

## Croner Taxwise

## Premier Professional

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 of our product literature before deciding whether to proceed. We are only providing information on a single insurance undertaking, Irwell Insurance Company Limited for Tax Investigation Insurance, and will not provide a recommendation on the suitability of any Insurance Policy. You must decide whether the insurance is appropriate for you. You will not have to pay us a fee for this service.

### **What is this type of insurance?**

The insurance will compensate you for your professional fees in representing your client in the event of an 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?**

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?**

- Monthly Direct Debit.
- Monthly declaration payable by BACS or cheque.
- Premiums can be collected directly from your clients by online, BACS or cheque.

### **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?**

Please contact us to notify of any cancellation. 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 any costs paid to you in respect of the claim will be deducted from the amount of premium rebate due. Commercial customers, who have agreed to the terms of the Two Year Agreement, waive any right of cancellation.

### **Contact Us**

Telephone: 0844 892 2473

Email: [hello@cronertaxwise.com](mailto:hello@cronertaxwise.com)

### 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
- Certainty that they will be represented by their accountant 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.
- Access for your firm to a Tax, VAT & Payroll Advice Line, at no extra charge, Monday to Friday, 9am to 5pm, to provide you with expert advice on any direct or indirect UK taxation query.

### 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

We welcome any feedback - positive or negative - so that we may improve our services to clients. Consequently, if you are dissatisfied with our service with regard to any aspect, including any element of the insurance indemnity or a claim resulting there from, we would ask you to write to us:

**In writing** - Managing Director, Croner Taxwise Limited, Croner House, Wheatfield Way, Hinckley, Leicestershire, LE10 1YG.

**By phone** - 01455 639110.

If you cannot resolve your complaint with us, you may be entitled to refer the matter 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.