

Car insurance – cancellation fees and other charges

All of the fees shown in these tables are non-refundable.

1) The fees in this table apply if your quote was provided **after 5 November 2020**.

	Fee(s) applicable for transactions via our contact centre	Fee(s) for any transactions using your personal online account	Additional fee(s) charged by your insurer
Intermediary services fee We charge this fee to cover the cost of arranging your policy. This fee is included in your premium when you buy your policy.	£50	£50	No charge
Contact centre set up fee We charge this fee to cover the cost of setting up your policy via our contact centre.	£20	No charge	No charge
Mid-term adjustment fee We charge this fee to cover the cost of servicing your policy when it needs to be changed, such as for a change of address or vehicle.	£30	£10	Ageas Motorguard - £7.50 Ageas EYD - £7.50 Markerstudy - £10 Aviva - £10 No additional fees for other policies.
Administration fee and time on risk (TOR) within 14 day cooling off period We charge this fee if your policy is cancelled within 14 days of the date you buy it to cover the costs of setting up your policy and cancelling it. We will charge the fee if you cancel before the cover begins. Some insurers require a minimum payment for your time on risk.	n/a	n/a	The following insurers make a minimum charge for TOR: Premier - £15 Markerstudy - £25 There are no additional fees for other policies.
Cancellation fee after cooling period We charge this fee if your policy is cancelled more than 14 days after you bought it.	£35	£35	No charge
Policy termination fee We charge this fee if we cancel your policy as a result of incorrect information being provided to us.	£35	n/a	No charge

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	Fee(s) applicable for transactions via our contact centre	Fee(s) for any transactions using your personal online account	Additional fee(s) charged by your insurer
Contact centre set up fee We charge this fee to cover the cost of setting up your policy via our contact centre.	£20	No charge	No charge
Mid-term adjustment fee We charge this fee to cover the cost of servicing your policy when it needs to be changed, such as for a change of address or vehicle.	£30	£10	Ageas Motorguard - £7.50 Ageas EYD - £7.50 Markerstudy - £10 Aviva - £10 No additional fees for other policies.
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