

## The Veterinary Defence Society Limited Terms of Business

This Terms of Business document sets out the basis on which The Veterinary Defence Society Limited will provide insurance services to you. This is an important document and you should read it in full. You should retain a copy of this document as you may wish to refer to it again at a future date.

### About us

The Veterinary Defence Society Limited ('VDS'), trading as VDS Insurance, is a mutual insurance company who provides insurance to its members against claims arising from allegations of professional negligence and cover for representation costs in criminal and/or disciplinary proceedings.

### Our details

The Veterinary Defence Society Limited (trading as VDS Insurance) is registered in the UK, no. 2159441. Registered office 4 Haig Court, Parkgate Industrial Estate, Knutsford, Cheshire, WA16 8XZ. Telephone +44 (0) 1565 652737, Fax +44 (0) 1565 751079 Email [admin@thevds.co.uk](mailto:admin@thevds.co.uk)

### Our regulatory status

The Veterinary Defence Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and regulated by the Central Bank of Ireland for conduct of business rules.

### How we charge

The charge for our service is the premium (including, where applicable, Insurance Premium Tax or any Irish government levy). This premium will be shown on our Invoice.

### Data Protection

Personal data will be used and shared for insurance administration purposes, including underwriting, claims handling, reinsurance and fraud prevention. Your personal data will also be used for market research, customer satisfaction surveys and data analytics. We will retain it for these purposes in line with our data retention policy. The legal purposes for processing your data is for the performance of a contract of insurance and legitimate business interests. Full data protection details can be found in our Privacy Notice on our website at [www.thevds.co.uk](http://www.thevds.co.uk)

### Conflicts of interest

It is our policy to maintain appropriate administration structures to ensure that the potential for any conflict of interest is avoided as far as possible.

### Default

Non-payment of your premium or part thereof (including where you are using our Direct Debit option) or a breach by you of certain conditions of your policy may lead to your policy being revoked or cancelled, in accordance with the terms set out in your policy.

### Complaints

We aim to deliver the very highest standards of customer care. If you have any feedback or complaint, please contact, with your policy details: The Company Secretary, The Veterinary Defence Society Limited, 4 Haig Court, Parkgate Industrial Estate, Knutsford, Cheshire, WA16 8XZ. Telephone +44 (0) 1565 652737 between 9.00am and 4.30pm Monday to Friday (except Bank Holidays), or email us at [admin@thevds.co.uk](mailto:admin@thevds.co.uk)

If your complaint is not resolved to your satisfaction and you remain dissatisfied with our final response to your complaint you may be able to refer your complaint to the Financial Ombudsman Service (FOS), at the following address:

- Financial Ombudsman Service, Exchange Tower, London E14 9SR.
- **Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) **Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- **Telephone:** 0800 023 4 567 (calls to this number are free on mobile phones and landlines) or 0300 123 9 123 (calls to this number cost no more than calls to 01 and 02 numbers).

Please note that for commercial customers (which includes our UK policyholders) the FOS will only consider your complaint if you are:

- a 'micro-enterprise' (an enterprise which employs fewer than 10 persons and has a turnover or annual balance sheet that does not exceed €2 million)
- a charity which has an annual income of less than £1 million at the time you refer the complaint; or
- a trustee of a trust which has a net asset value of less than £1 million at the time you refer the complaint.

### Compensation

If we are unable to meet our obligations to you, you may be entitled to compensation from the Financial Services Compensation Scheme. This depends on the legal structure of your practice and the circumstances of the claim. For further details please visit [www.fscs.org.uk](http://www.fscs.org.uk)

### Effective Date

This Terms of Business document is effective from 1 July 2020.