

PROPERTY OWNERS PRODUCT SUMMARY



THE KEY TO
PROPERTY OWNERS COVER

Property Owners Insurance Policy

Please read this document carefully. Full terms, definitions, clauses, conditions and exclusions can be found within the Policy Booklet.

The Property Owners policy is underwritten by U K Insurance Limited, an Insurance Undertaking, and will run for 12 months or as shown on the schedule.

Full details of any Endorsements or Excesses that may apply will be shown in the Policy Schedule and Policy Booklet.

You are under a duty to make a fair presentation of the risk to us before the inception, renewal and alteration of your policy.

This means that you must tell us about and/or provide to us all material information or tell us and/or provide to us sufficient information to alert us of the need to make further enquiries to reveal such material information. This information needs to be provided in a clear and accessible manner.

Material facts are those which are likely to influence us in the acceptance of the terms or pricing of your policy. If you have any doubts as to whether any information is material you should provide it to us.

Failure to disclose any material fact may invalidate your policy in its entirety or may result in your policy not responding to all or part of an individual claim or class of claims.

In order to comply with your duty to make a fair presentation you must also have conducted reasonable searches for all relevant information held:

- within your business (including that held by your senior management and anyone who is responsible for your insurance); and
- by any other person (such as your broker, intermediary or agent or a person for whom cover is provided by this insurance)

If any changes in circumstances arise during the period of insurance please provide full details to the broker, intermediary or agent acting on your behalf.

Section 1: The Structure

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Available on "Specified Contingencies" basis with the option to include "Accidental Damage" Subsidence is available as an option in most cases	• Accidental Damage to underground service pipes and cables • Malicious Damage and Theft or attempted Theft by employees, tenants and other persons lawfully in the Premises – maximum £10,000 any one claim • Ground rent – up to 2 years whilst uninhabitable and up to a maximum of 10% of the Sum Insured • Public authorities • Professional fees reasonably incurred in the repair or reinstatement of the Premises • Capital Additions – up to 20% of Sum Insured or £2,000,000 whichever is less • Removal of Debris • Damage by Emergency Services – up to £50,000 in respect of any one claim • Contracting Purchaser's Interest	• Index Linking • Designation • Reinstatement of Sum Insured following a loss providing additional premium is paid • Excess – as per schedule • Roof Condition • Subsidence condition	Vacant or Disused Premises have the following Contingencies excluded after 90 days: • Malicious Persons; • Theft or any attempted Theft; • Escape of Water; • Leakage of beverages; • Accidental Discharge or Leakage of Automatic Sprinkler Installations due to freezing; • Accidental Damage to Glass, Sanitary Wear or Shop Fronts, unless the Policy is endorsed to the contrary. • Malicious Damage and Theft or attempted Theft by employees, tenants and other persons lawfully in the Premises (excludes any claim exceeding £10,000, up to £10,000 see Extensions) • Damage caused by riots, strikes, civil commotion or labour disturbances in Northern Ireland

Section 1: The Structure *continued*

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
	- Trace and Access – up to £50,000 in respect of any one claim - Subrogation Waiver against Parent or Subsidiary Companies, Tenants, Lessees and property managers - Workmen permitted to undertake certain alterations - Mortgage – interests of mortgagees, freeholders or lessors protected following increased risk - Drain clearance costs - Fire extinguishment Alarm Resetting and Expenses - Additional sprinkler upgrade costs – up to £25,000 - Loss of metered water and heating oil – up to £25,000 in respect of any one claim - Unauthorised use of Electricity, Gas or Water – up to £25,000 in respect of any one claim - Alternative accommodation costs whilst the residential Building or residential portion of the Building is uninhabitable up to 20% of the Sum Insured for 36 months from the date of damage - Day One (optional) up to 150% of Declared Value - Fly Tipping up to £25,000 in respect of any one claim - Removal of Nests up to £2,500 in respect of any one claim - Further Investigation Expenses - Removal of Tenants' Debris up to £25,000 any one claim - Temporary Removal of parts of the Premises for repair or cleaning - Loss of or Duplication of Keys up to £15,000 - Emergency Access damage up to £5,000 in any period of insurance - Archaeological Discoveries damage up to £50,000 any one occurrence - Obsolete Building Materials - Reinstatement to Match - Illegal Cultivation of Drugs - Involuntary Betterment - Gardening Equipment up to £10,000 any one claim - Tree Felling or Lopping costs up to £2,500 any one occurrence and in all in any one period of insurance - Removal of Vermin - Seventy-two Hours Clause - Inadvertent Omission to Insure up to £500,000 in the aggregate during any Period of Insurance - Newly Acquired/Newly Completed, Redeveloped or		- Damage to gates and fences caused by breakage or collapse of aerials, satellite dishes or falling trees - Damage to gates and fences caused by storm or flood unless there is Damage to structural parts of the Buildings at the same time - Damage caused by an explosion due to the bursting by steam pressure of a boiler, economiser or any other apparatus unless used for domestic purposes - Damage caused by storm or flood resulting from frost, subsidence, ground heave or landslip or attributable solely to changes in the water table level - In respect of Incombustible Reinstatement the first 10% of all costs is excluded - Damage caused by bursting of a boiler due to steam pressure other than in respect of engineering Damage - Property more specifically insured - Damage to glass, shop front glass and sanitary ware as defined under the General Definitions – other than by Fire, Lightning or Explosion - Damage to any particular piece of equipment or appliance by self-ignition, short circuit excess pressure etc. unless more specifically insured under the Policy Extensions Accidental Damage (if selected) Damage caused by: - Wear and tear, the action of light - Vermin or insects - Subsidence, landslip or ground heave - Corrosion, wet or dry rot, marring or scratching - Normal settlement or bedding down of new structures - Inherent vice, latent defect, gradual deterioration - Faulty or defective workmanship - Collapse or cracking of Buildings Subsidence, ground heave and landslip (if selected) - Damage caused to yards, car parks, roads, pavements, swimming pools, walls, gates and fences unless also affecting an insured building - Damage which originated prior to inception of cover

Section 1: The Structure *continued*

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
	- Refurbished Properties up to £500,000 any one premises - Debris Recycling Costs up to 25% of costs and expenses incurred in removal of debris - Energy Performance and Sustainable Buildings up to £50,000 any one claim - Third Party Failure to Insure – up to £1,000,000 any one premises including any payment under Section 4: Rent Receivable - Incombustible Reinstatement - Loss Minimisation up to £25,000 in total for all claims or series of claims, arising out of any one original cause. - Preservation of Undamaged Property - Privity of Contract up to £2,000,000 any one premises including any payment under Section 4: Rent Receivable		- Damage resulting from demolition, construction, structural alteration or repair of any property at the same premises - Damage resulting from groundworks or excavation at the same premises Damage caused by: - The normal settlement or bedding down of new structures - The settlement or movement of made-up ground - Coastal or river erosion - Defective design or workmanship or the use of defective materials - Fire, subterranean fire, explosion, earthquake or the escape of water from any tank apparatus or pipe

Optional Cover

Section 2: Landlords Contents

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Available on “Specified Contingencies” basis with the option to include “Accidental Damage” Subsidence is available as an option in most cases	- Temporary Removal – up to £50,000 - Replacement Locks – up to £25,000 - Tenants' debris Removal Costs – up to £25,000 in respect of any one premises - Loss of Oil and Metered Water – up to £25,000 in respect of any one period of insurance - Alternative Accommodation Costs whilst the residential Building or residential portion of the Building is uninhabitable up to £100,000 [for 36 months] - Documents up to £25,000 any one loss - Seventy-two Hours Clause - Malicious Damage and Theft or attempted Theft by employees, tenants and other persons lawfully in the Premises – maximum £10,000 any one claim	- Index Linking - Basis of Claims Settlement – reinstatement - Automatic Reinstatement of Sum Insured provided extra premium paid - Excess – as per schedule - Roof Condition - Subsidence condition	As shown under Section 1: The Structure, including Damage due to leakage of beverages from bottled stock

Section 3: Public Liability

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Legal liability to pay damages and associated costs in respect of: - accidental, death, disease or illness - accidental damage to material property - obstruction, trespass, nuisance or interference with air, light, water or way - wrongful arrest, detention, imprisonment or eviction, malicious prosecution or invasion of privacy Indemnity limit as shown in the Schedule Territorial Limits - The United Kingdom, the Channel Islands and the Isle of Man; - elsewhere in the world for visits in connection with the Business undertaken by You or Your directors or Your Employees normally resident in the UK the Channel Islands and the Isle of Man for performance of non-manual work (see also Worldwide Personal Liability Extension)	- Cross Liabilities - Motor Contingent Liability - Defective Premises Act 1972 - Compensation for Court Attendance connected to a claim (up to £750 per day for partner/director and £250 for each employee) - Additional Persons Insured - Worldwide Personal Liability - Contractors Contingent Liability - Contractual Liability - Health & Safety at Work Act 1974 - Corporate Manslaughter and Corporate Homicide Act 2007 (up to £1,000,000 in the aggregate and in any one period of insurance) - Environmental Statutory Clean Up Costs up to £100,000 - Leased or Rented Premises - Legionellosis up to £100,000 - Data Protection Legislation 2018		- Ownership of buildings not insured under Section 1 – The Structure - Ownership of land unless we have agreed to provide cover - Manual work away from Premises (other than collection or delivery or the erection or dismantling of estate agency boards and signs) - Injury or damage arising from any mechanically propelled vehicle or any vessel made to float on, in or travel through water, air or space - Professional negligence, wrongful or inadequate treatment, examination, prescription or advice given - Goods which You supply, install, erect, repair or treat - Cost of rectifying or replacing defective work - Pollution or contamination other than caused by a sudden identifiable and unintended and unexpected incident - Damage to anything supplied, installed or erected by You if such Damage is attributable to any defect therein - Environmental Statutory Clean Up Costs exclude the first £1,000 of compensation payable and fines or penalties of any kind - Legionellosis excludes the first £2,500 or 10% (whichever is the greater) of each and every claim; or any claim arising from an occurrence prior to the Effective Date stated in the Policy New Business Schedule

Section 4: Rent Receivable

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
- Loss of: - Rent - Additional Expenditure and - Outstanding Debit Balances Available on "Specified Contingencies" basis with the option to include "Accidental" Damage" Subsidence is available as an option in most cases.	- Boiler Explosion - Prevention of Access - Loss of Book Debts - Professional Accountants' Charges - Automatic Rent Review – maximum 100% increase - Subrogation Waiver against Parent or Subsidiary Companies, Tenants and property managers - Contingency Rent Extensions for Landlords' Protection in respect of: - Denial of Access	- Reinstatement of Sum Insured following a loss - First Financial Year - Payment on Account - Unoccupied Buildings - Buildings Awaiting Sale	As shown under Section 1: The Structure and Section 2: Landlords Contents

Section 4: Rent Receivable *continued*

Cover	Extensions included as standard (subject to certain limits)	Clauses and Conditions	Exclusions
	– Disease (as specified in the policy), Vermin, Defective Sanitary Arrangements, Murder and suicide – Failure of Utilities • Loss of Attraction • Third Party Failure to Insure – up to £1,000,000 any one premises including any payment under Section 1: The Structure • Privity of Contract up to £2,000,000 any one premises including any payment under Section 1: The Structure • Loss of Investment Income on Late Payment of Rent		

Standard Cover

Section 5: Glass and Sanitary Ware

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
• “All Risks” cover on Glass, Sanitary Ware and Shop Front Glass at the Premises for which You are responsible	• Reasonable cost of boarding up • Damage to frames or framework following breakage of Glass • Removal/replacement of fixtures to effect replacement of glass • Replacement of foil lettering, painting of glass, etc. • Accidental damage to goods following breakage of glass in display windows		Damage arising out of: • Fire, Lightning or Explosion • Removal or installation or repairs or alterations carried out at the Premises • Theft unless theft is covered under Section 1 or 2 • Damage in any portion of Vacant or Disused Buildings

Optional Cover

Section 6: Employers Liability

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Legal liability to pay damages and associated legal costs in respect of death, disease or illness caused to employees. Indemnity limit £10 million (inclusive of legal costs), unless otherwise shown in the Schedule. Territorial Limits • The United Kingdom, the Channel Islands and the Isle of Man; • elsewhere in the world for visits in connection with the Business undertaken by You or Your directors or Your Employees normally resident in the UK the Channel Islands and the Isle of Man for performance of non-manual work	• Health & Safety at Work Act 1974 • Compensation for Court Attendance connected to a claim (£750 per day for partner/director and £250 for each employee) • Unsatisfied Court Judgements • Additional Persons Insured • Injuries to Working Partners • Corporate Manslaughter and Corporate Homicide Act 2007 (up to £1,000,000 in the aggregate and in any one period of insurance) • Cross Liabilities	Right of Recovery – indemnity is in accordance with any law relating to compulsory insurance of legal liability to employees (but you will repay to us all sums paid which we would not have been liable to pay but for the provisions of such law)	• Bodily injury to employees (other than the driver) from being in or on any vehicle where injury results from use by you of a vehicle whilst on the road under the terms of Part VI of the Road Traffic Act 1988 • Visits or work on any offshore rig or platform

Optional Cover

Section 7: Personal Accident

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Benefits for named people suffering bodily injury resulting in: • Death • Loss of limbs or sight • Permanent total disablement • Temporary total disablement Up to the benefits for each item shown on the schedule		Benefits are limited in certain circumstances • You or any partner, director or employee must be aged not less than 16 years or more than 75 years • All information/evidence required will be furnished at your expense • Change in Circumstances	• Flying other than as passenger on a bona fide airline • Winter sports and other hazardous pursuits • Illness or disease or gradually operating cause • Influence of alcohol or non-prescribed drugs • Self-injury, provoked assault, fighting or wilful exposure to needless peril • Any pre-existing physical or mental condition

Optional Cover

Section 8: Commercial Legal Expenses

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
• Countries Covered – For Legal Defence Insured Incidents (excluding 5 Statutory Notice Appeals), and H Personal injury: The United Kingdom, the European Union, the Channel Islands, the Isle of Man, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Monaco, Montenegro, North Macedonia, Norway, San Marino, Serbia, Switzerland and Turkey – For Rent Arrears Insured Incidents the United Kingdom of Great Britain and Northern Ireland – For all other Insured Incidents: The United Kingdom, the Channel Islands and the Isle of Man. Landlord Legal Expenses Pays for legal costs incurred with our agreement up to £250,000 in connection with: • Employment disputes and Compensation awards • Legal defence • Property protection • Personal injury • Debt Recovery • Statutory licence appeal • Tenancy disputes (You as a tenant) • Nuisance and Eviction of squatters • Contract disputes		• You need to inform DAS of any claims within 180 days of the date you should have known about the incident you wish to claim for • DAS need to have agreed the legal action you want to take • You must tell DAS if anyone offers to settle a claim and mustn't negotiate or agree to any settlement without DAS's agreement in writing • For Dilapidation claims, prior to the tenancy beginning and after the tenancy has finished, a detailed inventory, which notes the condition of all items on the inventory is prepared by You For Repossession claims, you need to: • where appropriate, serve all statutory and contractual notices correctly on the tenant For Rent Recovery claims: • if you accept payment (or part payment) of rent arrears from the tenant, You must be able to provide proof that You have warned the tenant that it does not prevent You taking further action against them to recover monies owed • where the tenant is a limited company, You must first seek advice from the Appointed Representative before accepting payment of rent arrears	• Civil claims and appeals which DAS or a preferred law firm, or tax consultancy on DAS behalf, decide have a less than 51% chance of succeeding • Expenses incurred before DAS have accepted your claim • Fines and compensation you're ordered to pay, other than compensation for Insured Incidents Employment Disputes and Legal defence • The first £500 of any contract dispute claim where the amounting dispute exceeds £5,000 • Total payments for compensation awards of more than £1m in the aggregate and in any one period of insurance • Employment disputes which started within 90 days of the section start date • Personal injury claims due to: – an illness or injury that happens gradually – psychological injury or mental illness unless it follows a specific or sudden accident that's caused physical bodily injury – Clinical negligence • An amount in dispute relating to dilapidations not exceeding £1,000 • Any disagreement with your tenant(s) which first started within 90 days of this section start date and the tenancy agreement started before the section start date

Section 8: Commercial Legal Expenses *continued*

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
- Rent recovery - Tax protection - Repossession - Dilapidations & Maintenance The following element of cover is only available if states as operative in the schedule for a residential property; Rent Arrears - Pays your rent arrears while your tenant or ex-tenant is still occupying your property up to a maximum of 12 months for any one claim. It also covers 50% of your rent arrears, up to 3 months or until the property is re-let whichever happens first, if your property needs damage repaired in order to be re let. Claims under this Section are dealt with and managed by DAS Legal Expenses Insurance Company Limited on Our behalf		For Rent Arrears claims, you need to have: - obtained satisfactory references before the tenancy started, from a referencing service for each tenant that signs the rental agreement and guarantor - All properties must be let under: - an assured shorthold tenancy or assured tenancy under the Housing Act 1988; or - a standard contract under the Renting Homes (Wales) Act 2016; or - an assured tenancy or short assured tenancy under the Housing (Scotland) Act 1988; or - a private residential tenancy under the Private Housing (Tenancies) (Scotland) Act 2016; or - a private residential tenancy to which the Private Tenancies (Northern Ireland) Order 2006 applies; or - any equivalent tenancy agreement created due to any amending legislation in the future applying to this definition. - DAS need to have accepted your claim for Repossession	- Claims for rent recovery where the rent has not been overdue for at least one calendar month - Rent Arrears for commercial premises or mixed commercial and residential premises or where the property is let as a Holiday Home and/or Short Term Let. - Rent Arrears for any Premises in the Isle of Man and Channel Islands. - Any claim for Rent Arrears which accrue during a period where any legislation, government or court guidance, court systems or court rules result in any or part of the possession proceedings relating to the Let Property being halted or delayed; or where any court action for possession of the Let Property is prevented from being started. - Any Rent Arrears or any rent deferred prior to the start of this policy, and any reduction in rent agreed at any time.

Optional Cover

Section 9: Terrorism

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
- Terrorism - Damage to the Property insured under this Policy and loss consequent on interruption to or interference with the Business - Non-Damage Business Interruption as insured by this Policy in England, Wales or Scotland caused by or resulting from an Act of Terrorism. Provided that Our liability will not exceed in any one Period of Insurance: - in all the total Sum Insured; or - for any item its sum insured or any other stated limit of liability stated in the Schedule or elsewhere in the Policy, whichever is the less.		- Indemnity is subject to: - HM Treasury has certified that an event or events have been an Act of Terrorism or - a Tribunal constituted under the terms of Schedule 3 to a Retrocession Agreement between Pool Reinsurance Company Ltd and HM Treasury has determined that any Damage was caused by an Act of Terrorism - Conditions or terms which provide for adjustments of premium based on declarations on expiry of the period of insurance will not apply to Terrorism insurance - Any Long Term Agreement applying to this Policy shall not apply to Terrorism insurance	- Cover excludes the territorial seas adjacent to England, Scotland and Wales as defined by the Territorial Sea Act 1987 - Riot or Civil Commotion, War, Invasion, Act of Foreign Enemy Hostilities (whether war be declared or not), Civil War, Rebellion, Revolution, Insurrection or Military or Usurped Power - Any loss or consequential loss from any Nuclear Installation or Nuclear Reactor - Damage to or the destruction of any Computer System or any alteration, modification, distortion, erasure or corruption of Data, whether Your property or not, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from Virus or Similar Mechanism or Hacking or Phishing or Denial of Service Attack - Cover is provided for certain losses caused by remote digital

Section 9: Terrorism *continued*

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
			- interference (cyber terrorism) but nation state cyber terrorism is excluded - Damage to any Residential Property insured in the name of a Private Individual

Policy Extensions

Extension 1: Equipment Breakdown

Cover	Extensions included as standard (subject to certain limits)	Conditions	Exclusions
Equipment Breakdown The insurance by Sections 1 and 2 (if operative) of the Policy is extended to include cover for direct physical Damage caused to Covered Equipment resulting from an Accident.	- Contamination by a Hazardous Substance – up to £10,000 in any one period of insurance - Computer Equipment – up to £250,000 - Costs incurred in reinstating data – up to £25,000 in any one period of insurance - Increased cost of working – up to £25,000 - Rent receivable – up to £30,000 - Perishable Goods – up to £15,000 for frozen and chilled foodstuffs and up to £5,000 for any other perishable good for any one Accident - Expediting Expenses – up to £20,000 for any one Accident - Cost of hire charges for hiring a substitute item during the period of repair – up to £5,000 for any one accident - Loss caused by an accident to storage tanks or water tanks – up to £7,500 for any one Accident - Damage to Own Surrounding property resulting from explosion or collapse of any steam boiler, steam generator, economiser, superheater, steam pipework or steam vessel – up to £1,000,000 arising out of one original cause	- Precautions: You will exercise due diligence in: - complying with any statute or order - ensuring that insured items are properly maintained and used in accordance with manufacturer's recommendations and in taking reasonable precautions to prevent loss or damage - Back Up Records – back up original data at least every 7 days and take precautions so all data is stored safely	- A hydrostatic, pneumatic, or gas pressure test of any boiler or pressure vessel; or an insulation breakdown test of any type of electrical equipment - loss or damage of any kind caused by a Cyber Event - Damage to data or Media caused by or resulting from programming error/limitation, loss of data, loss of access, loss of use or loss of functionality - Depletion, deterioration, corrosion, erosion, wear and tear, or other gradually developing conditions - Damage recoverable under a maintenance agreement or any warranty or guarantee - Delay in resuming operations resulting from the need to reconstruct or re-input data or programs on Media - Excess

General Conditions

- Fair Presentation of the Risk - Reasonable Precautions	- Change of Risk or Interest - Cancellation	- Instalments - Choice of Law	- Contracts (Rights of Third Parties) Act 1999 - Sanctions, Prohibitions or Restrictions
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Claims Conditions

- Action by You - Our Rights	- Fraudulent Claims - Conditions Precedent	- Subrogation - Other Insurances	- Arbitration - Excesses
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General Exclusions

War, Government Action and Terrorism	- Sonic Bangs - Radioactive Contamination	- Pollution or Contamination - Date Recognition	- Computer Virus and Hacking - Infectious or Contagious Disease
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Further Information

Other features

Please contact your Broker, Intermediary or Agent for details of the payment methods available.

24 hour business assistance services

Helpline services:

- Eurolaw Commercial Legal and UK Tax Advice Helpline on any business problem including employment, VAT, contract disputes etc. (supplied by DAS Legal Expenses Insurance Company Limited on behalf of NIG). Where specialist advice is needed this is available 9am to 5pm, Monday to Friday excluding public and bank holidays.
- Business Emergency Assistance Helpline – rapid response from reputable local contractors to deal with any sort of emergency on your premises, including burst pipes, drainage problems, gas, electricity failures and serious roof damage (supplied by DAS Legal Expenses Insurance Company Limited on behalf of NIG). You must pay any call-out or repair charges.
- Health and Medical Assistance Helpline provided by a medically qualified person, is available 9am to 5pm, Monday to Friday excluding public and bank holidays, giving assistance concerning nutrition, sports injuries, giving up smoking, exercise, complimentary health and changing doctors. (supplied by DAS Legal Expenses Insurance Company Limited on behalf of NIG)
- Counselling – A confidential counselling service over the phone for any employee and their immediate family aged 18 or over (extends to include 16 or 17 year olds if they are in full-time employment), including referral to relevant voluntary or professional services. All costs of the referral services provided will not be paid by DAS. (supplied by DAS Legal Expenses Insurance Company Limited on behalf of NIG)
- Emergency Glazing and Security Assistance Helpline – rapid call outs for any glazing or door and window security problems. (provided by Our approved supplier panel)

Your right to cancel

If this cover does not meet your requirements, please return all your documents and any certificate to the broker, intermediary or agent who arranged the Policy within 14 days of receipt. We will return any premium paid in accordance with General Condition D – Cancellation.

Cancellation

If you wish to terminate the contract at any other time, please contact the broker, intermediary or agent who arranged the Policy. Any return of premium will be made in accordance with General Condition D – Cancellation.

How to make a claim

Please contact, in the first instance, the Broker, Intermediary or Agent who arranged the Policy. Please quote your Policy Number.

How to complain

If you have an enquiry or complaint arising from your Policy, please contact the broker, intermediary or agent who arranged the Policy for you. If the broker is unable to resolve your complaint or it is regarding the terms and conditions of the policy they will refer it to NIG.

If your complaint is still outstanding you can write to NIG direct at the following address:

Customer Relations Manager,
NIG, Churchill Court, Westmoreland Road, Bromley BR1 1DP

Email: **complaints@nig-uk.com**.

Please ensure that you quote your policy number in all correspondence.

Details of NIG's complaints procedures including information on what you should expect in response to your complaint can be found on NIG's website at

www.nig.com/contact-us/complaints.

Once you receive a written response and if you remain dissatisfied, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is:

The Financial Ombudsman Service
Exchange Tower London E14 9SR

Telephone: **0800 023 4567** or **0300 123 9123**

Their website also has a great deal of useful information:

www.financial-ombudsman.org.uk.

Details about our Regulator

NIG policies are underwritten by U K Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms can be visited at **www.fca.org.uk**, or the Financial Conduct Authority can be contacted on **0800 111 6768**. The Prudential Regulation Authority website can be visited at **www.bankofengland.co.uk/pr**, or the Prudential Regulation Authority can be contacted on **020 7601 4878**.

Financial Services Compensation Scheme

Under the Financial Services and Markets Act 2000, should we be unable to meet our liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at **www.fscs.org.uk**.



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