

**REFUELLING QUESTIONNAIRE**

**COMPLETE THE FOLLOWING PAGES**

**Client Name:** \_\_\_\_\_  
(the policyholder that executes the contract of insurance)

**1. Annual Turnover**

What is your annual turnover? \_\_\_\_\_

*Alternatively delete as appropriate:*

Is your annual turnover in excess of USD1 million? Yes/No  
Is your annual turnover in excess of USD10 million? Yes/No

**2. Balance Sheet Total**

What is your balance sheet total? \_\_\_\_\_  
(total of all assets without any deduction for liabilities i.e. fixed assets and current assets)

*Alternatively delete as appropriate:*

Is your balance sheet total greater than USD5million? Yes/No  
Is your balance sheet total greater than USD10million? Yes/No  
Is your balance sheet total greater than USD20million? Yes/No

**3. Average number of employees**

Is your average number of employees during the coming year greater than 250? Yes/No (please delete as applicable)

**4. Operations inside the European Economic Area (EEA)**

Do you have business operations located in at least one of the following countries? Yes/No (please delete as applicable)

The EEA:  
Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

**To fulfill our regulatory obligations this section of the Proposal Form must be completed**

Responses to the enquiries herein may generate further questions

*If insufficient space provided please identify and attach separate sheet(s)*

Name	
Address	

Contact Name	
Telephone Number	
Facsimile Number	
Email	

Names / locations of airports serviced	
How many of your personnel work airside at each location?	
For how long have you been undertaking refuelling operations?	
Who are your main fuel suppliers?	
Who are your five main customers?	
What type of aircraft do you refuel?	

How many aircraft do you refuel annually split into	
Wide body	
Narrow body	
General aviation	
Rotor wing civil	
Military	
Do you refine fuel and refuel aircraft, or refuel aircraft only?	
What is your estimated gallonage / litreage for:- The next 12 months	
Refined	
Refuelled	
Avgas	
Jet Fuel	
The last 12 months	
Refined	

Refuelled	
Avgas	
Jet Fuel	
What percentage, if any, is in or supplied to the United States / US carriers	
Where is the fuel:- stored?	
collected from?	
Who is responsible for fuel storage?	
By what method is refuelling carried out / delivered to aircraft (underground / hydrant / bowser / specify if other)?	
Is any fuel supplied by:- self-service (credit card sales)?	
over the counter sales?	

<p>If refuelling is carried out by tanker how many are operated at each location (within airport confine only)?</p> <p>Is any distinction made to trucks carrying different fuels</p> <p>How frequently are such vehicles operated?</p>	
<p>If you operate any other vehicles airside / at the airport(s) specify what type, for what purpose and how many for each location.</p> <p>How frequently are such vehicles operated?</p>	
<p>Advise of any other equipment used in support of your refuelling operations.</p>	

Describe your quality assurance programme for both refining and refuelling including checks undertaken during the refining process. Is the same equipment used for the manufacture of all types of fuel?	
<p>If you have any contracts with dealers what checks are made on their equipment and procedures?</p> <p>Who undertakes such checks?</p> <p>How do you ensure that the latest technological systems are being used?</p>	
Is recurrency training of employees undertaken, by whom and is there a procedures manual?	
Advise what building(s) you occupy in support of your refuelling operation and if they are owned or leased.	
What is your refuelling revenue for the last 12 months?	
the next 12 months?	
If you have any other revenue sources please advise the revenue from each as above	

## SECURITY

What security arrangements / procedures are in place at each airport relating to your refuelling operations in the protection of persons and property?	
Who is responsible for such security? If not yourselves what control do you have over security arrangements?	
Describe your staff vetting procedures	

CONTRACTUAL

Do you (endeavour to) adhere to standards terms of business with supplies / customers? Provide copy	
What is your contractual relationship with your five main customers / suppliers in terms of liability / indemnity / insurance?	
Do you sub-contract any work? If yes provide details including the contractual basis in terms of liability / indemnity / insurance	
Are there any other parties with whom you enter into contracts containing liability / indemnity / insurance provisions? If so provide details of the contract party and the contract terms.	
Is refuelling carried out under the Tarbox agreement?	
If you refuel military aircraft what is the contractual basis?	

CLAIMS

<p>Arising from your aircraft refuelling operations          Provide details of any accidents / losses, or claims made against you for the last five years arising from the operations described above (insured or otherwise) including amounts(s) (being) claimed and the claimant(s).</p>	
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## Material Information

### Your Duty to Make a Fair Presentation

**“Material Information”** means all information that would influence an insurer in determining whether to accept the risk and, if so, the premium, terms and conditions to be applied. If you are in doubt as to whether information might be relevant to an insurer’s determination, we would advise that you disclose it.

By statute, you are required to make a fair presentation of the risk you are seeking to insure to your insurer. To make a fair presentation of the risk you must either (1) disclose all Material Information that you know or ought to know or (2) provide insurers with sufficient information to put them on notice that they need to ask you further questions to reveal all the Material Information. You should keep in mind that this is not meant to result in a two stage process where you provide insurers with a little information and they ask all the questions. This second limb will only apply where you have tried, but failed, to provide all Material Information and can show that you have given the insurer a good base on which to ask the further questions.

You will be deemed to know all Material Information that is known to your senior management or those responsible for arranging your insurance, and which should reasonable have been revealed by a reasonable search. Your search will need to include information which is held by other persons such as your agents (for example, your insurance broker). We are not required to provide you or insurers with any information that we have received (i) from anyone other than you or your representatives or (ii) otherwise than directly in connection with the particular contract of insurance we are placing for you. Any losses you suffer as a result of any related non-disclosure or misrepresentation will be your responsibility.

Failure to disclose all Material Information or misrepresenting circumstances could result in the terms of your insurance contract being rendered void (so that claims are not paid and there is no cover), terms being amended or insurers reducing any claim(s) paid in proportion to the increased premium that would have been charged had the true position been known. Insurers may also have a right to recover all or part of any claim payments made.

The disclosure obligations outline above will arise:

**Before the policy is entered into** – Therefore, if you become aware that information that you have supplied prior to confirmation of your insurance cover was incorrect or incomplete, you should tell us immediately; and

**After the policy is entered into** – The duty to make a fair presentation is re-imposed when there are changes or variations in cover, when the insurance contract is renewed or extended and when you make a claim. In addition, changes which substantially increase, or fundamentally alter the risk or relate to compliance with a warranty or condition in the insurance contract, must be notified at once. Some insurance contracts also contain an express obligation to notify any change in risk. You need to ensure that you are familiar with the terms of your policy and have taken any advice you require to understand the implications.

**Declaration**

I hereby declare that to the best of my knowledge and belief, the particulars and answers herein are true and correct and that I have not knowingly withheld any information which would influence the decision of the underwriters in regard to this proposal.

Name: .....

Signature: ..... Date: .....