

Croner Taxwise

Premier Protection

We are authorised and regulated by the Financial Conduct Authority (FCA). You are able to check our details on the Financial Services Register: <https://register.fca.org.uk>.

We only offer product from a single provider, Croner Taxwise Limited whose products are insured by Irwell Insurance Company Limited. We chose Croner Taxwise as our provider of this insurance due to their reputation in the market place, high standard of customer care in claims handling and their comprehensive Policy.

You will not receive advice from us. We will provide you with information on these products and you must then decide whether they meet your needs. We are not under a contractual obligation to conduct insurance mediation activities with a limited number of insurance undertakings. Upon request we will provide you with a list of undertakings from which we have made our selection.

We will provide a statement of the premium due along with details of any taxes and where applicable any fees that are due.



What is this type of insurance?

This policy insures you for any professional fees incurred in representing you in the event of an HM Revenue & Customs (HMRC) enquiry.



What is insured?

The policy covers any compliance check, visit or investigation by HMRC relating to your tax affairs.



What is not insured?

The key exclusions are fraud, criminal prosecutions, tax avoidance schemes, import VAT & duty or excise duties, deliberate omissions, any tax, fines, penalties or interest that you may be required to pay and any enquiries that commence prior to the commencement date of the policy.



Are there any restrictions on cover?

- Limit of indemnity is £100,000 for any one claim
- HMRC Code of Practice 8 (provided fraud is disproved) enquiries are subject to maximum of £15,000.
- Judicial Review is subject to a maximum indemnity of £5,000.



Where am I covered?

Any insured incident must arise within the United Kingdom of Great Britain and Northern Ireland, excluding the Isle of Man and the Channel Islands.



What are my obligations under the policy?

You must provide us with honest, accurate and complete information and inform us without delay of any changes in any situation. In the event of a claim, you must notify us as soon as possible.



When and how do I pay?

Please refer to the enclosed payment request form or contact us.



When does the cover start and end?

The policy start and end date will be agreed with you and shown clearly on your contractual documentation and insurance policy schedule.



How do I cancel the contract?

If you cancel your policy within the first 14 days of cover, or within 14 days of you receiving confirmation that cover is in place, whichever is the latest, we will provide you with a full refund of premium and your policy will be cancelled from inception. If you cancel after the first 14 days of cover, your policy will be cancelled from the date we receive your instructions and we will refund a proportionate part of the premium corresponding to the un-expired period of insurance. If a claim has been made against a policy then you have waived any rights of cancellation.



Contact Us

Telephone:

Email:

Tax Investigation Insurance

DEMANDS & NEEDS STATEMENT

It is important that before deciding to purchase a Croner Taxwise product you consider whether the insurance is appropriate for you. You should read through thoroughly all product literature before deciding to purchase. We are only providing information on a single insurance undertaking. You must decide whether the insurance is appropriate for you.

1. This product meets the demands and needs of any organisation or individual that requires:

- Protection against the unplanned cost of professional fees, incurred in dealing with HMRC enquires or disputes; and/or
- Peace of mind in knowing that you will not have to settle or absorb the escalating cost of continuing enquires; and/or
- Peace of mind in knowing that you will be represented professionally if challenged by HMRC.

2. The main benefits of this product are:

- Cover against the cost of professional fees incurred dealing with an enquiry or dispute with HMRC;
- The level of cover offered is likely to be more than sufficient to cover the cost of dealing with such enquiries/ disputes;
- The provision of cover will enable you to pay for the expertise required to represent you and defend your position in minimising your potential exposure and liability during an enquiry or dispute.
- Complimentary access to commercial legal advice.
- If you are in business, complimentary access to employment law and health & safety advice.

3. The main benefits of this product are:

The Croner Taxwise Policy provides cover for up to £100,000 of professional fees, for each claim in respect of:

- Self-Assessment Enquiries.
- Schedule 36 Interventions or inspections.
- VAT or PAYE Compliance Visits (where professional representation is necessary).
- Correspondence and disputes following a VAT or PAYE Compliance Visit.
- Status disputes.
- CIS disputes.
- National Minimum Wage enquiries.
- Inheritance Tax enquiries
- Gift Aid enquiries.
- Child Tax Credit enquiries.
- Special Civil Investigations opened under Code of Practice 8 (limited to £15k and provided fraud is disproved).
- Stamp Duty Land Tax enquiries.

A copy of the full Policy Wording is available on request (conditions and exclusions apply).

4. Policy Provider

The insurer in respect of this product is Irwell Insurance Company Limited who is authorised by the Prudential Regulation Authority (PRA) and is regulated by the Financial Conduct Authority (FCA) and the PRA (Financial Services Register number 202897) to conduct general insurance business under sections 13 & 17. Croner Taxwise Limited is authorised and regulated by the FCA (Financial Services Register number 304970).

5. Policy Documents

On receipt of any policy documents issued to you, we strongly advise that you read the documents carefully as that documentation forms the basis of the insurance contracts that has been purchased. We will provide you with information on our products, you will need to make your own choice about how to proceed.

6. Disclosure

You are reminded that it is your responsibility to provide complete and accurate information to Insurers when you take out this insurance, throughout the life of the policy and when you renew this insurance. Failure to disclose information or any inaccuracies in the information you provide could result in your insurance being invalidated or cover not operating fully.

7. Complaints

If you have a complaint about our services, you should in the first instance register the complaint to us. If we cannot resolve your complaint straight away, we will acknowledge its receipt promptly and arrange for a senior manager to investigate the matter and provide you with a response. We will send you a final response or a holding letter within one week of receiving your complaint. Our final response will state whether we accept or reject the complaint, if we reject the complaint we will provide full reasons for doing so. If we cannot resolve your complaint with us, you are entitled to refer this to Croner Taxwise Limited or Irwell Insurance Company Limited and you may be entitled to refer to the Financial Ombudsman Service.

The relationship between us as an insurance intermediary and you as a customer is governed by English Law. If there is a dispute which cannot be resolved under our complaints procedures it will be dealt with in the Courts of England and Wales.

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.