION FORM

Private & Confidential

Effective from July 2011

Office Use Only

Payment received: Yes No

Date:

This form is for independent Intermediaries authorised by the Financial Services Authority (FSA).

Please make sure that you complete all sections of this form in full, then sign the declaration. Return your fully completed application and the accompanying documentation, including your administration fee cheque, in the freepost envelope provided or to the following address:

Mediation Team, WPA, Rivergate House, Blackbrook Park, Taunton, TA1 2PE.

This form is processed electronically, please complete in **BLACK CAPITAL** letters, and mark the boxes as shown:



Introduction

Thank you for your interest in arranging or continuing an Intermediary agreement with WPA. The following document is an in-depth application to enable WPA to consider your company as a recognised independent Intermediary for the sale and promotion of WPA and WPA Protocol Plc healthcare schemes. Please take the time to read through this document and ensure that all sections are fully completed before returning your application.

All Intermediaries recognised by WPA must be authorised and regulated by the Financial Services Authority (FSA) and have appropriate FSA authorisations.

WPA is looking to work closely with a range of Intermediaries to adopt mutually satisfying practices and build relationships via two-way feedback, intelligent conversations and a sensible approach to quotation requests. The focus is on quality rather than quantity, effective communication and ultimately developing strong, positive relationships to the joint benefit of both parties.

Important information

It is your responsibility to comply with FSA, Data Protection Act (DPA) and anti-money laundering regulations at all times.

Administration

An administration fee of £175 is charged to all new applicants requesting recognition by WPA to introduce new business to the Association. (Sub offices of a company presently holding a WPA Intermediary agreement are required to apply for a separate agreement and the associated administration fee is applicable.) The fee is returned when the Intermediary has generated 12 or more new contracts to WPA, or new premium income in excess of £5,000 within the first 12 months of the agreement becoming active.

New and transferred WPA business linked to an Intermediary where commission is payable will only be accepted where an Intermediary agreement has been completed and written authorisation has been issued by WPA.

Commission

Your commission will accrue on a monthly basis and is paid by direct credit. You will receive a remittance advice each month detailing the commission that has been paid and the policies it relates to.

Peace of mind guarantee

If within 14 days of returning your signed agreement contract you would like to reconsider your WPA Intermediary status, WPA will refund your administration fee in full.

wpa.org.uk – iZone

iZone is an online secure area specifically for Intermediaries. This web portal enables you to access information about WPA and your customers 24/7 and includes access to:

- ✓ Complete online sales for both individuals and corporate policies on behalf of your customers.
- ✓ Track new business – easily view the application status of any individuals/corporate policies you have joining WPA.
- ✓ Prepare quotes – WPA's quote system can be downloaded to your own desktop.
- ✓ View existing business – both individuals and corporate policies.
- ✓ View renewals pending.
- ✓ Maintain your own Intermediary details including contacts.
- ✓ View renewal invoices for all of your customers, amend these by tailoring policy options, view and send out revised terms.
- ✓ Agree your new Terms of Business.

Once your Agency with WPA is live you will be able to start using this portal immediately by registering online at <https://www.wpa.org.uk/register/register.aspx>. If you have any queries regarding your registration, please direct these to website@wpa.org.uk or phone **0800 783 0 784**.

WPA has invested time and resource in developing our on-line support to Intermediaries. Once your agency is activated, WPA will issue your commission statements on-line and will endeavour to keep you up-to-date on market news and WPA updates via e-mail.

Telephone calls may be recorded for security purposes and monitored under our quality control and security procedures.

Thank you for your interest in WPA. Should you have any questions or concerns in relation to this application, please phone **0800 783 0 784**, or alternatively e-mail admin@wpa.org.uk

1 COMPANY DETAILS

Company name

Company address

Postcode

Telephone number

Fax number

E-mail address – in **BLOCK CAPITALS**

Registered head office
(if different from above)

Postcode

Telephone number

Fax number

E-mail address – in **BLOCK CAPITALS**

Does your company hold another Intermediary agency with WPA, either at this address, a separate address or in another name? YES NO

If YES list other Intermediary agency number(s)

Please give details of other professional organisations you are a member of, including your membership number (e.g. AMII, PIA, IIB)

Does your company hold a current notification with the Information Commissioner's office under the DPA 1998? YES NO

Financial Services Authority Firm Reference Number (FRN)

ICO Registration Number

Companies House Registration Number

How many members of staff are there at your registered office?

What is your web address?

Does your company use the internet to conduct business? YES NO

Please state your company's annual turnover of new premium income for PMI £

Please state your company's annual turnover £

How long has your company been in business as an Intermediary?

 years

If your company has been established less than 12 months, please outline your proposed business plan and the experience you have in relation to the sale and promotion of general insurance products and companies whose private medical insurance products you are authorised to promote.

Do you actively sell and promote PMI?

 YES NO

How long have you actively been selling PMI?

 years

What percentage of your business generated is PMI?

 %

Have any applications for an agreement with any other insurance company been declined or any agreements cancelled?

 YES NO

If YES please give details:

If you are not an authorised person regulated by the FSA you must have Appointed Representative status. If this applies please supply details of the FSA Authorised Person permitted to carry out regulated activities with whom you have a contract.

Company name

Company address

 Postcode

Telephone number

E-mail address – in **BLOCK CAPITALS**

Please give details of any criminal convictions held by, or adverse regulatory findings against, directors, signatories, staff or any persons acting on your behalf (other than for minor road traffic offences) not treated as spent convictions under the Rehabilitation of Offenders Act 1974.

3 CONTACT DETAILS – Please state the main contact names and their direct contact information for the following.

Senior contact at your company

Name

Direct contact telephone number

E-mail address – in **BLOCK CAPITALS**

Large corporate PMI and Trust contact

Name

Direct contact telephone number

E-mail address – in **BLOCK CAPITALS**

Small corporate PMI contact

Name

Direct contact telephone number

E-mail address – in **BLOCK CAPITALS**

Private client PMI contact

Name

Direct contact telephone number

E-mail address – in **BLOCK CAPITALS**

Cash plan contact

Name

Direct contact telephone number

E-mail address – in **BLOCK CAPITALS**

4 INDEMNITY INSURANCE PROVIDER – Please give details of professional indemnity cover below.

Name of insurer

Office of the insurer through which the cover has been taken

Policy number

Renewal date

Maximum limit of indemnity £

WPA require all Intermediaries who wish to market health insurance to be covered by Professional Indemnity Insurance and to have minimum cover of £1,000,000, maintained throughout the term of their WPA agency agreement.

5 DECLARATION

WPA reserve the right to amend the minimum level of professional indemnity required, subject to a 60 day notice period.

- I/We undertake to remain authorised and regulated by the Financial Services Authority and to inform WPA if this is removed for whatever reason.
- I/We undertake to comply with the Insurance Conduct of Business Source (ICOBS) book (set out in the FSA Handbook) for the selling of general insurance.
- I/We undertake to maintain in force cover in accordance with the requirement of the Association of British Insurers and to inform WPA if this requirement is no longer complied with.
- I/We agree that the company providing the professional indemnity cover shall be free to pass information on the cover to the Association of British Insurers/the Financial Services Authority.
- I/We declare that my/our status as an independent Intermediary is/is not being provided by another insurance company.
- I/We hereby apply to WPA for recognition as an Intermediary from whom WPA can accept business and understand that if accepted, we may be monitored on performance by WPA.
- I/We understand that following the successful completion of our application, WPA will issue terms of business and I/we will respond to this within 10 working days of receipt.
- I/We understand that the first 6 months of the agency going live will be a probationary period where I/we will be measured for activity levels. Activity will be measured against: Training (attending WPA training courses at WPA and/or organising training at your premises); relevant quotation requests to meet our joining criteria (made to WPA in an agreed format containing all required information); providing feedback in relation to WPA products and quotes and our position within the marketplace.
- I/We understand that if/once my/our agreement becomes active, I/we may be visited by one of WPA's representatives periodically to review my/our agreement and associated portfolio performance. **If 2 or more consecutive visits by a WPA representative are cancelled, WPA reserves the right to cancel this agreement.**

Signature

X X

Date

D D M M Y Y

Full name

Position

Please include the following documentation when returning your application:

- A photocopy of your data protection notification certificate from the Information Commissioner
- A £175** administration fee cheque payable to Western Provident Association Limited

****£175 administration fee:** Returned if you have generated over 12 contracts or new premium income in excess of £5,000 within the first 12 months of your agreement becoming active. Business transferred from other agencies or Intermediaries that have existing WPA contracts will not be categorised as new business.

Your Peace of Mind Guarantee: If within 14 days of returning your agreement contract you would like to reconsider your WPA Intermediary status, WPA will refund your administration fee without penalty.

Reference to statutes or codes shall include any statutes or codes that replace them.

CHANNEL ISLANDS ONLY: for Insurance Brokers, Independent Financial Advisors and Intermediaries.

WPA aims to achieve the highest possible standards of professional conduct. It looks to the Brokers and Intermediaries it deals with to reflect the same high standards.

WPA will seek verification of your registration with either:

- The Jersey Financial Services Commission under the Financial Services (Jersey) Law 1998;
- The Guernsey Financial Services Commission under the Insurance Business (Guernsey) Law 1986.

You will be regulated by them to achieve the minimum standards required for the conduct of business and compliance with the Codes of Practice issued by the relevant Financial Services Commission and applicable legislation including money laundering prevention legislation and guidance.

WPA expects Intermediaries to adhere to the highest principles of customer service. WPA reserves the right to inspect business referred from its Intermediaries on the Channel Islands to ensure the spirit of these principles is complied with.

Where an Intermediary acts on behalf of a company

You will have obtained and recorded:

- i) Evidence of the identity of the authorised signatories and directors of the company;
- ii) A copy of the Certificate of Incorporation of the company;
- iii) The company's latest audited accounts.

Where an Intermediary acts on behalf of a private individual

You will have obtained and recorded:

- i) Evidence of the identity of the individual;
- ii) Confirmation of their permanent address in the Channel Islands. Copy proof of identity has to be retained.

Reference to statutes or codes shall include any statutes or codes that replace them.

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Western Provident Association Limited

Head Office & Registered Office: Rivergate House Blackbrook Park Taunton Somerset TA1 2PE
Telephone: 01823 625270 Website: wpa.org.uk Registered in England No. 475557 VAT No. 567 6817 88
Telephone calls may be recorded for an accurate record of discussions. WPA is authorised and regulated by the
Financial Services Authority (FSA). The FSA website may be checked at fsa.gov.uk/register/home.do for WPA
number 202608. 07/11238

