

Dear Sir/Madam,

Your e mail below refers.

In my capacity as Director of First2Protect Insurance Services Ltd I would respond as follows:

- 1) We do not offer a DCT facility. We sell via telephone as a fully advised service as an Appointed Representative of our FCA authorised principal.
- 2) In our opinion, DCT's are flawed in that they concentrate on price; quality and extent of cover is very much a secondary consideration.
- 3) We believe that the commercial arrangements for DCT's generally promote heavy discounting to get up the top of screen which involves increased excesses, removal of cover and also results in higher customer admin fees from the provider during the course of the policy to make up the commission sacrifice, plus an high premium increase at first renewal.
- 4) DCT do not automatically search the market at renewal.

I trust that this provides the answers as to why we currently do not seek business from DCT.

Malcolm Guest | GI Director - Insurance Services

First2Protect Insurance Services part of the LSL Property Services plc Group