

Broker Partner Promise

What Motor Trade Solutions will do:

- Provide a service to the policyholder on behalf of the Broker Partner
- Action Broker Partner quote presentations and correspond /communicate with the policyholder
- Confirm in writing to the Broker Partner when we:
 - Provide a quotation / Are unable to provide a quotation
 - Issue Cover
 - Release the annual certificate
 - Cancel policy
 - Invite Renewal
 - Accept a renewal
 - Lapse a renewal
- Collect all premiums due and provide credit / instalments when applicable
- Handle all claims
- Action all amendments / adjustments as instructed by the policyholder
- Remit net commission due on a monthly basis (minimum commission value of £100. Amounts due build until the minimum value is reached)
- Will NOT contact clients with offers of other products, without permission

What a Broker Partner will do:

- Retain client ownership
- Ensure that all clients are provided with our Broker Partner telephone number of **08707 87 87 40**
- Authorise us to correspond / communicate/ deal with the policyholder
- Remain a point of contact in the event of a problem

Motor Trade Solutions can only allocate business to your Broker Partner account if we know that the client is contacting us having been referred by yourself. Please ensure that the client calls us on **08707 87 87 40** and knows YOUR trading name and town.

The Broker Partner Promise should be read in conjunction with the Motor Trade Solutions “Terms of Business Agreement” or as amended by future revisions.