

Property owners

Insurance policy



Customer service information

You should read this policy together with **your** current **schedule** which gives precise details of the cover.

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Customer service information

The insurance cover provided by this insurance policy is issued in accordance with the authorisation certain **underwriters** at **Lloyd's** and other Association of British Insurers (ABI) member insurance companies have granted to Premco Underwriting under the terms of the contract(s), referenced in the **schedule**, between Premco Underwriting and the participating syndicate(s). This contract makes Premco Underwriting agent of the participating syndicate(s) and gives them the authority to perform certain acts on its behalf but does not affect **your** rights to claim or make a complaint. The participating insurance company and/or syndicate names are detailed below and on **your schedule**.

About the Insurer(s)

The insurer(s) are referred to throughout this document in the first person as **We**, **Us** and **Our** and the insured(s) are referred to in the second person as **You**, **Your** and **Yours**.

Sections 1 and 2 are underwritten by Brit Syndicate 2987 at Lloyd's (BRIT), managed by Brit Syndicates Ltd which is registered in England and Wales, registration number 00824611.

Registered Office: The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB.

Brit Syndicates Ltd is authorised and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulatory Authority (PRA). FCA Registration Number 204930.

Sections 3 and 4 are underwritten by Allied World Assurance Company (Europe) DAC which is registered in Ireland, registration number 361888.

Registered Office: 3rd Floor George's Quay Plaza, Dublin 2.

Allied World Assurance Company (Europe) DAC is authorised and regulated by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority (FCA) pursuant to the European Union (Insurance and Reinsurance) Regulations 2015.

Section 5 is underwritten by Financial & Legal Insurance Company Ltd which is registered in England and Wales, registration number 03034220.

Registered Office: 1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

Financial & Legal Insurance Company Ltd is authorised and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulatory Authority (PRA). FCA Registration Number 202915

About the Coverholder

This policy is a contract of insurance between **you** and **us**. **Your** policy has been underwritten on **our** behalf by Premco Underwriting.

Premco Underwriting is a trading style of Premier Commercial Ltd which is registered in Scotland, registration number 160330.

Registered address: Stanhope House, 12 Stanhope Place, Edinburgh EH12 5HH.

Premier Commercial Ltd trading as Premco Underwriting is authorised and regulated by the Financial Conduct Authority. FCA Registration Number 303287 and **you** can check this information is accurate on the Financial Services Register which is available to view online at <https://register.fca.org.uk>.

This contract makes Premco Underwriting **our** agent and gives them the authority to perform certain acts on **our** behalf but does not affect **your** rights to claim or make a complaint.

Enquiries

If **you** have a general enquiry regarding **your** policy please contact **your** insurance agent in the first instance, the name of **your** insurance agent is detailed in the **schedule** issued with this policy. **You** can contact Premco Underwriting by calling on 0330 165 2000 or by emailing info@premco.co.uk.

Things you must do

There are conditions contained in this policy which are conditions precedent to **our** liability to **you** to pay a claim intimated by **you** under the cover provided by this policy. If **you** breach any of these conditions **we** can deny **your** claim or reduce the amount **we** will pay to **you** if **your** non-compliance has had a material effect on the claim.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. **You** could be entitled to compensation from the scheme if **we** cannot pay a claim to **you** under this policy. If **you** are entitled to compensation under the scheme, how much compensation **you** would receive would depend on the nature of this policy. **You** can get more information about the scheme from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website at www.fscs.org.uk

Conformity

When **you** read the policy **you** will find that some items can be singular or plural, feminine, or masculine. This clause is designed to correct this. Words in the singular includes the plural and vice versa. Words importing the masculine will import the feminine and the neuter. References to 'a person' will also include any individual, company, partnership, or any other legal entity. References to a statute law also includes all its amendments or replacements.

Customer service information

Several Liability Clause

The liability of an insurer under this contract is several and not joint with other insurers party to this contract. An insurer is liable only for the proportion of liability it has underwritten. An insurer is not jointly liable for the proportion of liability underwritten by any other insurer. Nor is an insurer otherwise responsible for any liability of any other insurer that underwrites this contract. The proportion of liability under this contract underwritten by an insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown in this contract. In the case of a Lloyd's syndicate, each member of the syndicate (rather than the syndicate itself) is an insurer. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that member's proportion. A member is not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other insurer that underwrites this contract. The business address of each member is Lloyd's, One Lime Street, London EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion can be obtained by writing to Market Services, Lloyd's, at the above address. Although reference is made at various points in this clause to "this contract" in the singular, where the circumstances so require this must be read as a reference to contracts in the plural.

Customer service information

This Introduction, the Customer service information, the General definitions, General conditions, General exclusions, Sections, Section extensions, the **schedule** and any endorsements all form part of this insurance policy.

IMPORTANT REMINDER

It is important that:

- **You** check that the information **you** have given **us** is accurate and up to date – See the Customer service information section for more details.
- **You** read the policy and understand its contents, if **you** do not understand any aspect please contact **your** insurance advisor.
- **You** comply with **your** duties under each section and under the insurance as a whole.
- **You** check that the sections **you** have requested are included in the **schedule**.

This policy must be kept in a safe place. **You** will need to refer to it if **you** have to make a claim.

This section contains important information about how **we** will deal with claims under this policy and the information **you** have given us.

Information you have given us

In deciding to accept this policy and in setting the terms and premium, **we** have relied on the information **you**, or **your** appointed agent acting on **your** behalf, have given **us**. **You** must take care when answering any questions, **we** ask by ensuring that all information provided is accurate and complete.

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information, **we** will treat **your** policy as if it never existed and decline all claims. **We** are entitled to keep any premium already paid by **you** in this situation.

If **we** establish that **you** provided **us** with false, incomplete, or misleading information, but this was neither deliberate nor reckless, it can adversely affect **your** policy and any claim.

For example:

- Where **we** could have accepted the risk and offered **you** an insurance policy, but **we** would have charged a higher premium, **we** will only pay a percentage of any claim that **you** make under the policy. **We** would do this by considering the premium **we** charged as a percentage of the higher premium **we** would have charged and then paying **you** the equivalent percentage of any claim.

So, as an example: if the premium **we** actually charged was £250 (two hundred and fifty pounds) and the higher premium **we** would have charged was £1,000 (one thousand pounds), then the premium **we** actually charged represents twenty five percent of the higher premium **we** would have charged, and **we** will only pay 25% (twenty five percent) of any claim.

- **We** will treat this policy as if it had never existed and refuse to pay all claims and return the premium. **We** will only do this if the false, incomplete, or misleading information means that **we** provided **you** with insurance cover when **we** would not otherwise have offered it at all had the risk been fairly presented.
- If **we** would have written the risk on different terms had it been fairly presented, **we** will amend the policy to include these terms. **We** will apply these amended terms as if they were already in place before a claim is made.
- **We** can cancel **your** policy in accordance with its cancellation provisions.

We will write to **you** if **we**:

- intend to treat **your** policy as if it never existed; or
- amend the terms of **your** policy; or
- reduce **your** claim in accordance with the above.

If **you** become aware that information **you** have given **us** is inaccurate or incomplete, **you** must inform **us** without delay.

Customer service information

Data Protection

We act as the Data Controller. How **we** use and look after the personal information is set out below.

Information can be used by **us**, the coverholder, agents and service providers for the purposes of insurance administration, underwriting, claims handling or for statistical purposes. The lawful basis for the processing is that it is necessary for **us** to process **your** personal information to enable the performance of the insurance contract, to administer **your** policy of insurance and/or handle any insurance claim **you** submit to **us** under this policy. The processing of **your** personal data could also be necessary to comply with any legal obligation **we** have and to protect **your** interest during the course of any claim.

What we process and share

The personal data **you** have provided, **we** have collected from **you**, or **we** have received from third parties include **your**:

- 1) name; date of birth, residential address and address history.
- 2) contact details such as email address and telephone numbers.
- 3) financial and employment details.
- 4) identifiers assigned to **your** computer or other internet connected device including **your** internet protocol (IP) address.
- 5) health or criminal conviction information.
- 6) vehicle or household details.
- 7) any information which **you** have provided in support of **your** insurance claim.

We receive information about **you** from the following sources:

- **your** insurance broker.
- from third parties such as credit reference agencies and fraud prevention agencies.
- from insurers, claims handling agents, witnesses, the Police (about incidents) and solicitors
- directly from **you**.

You acknowledge that **we** if requested we can be required as a matter of law or regulation to disclose Personal Data provided to **us** to a Court of law or regulatory body such as the Prudential Regulatory Authority, the Financial Conduct Authority, Lloyd's of London, the Employers' Liability Tracing Office or any other public body or authority of competent jurisdiction and **you** consent to any such disclosure.

We will not pass **your** information to any third parties except to enable **us** to process **your** claim, prevent fraud and comply with legal and regulatory requirements. In which case **we** will need to need to share **your** information with the following third parties:

- solicitors or other claims handling agents appointed by **us** or by **you**
- **underwriters** and reinsurers
- fraud and crime prevention agencies, including the Police
- other suppliers carrying out a service on **our**, or **your** behalf.

We will not use **your** information for marketing further products or services to **you** or pass **your** information on to any other organisation or person for sales and marketing purposes without **your** consent.

Data Retention

We will hold **your** details for up to seven years after the expiry of **your** policy, complaint and/or claims settlement.

Your rights

Your personal data is protected by legal rights, which include **your** rights to:

- object to **our** processing of **your** personal data.
- request that **your** personal data is erased or corrected.
- request access to **your** personal data and data portability.
- complain to the Information Commissioner's Office, which regulates the processing of personal data.

You can request to see what data **we** hold about **you**, there is no charge for this service.

If **you** have any questions about **our** privacy policy or the information **we** hold about **you** please contact Premco Underwriting by telephone on 0330 165 2000 or by writing to Premco at Stanhope House, 12 Stanhope Place, Edinburgh EH12 5HH or by emailing info@premco.co.uk.

Headings

The section headings used in this policy are for reference purposes only and will not affect the meaning or interpretation of the policy.

General definitions

*The following definitions apply in all sections of this policy unless otherwise stated. Each time one of the words below is used it will have the same meaning wherever it appears in the policy, **schedule**, endorsements or conditions. To help identify these words they will appear in **bold** in the policy wording.*

Business

The **business** activities as described in the **schedule** and which includes

1. the ownership repair and maintenance of **your own property**;
2. the provision and management of canteen social sports and welfare activities for the benefit of **you or your employees**
3. the provision and management of first aid fire security and ambulance services
4. the performance of private duties carried out by **your employees** with **your** written consent for any director partner or senior official of **yours**

and no other **business** for the purposes of this insurance.

Communicable disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- a) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation of a virus, bacterium, parasite, or other organism, whether deemed living or not, and
- b) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and
- c) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of **property** insured hereunder.

Computer system

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system and including any associated input, output, **data** storage device, networking equipment or back up facility.

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer system**.

Cyber incident

Means

- a) any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer system**; or
- b) any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer system**.

Cyber loss

Any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any **cyber act** or **cyber incident** including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any **cyber act** or **cyber incident**.

Damage

Physical loss, destruction of or damage to the **property** insured.

Data

Facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical **data processing** or electronically controlled equipment and includes programmes, software and other coded instructions for the processing and manipulation of such equipment.

Data processing

Any computer or **data processing** equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

Data processing media valuation

Notwithstanding any provision to the contrary within the policy or any endorsement thereto, it is understood and agreed as follows:

Data processing media insured by this policy suffering physical loss or **damage** insured by this policy, then the basis of valuation will be the cost of the blank media plus the costs of copying the **data** from back-up or from originals of a previous generation. These costs will not include research and engineering or any costs of recreating, gathering or assembling such **data**. If the media is not repaired, replaced or restored the bases of valuation will be the cost of the blank media. However this policy does not insure any amount reflecting the value of such **data** to the Assured or any other party, even if such **data** cannot be recreated, gathered or assembled.

ELTO

The Employers' Liability Tracing Office or any successor body or bodies to it.

General definitions

Employee

Any person who is

1. under a contract of service or apprenticeship with **you**;
2. a labour master or supplied by a labour master;
3. employed by labour only sub-contractors;
4. self-employed and working for **you** and under **your** control;
5. hired to or borrowed by **you**;
6. supplied to **you** for the purposes of study, work or training experience;
7. a prospective employee who is undergoing practical work experience whilst being assessed by **you** as to his or her suitability for employment;
8. a voluntary helper while working under **your** supervision and control in connection with the **business**;
9. an outworker or homeworker employed under a contract to personally carry out any work in connection with the **business** while they are engaged in that work;

whilst working for **you** in the course of the **business**.

Excess

This is the first part of any claim that **you** will have to pay after the application of all other terms and conditions of the insurance including average.

FCA

The Financial Conduct Authority or any successor body or bodies to it.

Goods

Any **goods** or products (including containers labelling instructions or advice provided in connection therewith) manufactured sold supplied erected repaired altered treated transported serviced or installed by **you** in the course of the **business**.

Injury

Bodily injury death illness disease or shock causing bodily injury.

Lloyd's

Lloyd's of London or any successor body or bodies to it.

Money

Cash, bank and currency notes, postal and money orders, bankers' drafts, cheques, giro cheques, giro drafts, national giro payment orders, travellers cheques, crossed warrants, bills of exchange, securities for money, postage revenue, current postage stamps and unused postal franking machine units, national insurance and holiday with pay stamps, stamped national insurance and holiday with pay cards, national savings certificates, national savings stamps, saving stamps, war bonds, premium savings bonds, franking machine impressions, credit company sales vouchers, luncheon vouchers, trading stamps, VAT invoices, travel vouchers, travel tickets, airline tickets, uncrossed dividend warrants, consumer redemption vouchers, gift tokens, certificates of deposit and credit cards.

Offshore

From the moment in time that an **employee** embarks onto any conveyance at the point of final departure on land to any offshore installation until the moment in time that an **employee** disembarks from any conveyance onto land upon their return from any offshore installation.

Period of insurance

The period from the effective date shown in the **schedule** until the expiry date shown in the **schedule** both dates based upon Greenwich Mean Time and inclusive. This includes any subsequent period for which **we** accept payment for renewal of this policy.

Pollution

Pollution or contamination by naturally occurring or man-made substances, forces, organisms or any combination of them whether permanent or transitory and all loss, **damage** or **injury**, directly or indirectly caused by such pollution or contamination.

PRA

The Prudential Regulation Authority or any successor body or bodies to it.

Premises

the premises stated in the **schedule**.

Property

Material property.

Schedule

The **schedule** of insurance which attaches to this policy.

General definitions

Terrorism

Any act whether involving violence or the use of force or not or the threat or the preparation thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which is designed to or does intimidate or influence a de jure or de facto government or governmental organisation or the public or a section of the public or disrupt any segment of the economy and from its nature or context is done in connection with political social religious ideological or similar causes and objectives.

Unoccupied

Any building or part of any building which is unoccupied or not in use by **you** or any tenant of **you** for more than thirty consecutive days.

Underwriters

The syndicates and insurance companies named in **your** insurance schedule.

War

War is a phenomenon of organized collective violence that affects either the relations between two or more societies or the power relations within a society including absolute war, instrumental war, and agonistic fighting.

We/us/our

The syndicates and insurance companies named in **your** insurance schedule.

You/your/yours

The person or persons or corporate body named in the **schedule** and includes

1. any subsidiary company which is named in the policy **schedule** operating in or from **premises** in Great Britain, Northern Ireland the Channel Islands or the Isle of Man.
2. at **your** written request
 - 2.1. any director or **employee** of **yours** while acting on behalf of or in the course of his employment or engagement by **you** in respect of liability for which **you** would have been entitled to insurance under this policy if the claim against any such person had been made against **you**;
 - 2.2. any officer member or **employee** of **yours**, social sports or welfare organisation or fire first aid or ambulance service in his respective capacity as such;
 - 2.3. any director partner or senior official of **yours** in respect of private work conducted by any **employee** of **yours** for any such person with **your** consent.
3. in the event of **your** death **your** personal representatives in respect of liability incurred by **you** provided that such person must, as though he were **you**, observe fulfil and be subject to the terms exceptions conditions and endorsements of this insurance as far as they can apply.

General conditions

The following are conditions of the insurance that **you** need to meet as **your** part of this contract to which this endorsement attaches. If **you** do not meet any of these conditions and that either causes a claim or contributes to a claim, **we** can reject that claim or payment in respect of that claim could be reduced. In addition to these general conditions which apply to all sections there are additional conditions which are applicable to specific sections of this insurance which will appear in this document or in your Insurance Document:

1. Fair presentation of the risk

- 1.1. **You** must make a fair presentation of the risk to **us** at inception, renewal and variation of the policy.
- 1.2. **We** can avoid the policy and refuse to pay any claims where any failure to make a fair presentation is:
 - 1.2.1. Of such other nature that, if **you** had made a fair presentation, **we** would not have issued the policy. **We will** return the premium paid by **you** unless the failure to make a fair presentation is deliberate or reckless.
 - 1.2.2. If **we** would have issued the policy on different terms had **you** made a fair presentation, **we** will not avoid the policy (except where the failure is deliberate or reckless) but **we** will instead
 - 1.2.2.1. reduce proportionately the amount paid or payable on any claim, the proportion for which **we** are liable being calculated by comparing the premium actually charged as a percentage of the premium which **we** would have charged had **you** made a fair presentation; and/or
 - 1.2.2.2. treat the policy as if it had included such additional terms (other than those requiring payment of premium) as **we** would have imposed had **you** made a fair presentation.

2. Maximum sums payable

At any time at **our** sole discretion **we** can pay to **you** the maximum sum payable under this policy or any lesser sums for which any claim or claims can be settled. If **we** do this, **we** will not be under any further liability except for the payment of costs and expenses of litigation incurred prior to such payment, this is that in the event of a claim such costs and expenses will not exceed an amount being in the same proportion as **our** payment to **you** bears to the total payment made by **you** or on **your** behalf in settlement of the claim or claims.

3. Conditions precedent

There are conditions contained within the policy that are conditions precedent to **our** liability. If a condition precedent applies only to a particular section it will be shown under that section.

If **you** do not comply with any part of a condition precedent, **we** will not pay for any claim, except that where the condition precedent concerned:

- 3.1. Operates only in connection with particular premises or locations, **we** will pay for claims arising out of an event occurring at other premises or locations which are not specified in the condition.
- 3.2. Operates only at particular times, **we** will pay for any claim where **you** show on the balance of probabilities that its non-compliance with the condition precedent did not cause or contribute to the injury, loss, damage or liability which occurred.
- 3.3. Would, if complied with, tend to reduce particular types of injury, loss, damage or liability, **we** will pay for any claim where **you** show on the balance of probabilities that non-compliance with the condition precedent did not cause or contribute to the injury, loss, damage or liability which occurred.

4. Care and prevention

It is a condition of this insurance that **you** take all care to prevent accidents and to maintain and keep in proper repair **your premises**, plant and everything used in the **business**. **You** must make good or remedy any defect or danger which becomes apparent, and take such additional precautions as the circumstances could require. **You** must also take all care to act in accordance with all statutory obligations and regulations and to employ only competent **employees**. If **you** do not do so **we** will reject or be unable to deal with **your** claim or be unable to pay **your** claim in full.

You will at your own expense

- 4.1. take all reasonable precautions to prevent or reduce damage;
- 4.2. cease any activity which could give rise to liability under this policy;
- 4.3. maintain all buildings, furnishings, ways, works machinery, caravans and vehicles in sound condition;
- 4.4. exercise care in the selection and supervision of employees;
- 4.5. remedy any defect or danger as soon as possible after discovery and in the meantime take such additional precautions as the circumstances could require; and
- 4.6. comply with all statutory requirements and other safety regulations imposed by any authority.

5. Cancellation

We can cancel this insurance by giving **you** fourteen days' notice in writing. **We** will only do this for a valid reason (examples of valid reasons are as follows):

- non-payment of premium;
- a change in risk occurring which means that **we** can no longer provide **you** with insurance cover;
- non-cooperation or failure to supply any information or documentation **we** request; or
- threatening or abusive behaviour or the use of threatening or abusive language.

If this insurance is cancelled then, provided **you** have not made a claim, **you** will be entitled to a refund of any premium paid, subject to a deduction for any time for which **you** have been covered. This will be calculated on a proportional basis. For example, if **you** have been covered for six (6) months, the deduction for the time **you** have been covered will be half the annual premium, subject to a deduction for any commission paid to **your** insurance broker. If **we** have paid any claim, or part of any claim, or a payment is pending to **you** in respect of a claim then no refund of premium will be given.

General conditions

6. Other insurance

If at the time of any claim there is, or but for the existence of this policy would be, any other insurance in favour of or purchased by **you** or on **your** behalf, applicable to such claim, **we** will not be liable under this policy to pay **you** in respect of such a claim except beyond the amount which would be payable under such other insurance had this policy not been purchased.

7. Average

If at the time of any **damage** the sum insured on any item of the **property** insured or **consequential loss** is less than the total value of such **property**, **you** will be considered as being **your** own insurer for the difference and **you** will bear a rateable share of the loss accordingly.

8. Insolvency

This insurance will be cancelled if

8.1. the **business** is wound up, carried on by a liquidator or administrator, or permanently discontinued; or

8.2. **your** interest ceases otherwise than by death

at any time after the commencement of this insurance unless **we** agree it can continue.

9. Survey and Risk Improvement Requirements

It is a condition of this insurance that **you** permit **us** to survey **your premises** and business operations and that **you** will comply and continue to comply with all risk improvement requirements that have been notified to **you** and agreed to by **you** or on **your** behalf. If **you** do not do so **we** will reject, or be unable to deal with, **your** claim, or be unable to pay **your** claim in full.

10. Changes in circumstances

You must, without delay, give notice in writing of any change in the information **you** provided **us** with. If **you** do not do so **we** can reject, or be unable to deal with, **your** claim or be unable to pay **your** claim in full.

11. Governing law

The laws of England and Wales will apply to this policy and any attached endorsements unless **we** agree otherwise with **you** in writing before issuing the policy. Any disputes arising under this policy will be subject to the exclusive jurisdiction of the English Courts.

12. Contract (Rights of Third Parties) Act 1999

A person who is not a party to this contract has no right under the Contract (Rights of Third Parties) Act 1999 (as amended or replaced from time to time) to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

13. Several liability

Our obligations under this policy are several and not joint and are limited solely to the extent of **our** individual subscription. **We** are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligation.

14. Index linking

(Applies only to Section 1 - Material damage, Section 2 - Business interruption).

Renewal

Where the **schedule** states that index linking applies, **we** will adjust the amounts insured to take into account movements in the appropriate index shown below.

Building and tenants improvements items

The General Building Cost Index issued by the Building Cost Information Service of the Royal Institute of Chartered Surveyors.

Other items

The Producer Price Index for Home Sales of Manufactured Products issued by the Department of Trade and Industry.

Claims

For claims settlement purposes (except Section 2 - Business interruption) the adjustments set out above will continue during the **period of insurance** and the period of repair, replacement or reinstatement as long as the work is carried out and completed without undue delay.

NOTE: *If either of the above indices is not available, **we** will select a suitable alternative.*

15. Excess

We will not be liable for the amount of the **excess** stated in the **schedule** in respect of each and every loss calculated after the application of all other terms and conditions of this policy.

16. Identification

The policy, **schedule**, certificates and appendices are to be read together as one contract. Any word or expression to which a specific meaning has been given in any part of the policy, **schedule** or sections will have the same meaning wherever it appears unless **we** state otherwise.

General conditions

17. Instalments

If **you** are paying the premium through a loan taken out with a finance house and **we** cancel the policy due to non-payment of an instalment or any other reason, any refund of premium will be made directly to the finance house.

In the event of a default, the cancellation will be effective from the day the finance house advises **us** of the default.

18. Tax

You will pay any tax due on the premium in accordance with current legislation.

19. Unoccupied premises

We must be notified in writing immediately of any **unoccupied** building or **unoccupied** portion of a building insured that becomes occupied or any occupied building which becomes **unoccupied** or partially **unoccupied**. An additional premium and terms will be applied if required.

20. Security of unoccupied premises

It is a condition of this insurance that you ensure in respect of **premises unoccupied** for more than 30 days the following conditions are complied with unless otherwise agreed by **us** in writing

- 20.1. all gas, water and electricity mains supplies will be kept disconnected (except those supplies required to maintain automatic sprinkler installations, lighting or alarm systems which are to remain in operation for security or fire protection purposes); and
- 20.2. all water tanks, apparatus, pipes and heating other than those connected to automatic sprinkler systems must be drained down; and
- 20.3. all reasonable precautions are taken to ensure that the buildings are secure against entry by intruders including
 - 20.3.1. securely locking and fastening all doors and windows; and
 - 20.3.2. any letter boxes being sealed; and
 - 20.3.3. setting all security and alarm protections in full operation and ensuring that the protections are in proper working order; and
- 20.4. all waste refuse and other disused combustible materials will be cleared from the building and removed from the **premises** at least once a week; and
- 20.5. tanks containing fuel or other flammable liquids must be drained and purged within 7 days of the buildings becoming **unoccupied**; and
- 20.6. the buildings must be inspected at least once every 7 days by the insured or the insureds nominee in order to inspect the **premises** both internally and externally and to carry out any work necessary to maintain the above security arrangements. A record will be kept of such inspections; and
- 20.7. notice is to be given to **us** when any untenanted or **unoccupied** building (or part thereof) is again occupied.

We will not be liable for any **damage** or **Injury** arising out of or in connection with any works of alteration demolition refurbishment or renovation.

How to make a claim

1. This policy does not cover failure of any **computer system**, whether or not **your property**, to be date or time compliant including failure of any correction, attempted correction, conversion, renovation, rewriting or replacement of any **computer system** relating to date or time compliance.
2. This policy does not cover any award of punitive or exemplary damages whether as fines, penalties, multiplication of compensatory awards or damages, or in any other form whatsoever.
3. This policy does not cover or provide any benefit where doing so would breach any sanction, prohibition or other restrictions imposed by law or regulation.
4. Any judgment, award or settlement made within countries which operate under the laws of the United States of America or Canada (or any order made anywhere in the world to enforce such judgment award or settlement either in whole or part) unless **you** have requested that there be no such limitation and have accepted the terms offered by **us** in granting such cover, which offer and acceptance must be subject to specific endorsement to this policy.
5. This policy does not cover any liability assumed by **you** under any express warranty, agreement or guarantee unless such liability would have attached to **you** irrespective of such express warranty, agreement or guarantee.
6. This policy does not cover death, disablement or **damage** to any **property**, any loss or expense resulting or arising therefrom or any legal liability of whatsoever nature directly or indirectly caused by, contributed to or arising from:
 - 6.1. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or;
 - 6.2. the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear components;but as far as concerns **injury** to any **employee** which arises out of and in the course of their employment or engagement by **you** this exclusion applies only in respect of:
 - i) liability of any principal, including directors, partners, or senior officials;
 - ii) liability assumed by **you** by agreement and which would not have attached in the absence of such agreement.
7. This policy does not cover **damage** directly caused by pressure waves caused by aircraft and other aerial devices travelling at Sonic or supersonic speeds.
8. This policy does not cover
 - 8.1. **money**, jewellery, precious stones, precious metals (except where parts of machinery or tools) bullion, bonds, furs, curiosities, rare books, works of art, patterns, models, moulds, plans and designs; or
 - 8.2. **goods** held in trust or on commission, documents, manuscripts, business books, **computer systems**, records, explosives, video tapes or cassettes for sale or hire; or
 - 8.3. **property** in transitunless specifically mentioned.
9. This policy does not cover **damage** or consequential loss in Northern Ireland occasioned by, happening through or in consequence directly or indirectly of civil commotion.
10. This policy does not cover any liability caused by or arising out of **pollution** apart from that specified under Section 1-Material damage, Section 2-Business interruption and Section 3-Public liability.
11. **We** will not indemnify **you** against liability in respect of any loss, cost or expense directly or indirectly arising out of, resulting as a consequence of or related to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which has contributed concurrently or in a consequence of loss.

This exclusion does not apply to the accidental discovery of asbestos, or materials containing asbestos fibre, provided that without delay, upon discovery all handling, removal, transportation or disposal of asbestos, or materials containing asbestos fibre, ceases and any subsequent handling, removal, transportation or disposal of asbestos, or materials containing asbestos fibre, is carried out by qualified licensed subcontractors on terms which will indemnify **you** for all liability arising out of such work.

How to make a claim

12. **Property** cyber and **data** exclusion

12.1. Notwithstanding any provision to the contrary within this policy or any endorsement thereto this policy excludes any

12.1.1. **cyber loss**;

12.1.2. loss, **damage**, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any **data**, including any amount pertaining to the value of such **data**;

regardless of any other cause or event contributing concurrently or in any other sequence thereto.

12.2. In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder will remain in full force and effect.

12.3. This exclusion supersedes and, if in conflict with any other wording in the policy, or any exclusion, clause, endorsement, or condition, having a bearing on **cyber loss** or **data**, replaces that wording.

13. This policy does not cover **damage**, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with the actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any other sequence thereto.

14. **Communicable disease** exclusion

(this exclusion does not apply to Section 4 – Employers liability)

14.1. This policy does not insure any loss, **damage**, liability, **injury**, claim, cost, expense, or other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a **communicable disease** or the fear or threat (whether actual or perceived) of a **communicable disease**.

14.2. For the purposes of this endorsement, loss, **damage**, liability, **injury**, claim, cost, expense, or other sum, includes, but is not limited to, any cost to clean up, detoxify, remove, monitor or test;

14.2.1. for a **communicable disease**, or

14.2.2. any **property** insured hereunder that is affected by such **communicable disease**.

14.3. This exclusion applies to all coverage extensions, additional coverages, exceptions to any exclusion and other coverage with the exception of the cover provided under Section 4 – Employers liability of this insurance.

15. **We** will not indemnify **you** under this insurance against liability arising from any work conducted at heights exceeding 10 (ten) metres from ground or floor level.

16. **We** will not indemnify **you** under this insurance against liability arising from work conducted at depths exceeding 2 (two) metres.

17. **We** will not indemnify **you** under this insurance against liability arising from or in connection with any hazardous work, hazardous work is defined as:

17.1. any work of demolition except demolition solely undertaken with handheld tools and of structures not exceeding 5 (five) metres in height when such work forms an ancillary part of a contract for construction alteration or repair; and

17.2. roofing work of any nature and/or work on roofs including repair and construction of owned **premises**; and

17.3. the construction alteration maintenance or repair of bridges viaducts towers steeples spires pylons or chimney shafts; and

17.4. work involving underpinning pile driving quarrying tunnelling mines ships or blast furnaces; and

17.5. the construction of basements

17.5.1. in excess of 2 (two) floors; and/or

17.5.2. in excess of 50 (fifty) square metres;

17.6. the use of explosives; and

17.7. any work undertaken airside or on or in the immediate vicinity of aircraft; and

17.8. the burning of debris, waste, or other discarded materials; and

17.9. any work on or in

17.9.1. docks harbours or railways;

17.9.2. chemical or petrochemical works oil or gas refineries or storage facilities;

17.9.3. power stations or nuclear power stations;

17.9.4. new build contract sites exceeding four floors in post codes EC1-4, SW1, W1,W2, W9, W10, WC1, WC2 or E14;

18. **Sanctions**

We will not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation

19. **War and Terrorism**

This policy does not cover liability, **damage** or consequential loss directly or indirectly caused by or arising out of **war** or **terrorism**, except as provided for in section 4. employers liability extension 3.

In any action, suit or other proceedings where **we** allege that **damage** or consequential loss caused by **war** or **terrorism** is not covered by this policy, the burden of proving that such **damage** or consequential loss is covered will be upon **you**.

How to make a claim

If **you** need to make a claim under Sections 1 or 2 of this insurance **we** have appointed the following Third Party Administrator to manage **your** claim on **our** behalf:

Broadspire

Second Floor
Ashton House
499 Silbury Boulevard
Milton Keynes
MK9 2AH

You can telephone Broadspire on 01908 302 214
You can email Broadspire at britukproperty@broadspiretpa.co.uk

Please quote **your** Premco Underwriting policy number in all correspondence, this can be found on **your schedule**

If **you** wish to make a claim under any other section please contact:

Premco Underwriting

Stanhope House
12 Stanhope Place
Edinburgh
EH12 5HH

You can telephone them on 0330 165 2000
You can email them at claims@premco.co.uk

You can download the relevant claim form from our website premco.co.uk/premco-claims/

Claims conditions

1. 1. If any claim is in any respect fraudulent or if **you** or anyone acting on **your** behalf use any fraudulent means to obtain any benefit under this policy or deliberately cause **damage** all benefit under this policy will be forfeited from the date of the fraudulent act.
2. If **you** wish to intimate a claim under the terms of this policy the following conditions precedent to **our** liability will apply:
 - 2.1. it is a condition that **you** notify **us** as soon as possible of anything which could give rise to any claim being made against **you** and for which there could be liability under this policy. If **you** do not do so **we** can reject, or be unable to deal with **your** claim, or be unable to pay **your** claim in full. Details of how to give this notice are given on page GEN15.
 - 2.2. It is a condition that **you** notify **us** immediately, and certainly within seven days, when any claim is actually made against **you** (whether written or oral) and for which there could be liability under this policy. If **you** do not do so **we** can reject, or be unable to deal with **your** claim, or be unable to pay **your** claim in full. Details of how to report a claim are given on page GEN15.
 - 2.3. It is a condition that **you** advise **us** immediately, and certainly within seven days, if at any time **you** know of any impending prosecution, inquest, or fatal accident inquiry in connection with any claim or circumstance notified under (a) or (b) above. If **you** do not do so **we** can reject, or be unable to deal with **your** claim, or be unable to pay **your** claim in full. Details of how to give this notice are given on page GEN15.
 - 2.4. It is a condition that **you** will, as soon as possible, provide **us** with such particulars and information as **we** will require in relation to any occurrence or claim notified to **us**, and forward to **us**, immediately, and certainly within seven days, every letter, claim form, writ, summons, process, or any other legal papers. If **you** do not do so **we** can reject, or be unable to deal with **your** claim, or be unable to pay **your** claim in full.
3. **We** will be entitled to take over and conduct in **your** name the defence or settlement of any claim, and can choose to prosecute at **our** own expense and for **our** benefit any claim for insurance or damages against any other persons, and **you** agree to provide all information and assistance required. If **you** do not do so **we** can reject, or be unable to deal with **your** claim, or be unable to pay **your** claim in full. No admission of liability or offer, promise or payment can be made without **our** written consent.
4. **We** will not pay any claim under this policy unless **you** have complied with the terms of condition 2.
5. If **we** choose or are required to reinstate or replace any **property** **you** must at **your** own expense give **us** all such plans, documents, books and information as **we** will reasonably require.

We are not bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and are not in any case bound to pay out more than the sum insured on any item.
6. In the event of any **damage** for which a claim is or could be made under this policy **we** and any person authorised by **us** can, without incurring any liability or diminishing **our** right to, rely upon any conditions of this policy enter, take or keep possession of the building or **premises** where the **damage** has happened and any **property** insured under this policy.

If **you** or anyone acting on **your** behalf does not comply with **our** requirements or hinders or obstructs **us** in doing any of the above, then all benefit under this policy will be forfeited. **You** are not in any case entitled to abandon any **property** to **us** whether **we** take possession of it or not.

You or anyone acting on **your** behalf must not make any admission, offer, promise or payment without **our** written consent. **We** have the right to take over and conduct in **your** name the defence or settlement of any claim or to prosecute any claim in **your** name for **our** own benefit and **we** will have full discretion in the conduct of any proceedings and in the settlement of any claim.

You must give **us** all such assistance as **we** require.
7. Any claimant under this policy must at **our** request and expense do and allow all such acts and things as **we** reasonably require for the purpose of enforcing any rights and remedies **we** have of obtaining recovery or indemnity from third parties, irrespective of whether **we** require this before or after **we** indemnify **you**.
8. If at the time of any claim there is any other insurance covering **your** interest in the **property** **damaged** or the same legal liability **our** liability under this policy is limited to its rateable proportion of such claim.

If the other insurance is subject to any condition of average this policy if not already subject to any condition of average will be subject to average in the same way.

If any other insurance effected by **you** or on **your** behalf covers any of the **property** insured but is subject to any provision which excludes it from ranking concurrently with this policy either in whole or in part or from contributing rateably to the **damage**, **our** liability under this policy is limited to such proportion of the **damage** as the sum insured bears to the value of the **property**.
9. If any difference as to the amount to be paid under this policy (liability being otherwise admitted) arises, it will be referred to an arbitrator to be appointed by the parties in accordance with statutory provisions. Where any difference is referred to arbitration the making of any award will be a condition precedent to any right of action against **us**.

How to make a complain

Your right to complain

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times **we** are committed to providing **you** with the highest standard of service.

If **you** have any questions or concerns about **your** policy or the handling of a claim **you** must, in the first instance, contact **us** or **your** broker where applicable. In the event that **you** remain dissatisfied and wish to make a complaint, **you** can do so at any time. Making a complaint does not affect any of **your** legal rights.

Sections 1 and 2 of **your** insurance policy are underwritten for **Lloyd's** Syndicate 2987 managed by Brit Syndicates Ltd by Premco Underwriting which is an Approved Coverholder at **Lloyd's**. If **you** wish to make a complaint about this insurance, **you** can contact:

The Complaints Department
Brit Syndicates Ltd
By email: BGS.Complaints@britinsurance.com
By telephone: 0044 (0) 20 385 70000
By facsimile: 0044 (0) 20 385 70001
By mail: The Leadenhall Building, 122 Leadenhall Street, London EC3V 4AB

Sections 3 and 4 of **your** insurance policy are underwritten for Allied World by Premco Underwriting which is an Approved Coverholder at **Lloyd's**. If **you** wish to make a complaint about this insurance, **you** can contact:

Crawford Boyd
Premco Underwriting
By email: complaints@premco.co.uk
By telephone: 0330 165 2000
By mail: Stanhope House, 12 Stanhope Place, Edinburgh EH12 5HH

If **your** complaint cannot be resolved by the Complaints Department within two weeks, or if **you** have not received a response within two weeks **you** are entitled to refer the matter to **Lloyd's**. **Lloyd's** will then conduct a full investigation of **your** complaint and provide **you** with a written final response.

Lloyd's contact details are:

By email: complaints@Lloyd's.com
By telephone: 44 (0)20 7327 5696
By mail: Policyholder & Market Assistance, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent ME4 4RN

Details of **Lloyd's** complaints procedures are set out in a leaflet "**Your** Complaint – How **We** Can Help" available at www.lloyds.com/complaints and are also available from the above address.

If **you** remain dissatisfied after **Lloyd's** has considered **your** complaint, or if **you** have not received a written final response within eight weeks from the date Amlin received **your** complaint, **you** are entitled to refer **your** complaint to the Financial Ombudsman Service who will independently consider **your** complaint free of charge.

The Financial Ombudsman Service contact details are:

By email: complaint.info@financial-ombudsman.org.uk
By telephone: 0207 964 0500 or from a mobile 0300 123 9123
By facsimile: 0207 964 0500
By mail: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

There is information regarding the Financial Ombudsman Service on its website which can be found at www.financial-ombudsman.org.uk

Please note:

- **You** must refer **your** complaint to the Financial Ombudsman Service within six months of the date of **our** final response.
- The Financial Ombudsman Service will normally only consider a complaint from private individuals or from a micro-enterprise that has a turnover of less than €2,000,000 (two million Euros) and fewer than 10 **employees** or a small business with an annual turnover of less than £6,500,000 (six and a half million pounds) and a balance sheet total of less than £5,000,000 (five million pounds) or fewer than 50 (fifty) employees.

How to cancel your policy

Cancellation

You can cancel this insurance at any time by notifying **your** insurance agent in the first instance, the name of **your** insurance agent is detailed in the **schedule** issued with this policy or by writing to Premco at Stanhope House, 12 Stanhope Place, Edinburgh EH12 5HH or by emailing info@premco.co.uk or by telephoning 0330 165 2000.

If **you** have not made a claim under the terms of this policy at the time **you** wish to cancel it, and **you** are not aware of any incident which will give rise to a claim, **we** will refund a proportionate amount of **your** premium provided the premium has not been designated as a minimum and deposit premium in the **schedule**.

Cooling off

You can cancel this insurance within 14 days of it commencing by notifying **your** insurance agent in the first instance, the name of **your** insurance agent is detailed in the **schedule** issued with this policy, or by writing to Premco at Stanhope House, 12 Stanhope Place, Edinburgh EH12 5HH or by emailing info@premco.co.uk or by telephoning 0330 165 2000. If **you** cancel this insurance within 14 days of it commencing **you** will be charged a pro-rata premium for the period of cover provided, however, if **you** have intimated a claim or intend to intimate a claim occurring within 14 days of it commencing the full premium is payable without refund and any refund granted must be repaid before **we** will deal with any claim.

Section 1 – Property damage

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Buildings (Applies also to Section 2 - Business interruption)

1. Buildings (being built mainly of brick, stone, concrete or other non-combustible materials unless otherwise stated in the **schedule**).
2. Landlords' fixtures and fittings in and on the buildings.
3. Small outside buildings, extensions, annexes, gangways.
4. Walls, car parks, roads, pathways and loading bays.
5. Services, meaning telephone, gas and water mains, electrical instruments, meters, piping, cabling and the like extending from the buildings to the perimeter of the **premises** or to the public mains (including those underground).

Landlord's contents

Furniture, furnishings, building management systems, security equipment and other similar property or property for which **you** are responsible all whilst contained in or on the **buildings**.

Services

Telephone, gas, electricity, water mains, drains and sewers, electrical instruments, meters, piping, cabling and the accessories thereto providing services to or from the **buildings** and for which **you** are responsible.

Insuring clause

We will at **our** option pay for, repair or reinstate any **property insured** that sustains **damage** at the **premises** directly caused by any of the covers listed below provided they are shown as applying in the **schedule** during the **period of insurance**.

Our liability in any one **period of insurance** will not exceed

1. the total sum insured; or
2. in respect of any item, its sum insured; or
3. any other stated limit of liability.

Covers

1. **Fire, lightning and explosion** but not **damage** caused by
 - 1.1. earthquake, subterranean fire, riot, civil commotion;
 - 1.2. its undergoing any heat process or any process involving the application of heat;
 - 1.3. explosion of non – domestic steam pressure machinery or equipment under **your** control.
2. **Aircraft** or other aerial devices or articles dropped from them but not **damage** caused by
 - 2.1. pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
 - 2.2. fire.
3. **Riot, civil commotion, strikers, locked out workers or persons taking part in labour disturbances or malicious persons** but not **damage** arising from
 - 3.1. confiscation, requisition or destruction by order of the government or any public authority;
 - 3.2. stopping work;
 - 3.3. fire caused by strikers, locked out workers or persons taking part in labour disturbances or malicious persons;
 - 3.4. theft or attempted theft directly caused by malicious persons to any **building** which is **unoccupied** or not in use for more than 30 days.
4. **Earthquake or subterranean fire.**
5. **Storm** but not **damage**
 - 5.1. caused by lightning, frost, subsidence, ground heave or landslide;
 - 5.2. in respect of movable **property** in the open, fences and gates.
6. **Flood** but not **damage**
 - 6.1. attributable solely to change in the water table level;
 - 6.2. caused by lightning, frost, subsidence, ground heave or landslide;
 - 6.3. in respect of movable **property** in the open, fences and gates.
7. **Escape of water** from any tank, apparatus or pipe but not **damage**
 - 7.1. by water discharged or leaking from any automatic sprinkler installation;
 - 7.2. in respect of any **building** which is **unoccupied** or not in use for more than (thirty) 30 days.
8. **Accidental escape of water** from any automatic sprinkler installation in the **premises** but not **damage** caused by
 - 8.1. freezing whilst the **building** is **unoccupied** or not in use for more than (thirty) 30 days;
 - 8.2. explosion, earthquake, subterranean fire or heat caused by fire.
9. **Impact** by any road vehicle or animal.

Section 1 – Property damage

10. **Accidental damage** but not:

10.1. **Damage** caused by

- 10.1.1. any of the covers specified above;
- 10.1.2. the causes expressly excluded from the covers specified above whether or not insured;
- 10.1.3. inherent vice, latent defect, gradual deterioration, wear and tear, faulty or defective design or materials;
- 10.1.4. faulty or defective workmanship, operational error or omission on the part of **you** or any **employee**, but this does not include subsequent **damage** which itself results from a cause not otherwise excluded;
- 10.1.5. corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects;
- 10.1.6. change in temperature, colour, flavour, texture or finish;
- 10.1.7. the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunication services;
- 10.1.8. joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any steam and feed piping connected to them;
- 10.1.9. mechanical, electronic, electrical or computer breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates but this will not exclude subsequent **damage** so long as it is not excluded above
- 10.1.10. **pollution**;
- 10.1.11. normal settlement or bedding down of new structures;
- 10.1.12. acts of fraud or dishonesty;
- 10.1.13. disappearance, unexplained or inventory shortage, misfiling or misplacing of information;
- 10.1.14. **damage to a building** or structure caused by its own collapse or cracking;
- 10.1.15. any process of production, packing, treatment, testing, commissioning, servicing or repair;
- 10.1.16. nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority.

10.2. **Damage** to

- 10.2.1. movable **property** in the open, fences and gates caused by wind, rain, hail, sleet, snow, flood or dust;
- 10.2.2. vehicles licensed for road use (including their accessories) caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft;
- 10.2.3. **property** or structures in course of construction or erection and materials or supplies in connection with this other than internal alterations or refurbishments not more specifically insured under a contract works policy;
- 10.2.4. glass.

11. **Glass**

- 11.1. Glass breakage at the **premises** all being plain sheet or plain plate glass unless stated otherwise in the **schedule** including the cost of boarding up and any lettering and artwork.

11.2. **Damage** to

- 11.2.1. the contents of display windows;
- 11.2.2. windows and doorframes, vitrolite, marble, marmerile and similar materials, intruder alarm foils and other detection devices and circuits;
- 11.2.3. electric light fittings;
- 11.2.4. neon and illuminated signs;

as a direct result of glass breakage as defined under paragraph 11.1 provided that **our** liability will not exceed £10,000 (ten thousand pounds) in total.

12. **Breakage of fixed sanitaryware** but not breakage or **damage**

- 12.1. in vehicles, vending machines or to **stock** in trade;
- 12.2. in any **building** which is **unoccupied** or not in use for more than 30 days unless specifically agreed by **us**;
- 12.3. in transit or while being fitted;
- 12.4. due to settlement, expansion or contraction of frames or fittings in **buildings** under construction and during a period of six months after the date of completion;
- 12.5. existing before the start of the **period of insurance**;
- 12.6. of neon and illuminated signs and electric light fittings;
- 12.7. by wear and tear, gradual deterioration, mechanical or electrical breakdown or removal from the fixed position other than by theft or attempted theft;
- 12.8. of bulbs or tubes unless the signs or fittings are also **damaged**;
- 12.9. caused by fire or explosion.

13. **Theft or attempted theft** but not **damage**

- 13.1. which does not involve
 - 13.1.1. entry to or exit from a **building** by forcible and violent means; or
 - 13.1.2. actual or threatened assault or violence;
- 13.2. from any part of the **building** not occupied by **you** for the purpose of the **business**;
- 13.3. from the open or from any outbuilding not communicating with the main **building** unless otherwise specified;
- 13.4. to **property** in transit;
- 13.5. to **money** and securities of any description.

For the purpose of this cover **building** does not include walls, gates, fences, yards, car parks, roads, pathways and loading bays.

Section 1 – Property damage

14. **Subsidence, ground heave or landslip** of any part of the site on which the premises stands but not **damage**
- 14.1. to yards, car parks, roads, pavements, walls, gates and fences unless also affecting the structure of a **building**;
 - 14.2. caused by
 - 14.2.1. normal settlement or bedding down of new structures;
 - 14.2.2. settlement or movement of made up ground;
 - 14.2.3. coastal or river erosion;
 - 14.2.4. fire, subterranean fire, explosion, earthquake or the escape of water from any tank apparatus or pipe which originated before the inception of this cover;
 - 14.3. resulting from
 - 14.3.1. demolition, construction, structural alteration or repair of any **property**; or
 - 14.3.2. groundwork or excavation
- at the same **premises**.

Special condition to cover 14

You must notify **us** by contacting Premco Underwriting by email: insure@premco.co.uk or by telephone: 0330 165 2000 when **you** become aware of any demolition, groundworks, excavation or construction being carried out on any adjoining site. **We** will then have the right to vary the terms or cancel this cover.

Excess

An **excess** applies to the covers under this section as shown in the **schedule**.

Conditions

The following are conditions of the insurance that you need to meet as your part of this contract to which this endorsement attaches. If you do not meet any of these conditions and that either causes a claim or contributes to a claim, we can reject that claim or payment in respect of that claim could be reduced.

1. **Electrical circuits condition**
It is a condition precedent to our liability that all electrical circuits are tested at least every five years by qualified electrical engineers and that any defects identified are remedied in accordance with the regulations of the Institute of Electrical Engineers.
2. **Rebuilding on another site**
The buildings can be wholly or partially rebuilt upon another site and in any manner suitable to your requirements provided that it does not increase our liability.
3. **Delays in rebuilding**
We will not be liable for increases in costs attributable to unreasonable delays in rebuilding or restoring or complying with any regulations or requirements of a public authority or other statutory requirements unless such delays are wholly outside your control.
4. **Our option to rebuild**
We can at **our** option rebuild or restore the **buildings** destroyed or portions damaged but without being bound to rebuild or restore the property exactly or completely and only as circumstances permit and in reasonably sufficient manner. **You** will at **your** own expense produce and give to **us** all such plans, documents, books and information as **we** require.
5. **Condition of average (underinsurance)**
The sum insured by each item of this section (other than those applying solely to fees, removal of debris or private dwelling houses) is declared to be separately subject to average.

If, at the time **damage** occurs, the total of the declared value by all **buildings** insured is less than the insurable amount then the amount otherwise payable will be proportionately reduced;
 - 5.1. **declared value** means the base value shown in the schedule excluding any provision for inflation but if the loss is settled under the Inflation provision (Day 1) clause, the declared value will be 130% of the base value;
 - 5.2. the insurable amount will be the total of the Day one rebuilding value of all **buildings** insured;
 - 5.3. **Day one rebuilding value** means the total cost of reinstating the **buildings** insured to a condition substantially the same as when new at the level of costs applying at the beginning of the **period of insurance** in which the **damage** occurred.
6. **Seventy two hour provision**
In respect of covers 5 - Storm, 6 - Flood, 7 - Escape of water or oil and 8 - Accidental escape of water from a sprinkler installation only, **damage** occurring continuously or intermittently during any period of seventy two hours will be deemed to constitute one loss at each separate **premises** for the purpose of the application of the **excess**.
7. **Reinstatement**
Subject to the following special conditions, the basis upon which the amount payable in respect of **buildings** and **landlords' contents** is to be calculated will be the reinstatement of the property lost, destroyed or damaged.
For this purpose "reinstatement" means
 - 7.1. the rebuilding or replacement of property lost or destroyed which, provided **our** liability is not increased, may be carried out;
 - 7.1.1. in any manner suitable to **your** requirements; or
 - 7.1.2. upon another site; or

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7.2. the repair or restoration of property damaged;

in either case to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

However

7.3. **our** liability for the repair or restoration of property damaged in part only will not exceed the amount which would have been payable had such property been wholly destroyed; and

7.4. no payment beyond the amount which would have been payable in the absence of this condition will be made;

7.4.1. unless reinstatement commences and proceeds without unreasonable delay;

7.4.2. until the cost of reinstatement has been incurred; or

7.4.3. if the **property insured** at the time of its **damage** is insured by any other insurance effected by or on **your** behalf which is not upon the same basis of reinstatement.

All other terms and conditions of the policy will apply;

7.5. in respect of any claim payable under the provisions of this condition; or

7.6. where claims are payable as if this condition had not been incorporated; and

7.7. if at the time of reinstatement, the sum representing 85% of the cost which would have been incurred in reinstating the whole of the property covered by any item subject to this condition exceeds its sum insured at the commencement of any **damage** then the property is underinsured. If the property is underinsured **our** liability will not exceed that proportion of the amount of the **damage** which said sum insured bears to the sum representing the total cost of reinstating the whole of such property at that time.

Paragraph 7.7 above does not apply to **buildings** and contents indicated in the schedule to be indexed linked.

Optional conditions

(These apply only if stated in the **schedule**)

8. Day one basis (non-adjustable)

The insurance by the item(s) indicated in the **schedule** is subject to the following

8.1. The premium on each item has been calculated on the **declared value** calculated by **you**.

Declared value means **your** assessment of the cost of reinstatement of the **property insured** in a condition equal to but not better or more extensive than when new at the level of costs applying at the inception of the **period of insurance** (ignoring inflationary factors which can operate subsequently) together with allowance if required for

8.1.1. the additional cost of reinstatement to comply with public authority requirements; and

8.1.2. professional fees; and

8.1.3. debris removal costs.

8.2. At the beginning of each **period of insurance**, **you** must notify **us** of the **declared value** of the **property insured** by each of the item(s). In the absence of a declaration, **we** will take the last amount declared by **you** as the **declared value** for the next **period of insurance**.

8.3. Item 7.7 of the Reinstatement condition 7 is restated as follows;

8.3.1. if at the time of **damage** the declared value of the **property** covered by such item is less than the cost of the reinstatement at the inception of the **period of insurance**, **our** liability for the **damage** will not exceed that proportion which the declared value bears to the cost of reinstatement.

8.3.2. all the other terms and conditions of the policy will apply in respect of any claim payable under this condition so far as they are able, except, where claims are payable as if this condition had not been incorporated the sum(s) insured will be limited to 115% (one hundred and fifteen per cent) of the declared value(s).

9. Day one basis (adjustable)

The insurance by the item(s) indicated in the **schedule** is subject to the following

9.1. The premium on each item has been calculated on the **declared value** calculated by **you**.

Declared value means **your** assessment of the cost of reinstatement of the **property insured** in a condition equal to but not better or more extensive than when new at the level of costs applying at the inception of the **period of insurance** (ignoring inflationary factors which can operate subsequently) together with allowance if required for

9.1.1. the additional cost of reinstatement to comply with public authority requirements; and

9.1.2. professional fees; and

9.1.3. debris removal costs.

9.2. At the beginning of each **period of insurance**, **you** must notify **us** of the **declared value** of the **property insured** by each of the item(s). In the absence of a declaration, **we** will take the last amount declared by **you** as the **declared value** for the next **period of insurance**.

9.3. The premium calculated on the items is provisional. On expiry of each **period of insurance**, **we** will adjust the premium by 50% (fifty per cent) of the difference between

9.3.1. the provisional premium at the beginning of the **period of insurance**; and

9.3.2. the premium calculated for the subsequent **period of insurance**

based on the terms which have applied during the period under adjustment.

9.4. For the purpose of paragraph 9.3 of this condition

9.4.1. if **you** cancel or do not renew the policy or any of the items, **you** must tell **us** the declared value of the **property insured** by each of the item(s) which apply at the date of cancellation or non-renewal;

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- 9.4.2. if **property** has not been reinstated following **damage**, **you** must tell **us** the declared value as though the **property** had not been **damaged**;
- 9.4.3. if **you** do not tell **us** the declared value, **we** will charge an additional premium of up to 7.5% (seven and a half per cent) of the provisional premium.
- 9.5. Item 7.7 of the Reinstatement condition 7 is restated as follows;
 - 9.5.1. if at the time of **damage** the **declared value** of the **property** covered by such item is less than the cost of the reinstatement at the inception of the **period of insurance**, then **our** liability for the **damage** will not exceed that proportion which the declared value bears to the cost of reinstatement;
 - 9.5.2. all the other terms and conditions of the policy will apply in respect of any claim payable under this condition so far as they are able except that where claims are payable as if this clause had not been incorporated the sum(s) insured will be limited to 102% (one hundred and two per cent) of the declared value(s).

Extensions

1. Designation

For the purpose of determining the heading under which any **property** is insured **we** agree to accept the designation under which such **property** has been entered in **your** books.

2. Additions

The insurance extends to include

- 2.1. any newly acquired or built **premises** which is not insured elsewhere; and
- 2.2. alterations, additions and improvements to **property insured** but not increases in value

anywhere in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Cover under this extension in any one situation is limited to 15% (fifteen per cent) of the sum insured on **buildings** and **general contents** or £500,000 (five hundred thousand pounds) whichever is the lesser. **You** must advise **us** of all such additional **property** within 6 (six) months and pay the appropriate additional premium from the date on which the items become **your** responsibility. Once the premium has been paid for the additional **property**, the provisions of this extension are reinstated.

3. Professional fees

The sum insured for each **building**, block of flats and machinery item described in the **schedule** includes an amount for professional fees necessarily incurred in reinstating or repairing the **property insured** following **damage** covered by this section.

We will not indemnify **you** in respect of fees

- 3.1. more specifically insured; or
- 3.2. incurred in preparing a claim; or
- 3.3. any form of legal fees.

4. Automatic reinstatement after a loss

Unless **we** advise **you** to the contrary **our** liability will not be reduced by the amount of any loss as long as

- 4.1. **you** pay the appropriate additional premium for reinstatement of cover; and
- 4.2. **you** carry out any reasonable recommendations **we** put forward to prevent further loss.

If the **damage** is by theft (if insured), automatic reinstatement will apply once in each **period of insurance**.

5. Clearing of drains

We will pay for costs and expenses necessarily incurred in clearing, cleaning and repairing drains, gutters, sewers and the like at **your premises** and in the immediate vicinity for which **you** are responsible in consequence of **damage**.

We will not pay more than £25,000 (twenty five thousand pounds) any one claim.

6. Contract price

If **goods** sold but not delivered for which **you** are responsible suffer **damage** and as a result the sale contract is cancelled either wholly or to the extent of the **damage**, **our** liability will be based on the contract price for the purpose of average and the value of all **goods** to which this extension applies will be calculated on the same basis.

7. Contractor's interest

Where **you** are required to effect insurance on the **buildings** in the joint names of **yourselves** and the contractor under the terms of a contract condition, then the interest of the contractor in the **buildings** as a joint insured is noted, subject to details of any single contract valued in excess of £100,000 (one hundred thousand pounds) having been advised to **us** before work commences and an additional premium being paid as appropriate.

8. Contract works

We will pay for contract works to the extent to which **you** have contracted to arrange cover subject to a limit of £50,000 (fifty thousand pounds) any one claim at any **premises** and excluding the first £500 (five hundred pounds) of each and every loss.

This extension will only apply in so far as the contract works are not otherwise insured.

9. Contracting purchaser's interest

If at the time of **damage**, **you** have contracted to sell **your** interest in any **building** insured and the purchase has not been but will be completed, the purchaser on completion will be entitled to benefit under this policy without prejudice to **our** rights and liabilities. This

Section 1 – Property damage

benefit will apply from the date of the **damage** until completion as long as the purchaser has not otherwise insured the **building** against such **damage**.

10. Debris removal

We will pay for costs and expenses **you** necessarily incur with **our** consent for;

- 10.1. removing debris from;
 - 10.2. dismantling and/or demolishing;
 - 10.3. shoring or propping up of;
 - 10.4. clearing, cleaning or repairing **services** to;
- those parts of the **property insured** damaged by any cover insured.

We will not pay

- 10.5. more than the sum insured for each item;
- 10.6. for any costs or expenses;
 - 10.6.1. incurred in removing debris except from the site of property damaged and the area immediately adjacent to it;
 - 10.6.2. arising from **pollution** or contamination of property not insured by this policy;
 - 10.6.3. in respect of **damage** which occurred before the granting of cover under this insurance.

11. Fire extinguishing expenses **We** will pay the reasonable costs incurred by **you** for

- 11.1. refilling fire extinguishing appliances and replacing used sprinkler heads solely in consequence of insured **damage**;
- 11.2. extinguishing operations in order to minimise loss;
- 11.3. **damage** to lawns, trees, shrubs and gardens caused by extinguishing operations.

12. Fire extinguishing appliances

If **you** maintain fire extinguishing appliances at the **premises**, **you** must ensure all appliances are in efficient working order and remedy promptly any defects.

Providing **you** do this, **we** agree **we** will not invalidate this policy because of any defect in any of the appliances due to circumstances unknown to or beyond **your** control.

13. Interest

It is understood that other parties can have an interest in certain **property insured** by this policy. The nature and extent of this interest must be disclosed in the event of **damage**.

14. Non- invalidation

This insurance will not be invalidated by any act, omission or alteration whereby the risk of **damage** is increased unknown to or beyond **your** control, provided that immediately **you** become aware of it **you** tell **us** and pay any additional premium required.

15. Public authorities

Subject to the following special conditions, the insurance by this section extends to include the additional cost of reinstatement that are incurred solely by reason of the necessity to comply with the stipulations of building or other regulations under or framed in pursuance of any Act of Parliament or public authority bye-law in respect of the **damaged property insured** and any **undamaged** portions but excluding the following

- 15.1. The cost incurred in complying with the stipulations
 - 15.1.1. in respect of **damage** occurring before the inception of this clause;
 - 15.1.2. in respect of **damage** not insured by the section;
 - 15.1.3. under which notice has been served on **you** before the happening of the **damage**;
 - 15.1.4. for which there is an existing requirement, which has to be implemented within a given period; or
 - 15.1.5. in respect of **property** entirely **undamaged** by any insured cover.
- 15.2. The additional cost that would have been required to make good the **property damaged** to a condition equal to its condition when new, had the necessity to comply with the stipulations not arisen.
- 15.3. The amount of any charge or assessment arising out of capital appreciation which is payable in respect of the **property** or by its owner by reason of compliance with the stipulations.

Special conditions

- 15.4. The work of reinstatement must be commenced and carried out without unreasonable delay, and in any case must be completed within 12 (twelve) months after the **damage** or within any further time that **we** allow (during the twelve months), and can be carried out upon another site (if the stipulations require it) subject to **our** liability under this clause not being increased by this.
- 15.5. If **our** liability under any item of the section, apart from this clause, is reduced by the application of any of the terms and conditions of the policy, then **our** liability under the clause will be similarly reduced.
- 15.6. The total amount recoverable under any item of the section in respect of this clause will not exceed
 - 15.6.1. in respect of the **damaged property**
 - 15.6.1.1. 15% (fifteen per cent) of its sum insured; and
 - 15.6.1.2. where the sum insured by the item applies to **property** at more than one **premises**, 15% (fifteen per cent) of the total amount for which **we** would have been liable had the **property insured** at the **premises** where the **damage** has occurred been wholly destroyed; or
 - 15.6.1.3. in respect of **undamaged** portions of **property** (other than foundations), 15% (fifteen per cent) of the total amount for which **we** would have been liable had the **property insured** at the **premises** where the **damage** occurred been wholly destroyed.

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- 15.7. The total amount recoverable under any item of the policy will not exceed its sum insured.
- 15.8. All the terms and conditions of the policy, except where they are varied by this clause, will apply as if they had been incorporated in it.
16. **Re-erection**
The insurance within the limits of the sum insured for **general contents** includes the cost of re-erection and fixing machinery and plant because of **damage** covered by this policy.
17. **Subrogation waiver**
In the event of a claim arising under this policy, **we** agree to waive any rights, remedies or relief to which **we** are entitled to by subrogation against
- 17.1. any company standing in the relation of parent to subsidiary (subsidiary to parent) to **you** as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**; or
- 17.2. any company which is a subsidiary of a parent company of which **you** are a subsidiary as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**.
18. **Trace and access**
In the event of **damage** resulting from escape of water or oil as covered by this policy, **we** will pay
- 18.1. the costs necessarily and reasonably incurred in locating the source of such **damage** and subsequently making good; and
- 18.2. the cost of repairing or replacing tanks, apparatus, pipes or appliances which have been **damaged** by freezing.
- We** will not pay more than £10,000 (ten thousand pounds) or 10% (the per cent) of the sum insured by this section, whichever is the lesser.
19. **Workmen and alteration to the premises or business**
Workmen and tradesmen are allowed in or about the **premises** for maintenance purposes and for undertaking minor repairs and alterations without affecting this insurance, but **we** have insured **you** on the basis of information supplied and cover under this policy will cease if
- 19.1. there are changes to the **premises** or the **building** in which it is located or to **your business** which increases the risk of **damage**, liability, accident or **injury**; or
- 19.2. there are changes in the occupancy or use of the **premises**.
20. **Additional metered water or oil charges**
The insurance covers additional metered water or domestic heating oil charges **you** incur as a result of **damage** by an insured cover to the water installation or fixed heating installation at the **premises** insured by this policy. **We** will calculate the amount to be paid by comparing the charge made by the water suppliers for the period during which the **damage** occurred with the charges for the previous period, adjusted for any relevant factors affecting **your** consumption of water during the periods concerned.
- This extension is not subject to any condition of average.
- We** will not pay more than £10,000 (ten thousand pounds) in all in respect of any one **period of insurance** excluding the cost or value of metered water or heating oil lost when the **premises** are **unoccupied** or not in use.
21. **Underground services**
We will pay for
- 21.1. accidental **damage** not otherwise excluded to underground water, gas, oil, drain or sewer pipes and underground electricity or telephone cables which extend from the **premises** to the public mains and for which **you** have responsibility for repair or reinstatement; and
- 21.2. **costs and expenses** incurred in clearing and cleaning drains, gutters, sewers, drain inspection covers and similar underground service areas for which **you** are responsible in consequence of any cover insured by this section.
- We** will not pay more than £5,000 (five thousand pounds) in any one **period of insurance**.

Exclusions

This section does not cover

1. **Marine policies**
Damage to property which is insured by or would but for the existence of this insurance be insured by any marine policy or policies except in respect of any **excess** beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected.
2. **Pollution and contamination**
Damage caused by **pollution**
However, **we** will cover **damage** to the **property insured** caused by
- 2.1. **pollution** which itself results from any cover insured (other than cover 10); or
- 2.2. any cover insured (other than cover 10) which itself results from **pollution** provided it is not otherwise excluded.
3. **Consequential loss**
Consequential loss of any kind except loss of rent when such loss is included in the cover under this section.
4. **Foundations**
In respect of any sum insured on buildings subject to any condition of average, those parts of the foundations and incombustible floors of buildings (other than machinery foundations) more than 8 (eight) centimetres (five hundred thousand pounds) metres below the level of floors of the lowest storeys (whether such floors constitute the flooring of the basements or otherwise) are excluded from this insurance except where they are within a radius of 60 cms around and below any structural column or similar superstructure support.

Section 2 – Business interruption

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the **schedule** relating to this section. To help identify these words they will appear in **bold** in the section wording.

Note 1

To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of such tax.

Note 2

For the purpose of these definitions any adjustment implemented for current cost accounting will be disregarded.

Buildings

See Section 1- Material damage.

Consequential loss

Loss resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of **damage** to **property** used by **you** at the **premises** for the purpose of the **business**.

Incident

Damage to **property** used by **you** at the **premises** for the purpose of the **business**.

Indemnity period

The period beginning with the occurrence of the **incident** and ending not later than the **maximum indemnity period** thereafter during which the results of the **business** will be affected in consequence of the **incident**.

Maximum indemnity period

As stated in the **schedule**.

Other property

Any other items of **property** not specifically insured which **you** have advised to **us** and **we** have specified on the **schedule**.

Insuring clause

If any **building** or **other property** used by **you** at the **premises** for the purpose of the **business** suffers **damage** by any of the covers specified in the **schedule** and there is a **consequential loss**, **we** will pay **you** in respect of each item in the **schedule** the amount of the loss provided that

1. at the time of the happening of the **damage** there is in force an insurance covering **your** interest in the **property** at the **premises** against such **damage** and that
 - 1.1. payment has been made or liability admitted; or
 - 1.2. payment would have been made or liability admitted but for the operation of a clause in such insurance excluding liability for losses below a specified amount.
2. **our** liability under this section will not exceed
 - 2.1. in the whole the total sum insured or in respect of any item its sum insured or any other limit of liability stated in **schedule** at the time of the **damage**; and
 - 2.2. the sum insured remaining after deduction for any other **consequential loss** occurring during the same **period of insurance** unless **we** have agreed to reinstate any such sum insured.

during the period of insurance.

Covers

1. **Fire, lightning and explosion** but not **damage** caused by
 - 1.1. earthquake, subterranean fire, riot, civil commotion;
 - 1.2. its undergoing any heat process or any process involving the application of heat;
 - 1.3. explosion of non – domestic steam pressure machinery or equipment under **your** control.
2. **Aircraft** or other aerial devices or articles dropped from them but not **damage** caused by
 - 2.1. pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
 - 2.2. fire.
3. **Riot, civil commotion, strikers, locked out workers or persons taking part in labour disturbances or malicious persons** but not **damage** arising from
 - 3.1. confiscation, requisition or destruction by order of the government or any public authority;
 - 3.2. stopping work;
 - 3.3. fire caused by strikers, locked out workers or persons taking part in labour disturbances or malicious persons;
 - 3.4. theft or attempted theft directly caused by malicious persons to any **building** which is **unoccupied** or not in use for more than 30 days.

Section 2 – Business interruption

- 3.5.
4. **Earthquake or subterranean fire.**
5. **Storm but not damage**
 - 5.1. caused by lightning, frost, subsidence, ground heave or landslide;
 - 5.2. in respect of movable **property** in the open, fences and gates.
6. **Flood but not damage**
 - 6.1. attributable solely to change in the water table level;
 - 6.2. caused by lightning, frost, subsidence, ground heave or landslide;
 - 6.3. in respect of movable **property** in the open, fences and gates.
7. **Escape of water** from any tank, apparatus or pipe but not **damage**
 - 7.1. by water discharged or leaking from any automatic sprinkler installation;
 - 7.2. in respect of any **building** which is **unoccupied** or not in use for more than 30 days.
8. **Accidental escape of water** from any automatic sprinkler installation in the **premises** but not **damage** caused by
 - 8.1. freezing whilst the **building** is **unoccupied** or not in use for more than 30 days;
 - 8.2. explosion, earthquake, subterranean fire or heat caused by fire.
9. **Impact** by any road vehicle or animal.
10. **Accidental damage** but not:
 - 10.1. **Damage** caused by
 - 10.1.1. any of the covers specified above;
 - 10.1.2. the causes expressly excluded from the covers specified above whether or not insured;
 - 10.1.3. inherent vice, latent defect, gradual deterioration, wear and tear, faulty or defective design or materials;
 - 10.1.4. faulty or defective workmanship, operational error or omission on the part of **you** or any **employee**, but this does not include subsequent **damage** which itself results from a cause not otherwise excluded;
 - 10.1.5. corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects;
 - 10.1.6. change in temperature, colour, flavour, texture or finish;
 - 10.1.7. the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunication services;
 - 10.1.8. joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any steam and feed piping connected to them;
 - 10.1.9. mechanical, electronic, electrical or computer breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates but this will not exclude subsequent **damage** so long as it is not excluded above;
 - 10.1.10. **pollution**;
 - 10.1.11. normal settlement or bedding down of new structures;
 - 10.1.12. acts of fraud or dishonesty;
 - 10.1.13. disappearance, unexplained or inventory shortage, misfiling or misplacing of information;
 - 10.1.14. **damage to a building** or structure caused by its own collapse or cracking;
 - 10.1.15. any process of production, packing, treatment, testing, commissioning, servicing or repair;
 - 10.1.16. nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority.
 - 10.2. **Damage to**
 - 10.2.1. movable **property** in the open, fences and gates caused by wind, rain, hail, sleet, snow, flood or dust;
 - 10.2.2. vehicles licensed for road use (including their accessories) caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft;
 - 10.2.3. **property** or structures in course of construction or erection and materials or supplies in connection with this other than internal alterations or refurbishments not more specifically insured under a contract works policy;
 - 10.2.4. glass.

Section 2 – Business interruption

11. Glass

11.1. Glass breakage at the **premises** all being plain sheet or plain plate glass unless stated otherwise in the **schedule** including the cost of boarding up and any lettering and artwork.

11.2. Damage to

11.2.1. the contents of display windows;

11.2.2. windows and doorframes, vitrolite, marble, marmerile and similar materials, intruder alarm foils and other detection devices and circuits;

11.2.3. electric light fittings;

11.2.4. neon and illuminated signs;

as a direct result of glass breakage as defined under paragraph 11.1 provided that **our** liability will not exceed £10,000 (ten thousand pounds) in total.

15. Breakage of fixed sanitaryware but not breakage or damage

15.1. in vehicles, vending machines or to **stock** in trade;

15.2. in any **building** which is **unoccupied** or not in use for more than 30 days unless specifically agreed by **us**;

15.3. in transit or while being fitted;

15.4. due to settlement, expansion or contraction of frames or fittings in **buildings** under construction and during a period of six months after the date of completion;

15.5. existing before the start of the **period of insurance**;

15.6. of neon and illuminated signs and electric light fittings;

15.7. by wear and tear, gradual deterioration, mechanical or electrical breakdown or removal from the fixed position other than by theft or attempted theft;

15.8. of bulbs or tubes unless the signs or fittings are also **damaged**;

15.9. caused by fire or explosion.

16. Theft or attempted theft but not damage

16.1. which does not involve

16.1.1. entry to or exit from a **building** by forcible and violent means; or

16.1.2. actual or threatened assault or violence;

16.2. from any part of the **building** not occupied by **you** for the purpose of the **business**;

16.3. from the open or from any outbuilding not communicating with the main **building** unless otherwise specified;

16.4. to **property** in transit;

16.5. to **money** and securities of any description.

For the purpose of this cover **building** does not include walls, gates, fences, yards, car parks, roads, pathways and loading bays.

17. Subsidence, ground heave or landslip of any part of the site on which the premises stands but not damage

17.1. to yards, car parks, roads, pavements, walls, gates and fences unless also affecting the structure of a **building**;

17.2. caused by

17.2.1. normal settlement or bedding down of new structures;

17.2.2. settlement or movement of made up ground;

17.2.3. coastal or river erosion;

17.2.4. fire, subterranean fire, explosion, earthquake or the escape of water from any tank apparatus or pipe which originated before the inception of this cover;

17.3. resulting from

17.3.1. demolition, construction, structural alteration or repair of any **property**; or

17.3.2. groundwork or excavation

at the same **premises**.

Special condition to cover 14

You must notify **us** by contacting Premco Underwriting by email: insure@premco.co.uk or by telephone: 0330 165 2000 when **you** become aware of any demolition, groundworks, excavation or construction being carried out on any adjoining site. **We** will then have the right to vary the terms or cancel this cover.

Section 2 – Business interruption

Extensions

*The following extensions of cover are only insured if a sum insured or a limit of liability is shown in the **Schedule***

1. Action of competent authorities

We will pay for loss resulting from interruption or interference with the **business** in consequence of action by the police or other competent local, civil or military authority following a danger or disturbance in the vicinity of the **premises** whereby access will be prevented provided always that there will be no liability under this extension for loss resulting from interruption of the business during the first 12 hours of the **indemnity period**.

We will not pay

- 1.1. more than the sum insured shown in the **schedule**; or
- 1.2. for more than 3 months of the **maximum indemnity period**
- 1.3. as a consequence of a **communicable disease**

under this extension.

2. Additions

The insurance extends to include additional rent as a result of alterations, additions and improvements to **buildings** anywhere in the United Kingdom to the extent that they are not insured elsewhere subject to the following;

- 2.1. cover under this extension in any one situation is limited to the value of the anticipated amount of additional rent but not exceeding 10% (ten per cent) of the sum insured on rent or £50,000 (fifty thousand pounds) whichever is the lesser;
- 2.2. **you** must pay the appropriate additional premium from the date on which the items become **your** responsibility.

3. Alternative trading

If during the **indemnity period** the **business** is conducted elsewhere than at the **premises**, the money paid or payable to **you** in respect of such other premises will be brought into account in arriving at the **rent receivable** during the **indemnity period**.

4. Buildings awaiting sale

If, at the time of the **damage**, **you** have contracted to sell **your** interest in the **buildings** or have accepted an offer in writing to purchase **your** interest in the **buildings** subject to contract and the sale is cancelled or delayed solely in consequence of the **damage**, provided that **you** have made all reasonable efforts to complete the sale of the **buildings** as soon as practicable after the **damage**, **you** can opt for the amount payable by **us** to be as follows;

- 4.1. loss of rent, being the actual amount of the reduction in the **rent receivable** by **you** solely in consequence of the **damage**, during the period before the date upon which, but for the **damage**, the **buildings** would have been sold; and
- 4.2. loss of interest during the period commencing with the date upon which, but for the **damage**, the **buildings** would have been sold and ending with the actual date of sale or with the expiry of the **indemnity period** if earlier;
 - 4.2.1. loss of interest will be;
 - 4.2.1.1. the actual interest incurred on capital borrowed (solely to offset in whole or part the loss of use of the sale proceeds) for the purpose of financing the **business**;
 - 4.2.1.2. the investment interest lost to **you** on any balance of the sale proceeds (after deduction of any capital borrowed as provided under paragraph i) less any amount receivable in respect of rent.
- 4.3. additional expenditure;
 - 4.3.1. the expenditure necessarily and reasonably incurred in consequence of the **damage** solely to avoid or minimise the loss payable under paragraphs a) or b) immediately above but not exceeding the amount of loss avoided by such expenditure; and
 - 4.3.2. the additional legal fees and other expenditure incurred solely as a result of the cancellation or delay in consequence of the **damage** but not exceeding either an amount equivalent to the expenditure incurred immediately before the **damage** or £50,000 (fifty thousand pounds) whichever is the lesser except;
 - 4.3.2.1. the amount payable will be adjusted to provide for any benefit derived by **you** from cancellation of or delay in the sale so that it represents as nearly as practicable the actual loss suffered by **you**;
 - 4.3.2.2. in the event of underinsurance the amount payable will be adjusted in accordance with Special provision 4 below.

5. Contingency rent

Where there is provision in the lease agreed between the landlord and tenant of the **buildings** for an abatement of rent in the event of any loss as described below, or where the **rent receivable** by the landlord is reduced as a direct consequence of the turnover of the lessee's business being reduced by any such loss, the insurance by the item on rent is extended to include the following;

- 5.1. loss of rent caused by the failure of the supply of;
 - 5.1.1. electricity at the terminal ends of the supply authority's service feeders at the **buildings**;
 - 5.1.2. gas at the supply authority's meters at the **buildings**; or
 - 5.1.3. water at the supply authority's main stop cock serving the **buildings**;
- 5.2. loss of rent as a direct result of;
 - 5.2.1. murder, suicide or serious crime at the **premises**;
 - 5.2.2. closure, in whole or in part, of the **premises** by a competent public authority following defects in drains or other sanitaryware at the **premises**; or
 - 5.2.3. food or drink poisoning contracted at the **premises**;
 - 5.2.4. the discovery of vermin or pests at the **buildings** which causes restrictions on the use of the **buildings** on the order or advice of a competent public authority;

Section 2 – Business interruption

- 5.2.5. any accident causing defects in the drains or other sanitaryware at the **buildings** which causes restrictions on the use of the **buildings** on the order or advice of a competent public authority;

will be deemed to be an **incident**, provided that **our** liability under this extension in respect of each and every claim will not exceed the sum insured stated in respect of this sub section in the **schedule**.

For the purpose of this clause the **indemnity period** commences:

- 5.3. in the case of paragraphs 5.1 above with the date from which the restrictions on the **buildings** are applied;
5.4. in the case of paragraphs 5.2 above with the occurrence or discovery of the **incident**;

the **maximum indemnity period** any one claim is restricted to 3 (three) months.

We will not be liable under this clause for;

- 5.5. any costs incurred in the cleaning, repair, replacement recall or checking of property; or
5.6. loss arising at **buildings** which are not directly subject to the occurrence or accident;
5.7. more than £25,000 (twenty five thousand pounds) any one occurrence.

6. Cost of reletting

We will pay for the costs necessarily and reasonably incurred with **our** consent during the **indemnity period** in reletting the **buildings** (including legal fees in connection with the reletting) solely in consequence of the **incident**.

7. Increased cost of working

The insurance under this item is limited to increased cost of working and the amount payable as indemnity will be the increased expenditure reasonably incurred by **you** during the **indemnity period** in order to minimise any interruption of or interference with the **business** in consequence of the **incident**. **We** will not be liable for;

- 7.1. more than one third of the sum insured in respect of such additional expenditure arising in the first quarter of the **maximum indemnity period** following the date of the **incident**; or
7.2. more than an equal proportion of the balance of the sum insured per month in respect of the additional expenditure in the remainder of the **maximum indemnity period**.

8. Legionellosis

We will pay for loss resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of any outbreak of legionellosis at the **premises** causing restrictions on their use on the order or advice of the competent local authority subject to the following;

- 8.1. **premises** means only those **premises** which are stated in the **schedule** to be insured and which are directly affected by the **incident**.
8.2. **indemnity period** means the period during which the results of the **business** is affected in consequence of the occurrence or discovery, beginning with the date from which the restrictions on the **premises** are applied and ending not later than the **maximum indemnity period** thereafter.

We will not pay

- 8.3. for any costs incurred in cleaning, repair, replacement or checking of property except those costs and expenses necessarily incurred with **our** consent in cleaning and decontamination of the air-conditioning or water supply equipment at the **premises**, the use of which has been restricted on the order or advice of the competent local authority;
8.4. more than £50,000 (fifty thousand pounds) at any one situation; or
8.5. for more than 3 (three) months' **maximum indemnity period**;

under this extension.

9. Loss of attraction (leased premises)

The insurance by the item on rent is extended to include loss as insured resulting solely from **damage** by any of the covers insured to **buildings** or other property at any location in the immediate vicinity of the **premises** in consequence of which the turnover of the lessee's business is affected and **rent receivable** by **you** is reduced.

We will not pay under this clause more than 5% of the sum Insured or £50,000 (fifty thousand pounds) whichever is the lesser any one occurrence.

10. Loss of investment income on late payment of rent

If, as a result of **damage**, **we** are paying indemnity in respect of loss of rent and the payment by **us** to **you** is made later than the date upon which **you** would normally have expected to receive the rent from a lessee, **we** will pay a further sum representing the investment interest lost to **you** during the delay period.

11. Managing agents' premises

The insurance by each item on rent is extended to include loss as insured resulting solely from **damage** by any of the covers insured to buildings or other property at any location in the United Kingdom owned or occupied by **your** managing agents for the purposes of their business in consequence of which **rent receivable** by **you** is reduced.

Section 2 – Business interruption

12. New business

For the purpose of any claim arising from an **incident** occurring before the completion of the first year's trading of the **business** at the **premises**, the term "standard rent receivable" is defined as follows;

Standard rent receivable

The proportional equivalent for a period equal to the **indemnity period** of the **rent receivable** realised during the period between the commencement of the **business** and the date of the **incident**, which are necessary to provide for the trend of the **business** and for variations in or other circumstances affecting the **business** whether before or after the **incident** or which would have affected the **business** had the **incident** not occurred, so that the adjusted figures represent as closely as is reasonably practicable the results which but for the **incident** would have been obtained during the relative period after the **incident**.

13. Payments on account

Payments on account will be made to **you** in respect of claims for loss of rent on the date upon which, but for the **damage**, the rent would have been due from the lessee.

14. Prevention of access

The insurance by each item on rent is extended to include loss as insured caused by prevention or hindrance of access to the **buildings** or prevention of use of the **buildings** in consequence of **damage** by any cover insured to property within one mile of the boundary of the **buildings**.

15. Professional accountants and legal fees clause

In respect of each item on rent if any of the **buildings** suffer **damage**, **we** will pay the reasonable charges payable by **you**, and incurred with **our** consent to;

- 15.1. **your** professional accountants for producing such information as could be required by **us** under the terms of Claims condition 2 applicable to property damage insurance and for reporting that such information is in accordance with **your** accounts; and
- 15.2. **your** lawyers for determining **your** contractual rights under any rent cesser clause or insurance break clause contained in the lease but not for any other purposes in the preparation of any claim.

16. Utilities

We will pay for loss resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of any **damage** arising at any;

- 16.1. generating station or sub-station of the electricity supply undertaking;
- 16.2. land based premises of the gas supply undertaking or of any natural gas producer linked directly with it;
- 16.3. water works or pumping station of the water supply undertaking; or
- 16.4. land based premises of the telecommunications undertaking;

from which **you** obtain electricity, gas, water or telecommunications services, all in Great Britain or Northern Ireland.

17. Rent free periods

If at the date of the **incident** the **premises** are subject to a rent free concession under the terms of the lease the **indemnity period** will be adjusted by adding the unexpired portion of the rent free period to the **maximum indemnity period**.

18. Rent of residential property

In the event that **buildings** occupied solely or partly for residential purposes suffer **damage** and no sum insured on rent for the residential portions has been allocated, then this insurance extends to include loss of rent including the cost of reletting and any additional expenditure as detailed above;

For the purposes of the cover by this extension;

- 18.1. **indemnity period** means the maximum period of 3 (three) years from the date of the **damage** for which **we** are liable to pay any loss;
- 18.2. special provision 4 below is deleted.

This clause will also indemnify **you** in respect of any expenditure incurred in the provision of comparable accommodation for the benefit of any lessee to comply with the requirements of the lease.

We will not pay under this provision more than 25% (twenty five per cent) of the sum insured applicable to the residential **building** or residential portion of the **building** concerned.

19. Subrogation waiver

20. In the event of a claim arising under this policy, **we** agree to waive any rights, remedies or relief to which **we** become entitled by subrogation against;

- 20.1. any company standing in the relation of parent to subsidiary or subsidiary to parent to **you** as defined in the Companies Act or Companies (N.I.) Order, as appropriate, current at the time of the **incident**;
- 20.2. any company which is a subsidiary of a parent company of which **you** are **yourself** a subsidiary in each case within the meaning of the Companies Act or Companies (N.I.) Order, as appropriate, current at the time of the **incident**;
- 20.3. any tenant, lessee or managing agent in respect of **consequential loss** applicable to the **premises** unless such **consequential loss** arises out of a criminal or malicious act of the tenant, lessee or managing agent.

Section 2 – Business interruption

21. Unlawful occupation

22. Loss as insured by this section is extended to include loss resulting from interruption of or interference with the **business** in consequence of access to or use of the **premises** being hindered or prevented due to the **premises** or property in the vicinity of the **premises** or any rights of way being;

22.1. occupied by terrorists or persons thought to be terrorists;

22.2. unlawfully occupied by third parties except in the course of a dispute between any employer and employee or group of workers; or

22.3. thought to contain or actually containing a harmful device provided that the police are immediately informed.

We will not be liable for;

22.4. loss arising from any cause within **your** control;

22.5. loss as a result of physical **damage** to property;

22.6. loss which is the direct result of repairs or maintenance being carried out to property as a result of inherent defect or wear and tear;

22.7. any **incident** involving prevention or hindrance of access to or use of the **premises** for less than 12 hours duration;

22.8. more than £10,000 (ten thousand pounds) any one occurrence.

Special provisions

1. Renewal

Before each renewal, **you** must provide **us** with the estimated **rent receivable** for the financial year most nearly concurrent with the ensuing year of insurance.

2. Service charges

Rent is deemed to include service charges unless otherwise stated in the schedule.

3. Savings

If any charge or expense payable out of rent ceases or reduces during the **indemnity period** in consequence of the **damage**, the sum saved will be deducted from the amount otherwise payable under this insurance before the application of Special provision 4 below.

4. Underinsurance (rent)

If, at the time **damage** occurs, the total sum insured on rent is less than the Day one rental value, **our** liability for any loss will be limited to that proportion of the amount otherwise payable which the sum insured bears to the Day one rental value.

Day one rental value means the actual annual rent at the commencement of the **period of insurance** or, if the **buildings** are untenanted at that date, the actual annual rent at which the **buildings** were subsequently let (or the estimated annual rent at which they are expected to be let) in all cases proportionately increased where the **indemnity period** exceeds twelve months.

5. Alternative accommodation - reduction of loss

If, in consequence of the **damage**, **you** use other premises to provide accommodation to tenants, the rent received from those premises during the **indemnity period** will be taken into account in assessing the loss of rent.

Section 2 – Business interruption

Appendix A – Rent receivable

Additional definitions

*The following words have the same meaning wherever they appear in this section or in the **schedule** relating to this section. To help identify these words they will appear in **bold** in the section wording.*

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting will be disregarded.

Annual rent receivable

The **rent receivable** during the 12 (twelve) months immediately before the date of the **incident**.

Rent receivable

The **money** paid or payable to **you** for accommodation and services provided in course of the **business** at the **premises**.

Standard rent receivable

The **rent receivable** during that period in the 12 (twelve) months immediately before the date of the **incident** which corresponds with the **indemnity period**. **We** will adjust the figures as necessary to provide for trends or special circumstances affecting the **business** before or after the **incident** or which would have affected the **business** had the **incident** not occurred.

Claims - basis of settlement

The insurance by this item is limited to loss of **rent receivable** not exceeding the sum insured stated in the **schedule** due to

1. loss of **rent receivable**; and
2. increase in the cost of working

and the amount payable as indemnity will be

3. in respect of loss of **rent receivable**, the amount by which the **rent receivable** during the **indemnity period** will, in consequence of the **incident**, fall short of the **standard rent receivable**; and
4. in respect of increase in cost of working, the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in **rent receivable** which but for that expenditure would have taken place during the **indemnity period** in consequence of the **incident** but not exceeding the reduction in **rent receivable** thereby avoided

less any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **rent receivable** which ceases or is reduced in consequence of the **incident**.

However, if the sum insured by this item is less than the **annual rent receivable** (proportionately increased where the **maximum indemnity period** exceeds 12 (twelve) months) the amount payable will be proportionately reduced.

Memoranda

1. Alternative trading clause

If during the **indemnity period**, **you** or others on **your** behalf provide accommodation or services elsewhere than at the **premises** for the benefit of the **business**, **we** will take into account the **money** paid or payable for such accommodation or services in arriving at the **rent receivable** during the **indemnity period**.

2. Professional accountants

We will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information, or evidence that is required under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the sum insured.

3. Return of premium

If the **rent receivable** earned (proportionately increased where the **maximum indemnity period** exceeds 12 (twelve) months) during the accounting period of 12 (twelve) months most nearly concurrent with any **period of insurance** as certified by **your** auditors is less than the sum insured, **we** will make a pro rata return of premium not exceeding 50% (fifty per cent) of the premium paid on such sum insured for such **period of insurance**. If any **incident** will have occurred giving rise to a claim under this section, the return of premium will be made in respect only of so much of the difference as is not due to the **incident**.

Section 2 – Business interruption

Appendix B – Loss of book debts

Additional definitions

The following words have the same meaning wherever they appear in this section or in the **schedule** relating to this section. To help identify these words they will appear in **bold** in the section of the wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section will be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting will be disregarded.

Book debts

The financial amounts due to **you** but not yet paid in respect of **goods** or services supplied by **you** to **customers** on a credit or hire purchase basis and for which they have accepted delivery.

Outstanding debit balances

Where there are monthly declarations, the total declared under the last statement adjusted for bad debts;

1. amounts debited (or invoiced but not debited) and credited to customer accounts in the period between the date to which the statement applied and the date of **damage**; and
2. any abnormal trade condition which had or could have a material effect on the **business**; or
3. a reasonable estimate of the total outstanding debits at the date of the **damage** after adjustment for bad debts and as agreed between **you** and **us** provided that this estimate does not exceed 75% (seventy five per cent) of the sum insured as set out in the **schedule**.

Claims - basis of settlement

The insurance by this item is limited to the loss not exceeding the sum insured sustained by **you** in respect of

1. loss of **book debts**; and
2. additional expenditure;

and the amount payable as indemnity will be

1. in respect of loss of **book debts**, the amount of total **outstanding debit balances** less the total of amounts of **outstanding debit balances** traced or received;
2. in respect of additional expenditure, the amount necessarily and reasonably incurred solely in consequence of the **incident** in order to trace and establish the amount of customer debit balances but the amount payable under this heading will not exceed the additional amount that would have been payable under a) for loss of **book debts** if no such increase in additional expenditure had been incurred.

Memoranda

Professional accountants

1. **We** will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information or evidence that **we** require under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the sum insured.
2. **Declaration**
Within 30 (thirty) days of the end of each calendar month, **you** will advise **us** in writing of the total amount of **outstanding debit balances** as shown in **your** accounts. If **you** do not advise **us**, **we** will take the maximum sum insured as the total amount declared. At the end of each **period of insurance** the actual premium will be calculated on the average amount insured i.e. the total of the amounts declared divided by the number of declarations. If the actual premium is greater than the first or annual premium paid, **you** must pay **us** the difference. If it is less **we** will refund the difference to **you** but only up to one half of the first or annual premium paid.
3. **Automatic reinstatement**
We will not reduce the sum insured by the amount of any loss as long as **you** pay the extra premium on the amount of the loss from the date it occurred to the date of the expiry of the **period of insurance**.

Special condition

It is a condition precedent to **our** liability that

1. **your** books of account and other **business** books or records in which **you** record customer accounts are kept in fire resisting safes or cabinets when not in use; and
2. **you** must calculate the total of outstanding customers' accounts every month and keep a record of each month's total (including back-up copies of computer **data**) in a place other than at the **premise**

Section 3 Property owners' liability

Insuring clause

We will cover **you** under the terms of this policy in respect of:

1. All sums which **you** will become legally liable to pay as damages including claimants' costs and expenses in respect of;
 - 1.1. accidental **injury** to any person; and
 - 1.2. accidental physical loss of, or physical damage to **property**; and
 - 1.3. obstruction, trespass, nuisance or interference with any right of way, air, light or water or other easement; and
 - 1.4. wrongful arrest, wrongful detention, false imprisonment, or malicious prosecution;in connection with the **business** and occurring anywhere within the geographical limits given below during the **period of insurance** stated in the **schedule**.
2. All costs and expenses incurred by **you** (except as described in 3 below) with **our** written consent in respect of any claim against **you** which are covered by this policy.
3. The payment of legal and other defence fees incurred with **our** written consent, up to a limit of £50,000 arising out of any one occurrence, for **your** representation at any Coroner's Inquest or Fatal Accident Inquiry in respect of any death and at which **your employee** or principal, including any director, partner, or senior official, of **yours** has been requested to give evidence and proceedings in any Court of Summary Jurisdiction arising out of any alleged breach of statutory duty resulting in **injury** or loss of or **damage to property** which is covered by this policy.

Territorial limits

1. In Great Britain, Northern Ireland, the Channel Islands or the Isle of Man; and
2. whilst temporarily outside the countries named in 1. provided that any such **employee** is
 - 2.1. ordinarily resident in any of the countries named in 1; and
 - 2.2. engaged in non-manual work.

Limit of liability

The most **we** will pay under this section (including any extensions) for damages in respect of any one claim against **you** or series of claims against **you** arising out of one occurrence will not exceed, in the aggregate, the **limit of liability** stated in the **schedule**.

Any costs and expenses incurred by **you** in respect of this section under this policy will be payable in addition to the **limit of liability** stated in the **schedule**.

Conditions

These apply in addition to the general conditions.

1. **Mandatory search for existing infrastructure**

It is a condition of this insurance that prior to the commencement of any excavation digging or earth- moving operation **you** will have inquired with the owner and/or relevant authority responsible for existing underground cables pipes or other underground facilities as to the location of such cables pipes or other underground facilities at the contract site and **you** will retain a written record of and response to the said inquiry and produce this to **us** if **we** request **you** to do so.
2. **Work involving bona fide sub-contractors**

We will not indemnify **you** under this insurance in respect of any claim arising out of or in connection with work undertaken on **your** behalf by bona fide independent contractors (not defined as an employee under this Insurance) unless at the time of engaging such contractors **you** obtain and retain a copy of the relevant insurance policy schedule or other proof thereof that such contractors have in force

 - 2.1. an approved Employers Liability insurance in accordance with any law relating to compulsory insurance of liability to employees; and
 - 2.2. public and products Liability insurance suitable for the nature of the work undertaken on **your** behalf and with a limit of indemnity not less than that applying to this insurance and containing an indemnity to principal's clause
3. **Application of heat precautions**

It is a condition precedent to **our** liability under this insurance that the following special precautions will be complied with on each occasion in relation to any of the following work and that in relation to the following work no work will be carried out unless specifically authorized by the occupier of the premises at which the work is to be undertaken and that the occupier will specifically approve the following safety arrangements:

 - 3.1. In respect of work involving any blow lamp, blow torch, flame gun or hot air gun or work involving electric gas or other welding cutting or portable grinding equipment **you** will ensure that
 - 3.1.1. the area in which work is to be carried out (including adjoining shafts or openings and the area the other side of any wall or partition) is to be inspected to establish whether any combustible material (other than the **property** to be worked upon) is in danger of ignition either directly or by conduction of heat;
 - 3.1.2. wherever practicable all combustible material is to be removed to a distance of not less than 10 metres from the point of work and such material which cannot be removed is to be covered by overlapping sheets of non-combustible material or afforded equivalent protection;

Section 3 Property owners' liability

- 3.1.3. suitable fire extinguishing appliances are to be kept available for immediate use at the point of work;
 - 3.1.4. all burning equipment is to be lit and used in strict accordance with the manufacturer's instructions not left unattended when lit and extinguished immediately after use;
 - 3.1.5. hot air guns are to be switched off when unattended and immediately after use;
 - 3.1.6. all portable grinders are to be switched on and used in strict accordance with the manufacturer's instructions and switched off when unattended and immediately after use;
 - 3.1.7. a person who is competent in the use of fire extinguishing appliances is to be appointed to act as a firewatcher in conjunction with the operative using the equipment and to remain in attendance until use of all such equipment has ceased and all torches have been extinguished and all portable grinders switched off;
 - 3.1.8. wherever practicable gas cylinders not in use are to be kept outside the building in which the work is taking place or otherwise kept at least 15 metres from the point of work;
 - 3.1.9. a continuous check that there is no fire or risk of fire is to be made in the vicinity of the point of work and immediately following completion of each period of work a thorough check that there is no fire or risk of fire is to be made of the whole area in which the work is to be carried out (including adjoining shafts or openings and the area on the other side of any wall or partition) and a further check is to be made not less than 30 minutes immediately following the completion of each period of work. A suitable employee is to be responsible for fire safety for each period of work; and
- 3.2. In respect of work involving asphalt or bitumen tar boilers **you** will ensure that
- 3.2.1. regulation spill trays are to be used;
 - 3.2.2. all tar boilers are to be kept wholly at ground level;
 - 3.2.3. the equipment and work is not to be left unattended at any time whilst in use;
 - 3.2.4. suitable fire extinguishing appliances are to be kept available for immediate use at the point of work;
 - 3.2.5. immediately following completion of each period of work, a thorough check that there is no fire or risk of fire is to be made of the whole area in which the work is to be carried out (including adjoining shafts or openings and the area on the other side of any wall or partition).

Extensions

These apply in addition to the general extensions.

1. Movement of obstructing vehicles

We will cover **you** in respect of liability for **injury** or loss of or **damage** to **property** caused by or arising from any vehicle (not owned or hired by or lent to **you**) being driven by **you** or by any **employee** with **your** permission whilst such vehicle is being moved for the purpose of allowing free movement of any vehicles or pedestrians.

We will only cover **you** under this section extension if:

- 1.1. movements are limited to vehicles parked on or obstructing **your** premises or any site at which **you** are working; and
- 1.2. the vehicle causing obstruction will not be driven by any person unless such person is competent to drive the vehicle; and
- 1.3. the vehicle causing obstruction is driven by use of the owner's ignition key.

We will not cover **you** against liability;

- 1.4. in respect of **damage** to such vehicle;
- 1.5. in respect of which compulsory insurance or security is required under any legislation governing the use of the vehicle

2. Defective premises act

We will cover **you** in respect of liability arising under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with any premises previously owned or occupied by **you** for purposes pertaining to the **business** and which have since been disposed of by **you**.

We will not cover **you** against liability

- 2.1. for which insurance is provided by any other insurance; and
- 2.2. for the costs of remedying any defect or alleged defect in such premises.

3. Leased or rented premises

We will cover **you** in respect of liability for loss of, or **damage** to, premises including their contents being leased or rented to **you**. **We** will not cover **you** against liability assumed by **you** under any agreement, which would not have attached in the absence of such an agreement.

4. Overseas personal liability

We will cover

- 4.1. **You; and**
- 4.2. at **your** request
 - 4.2.1. any director partner or **employee** of **yours**; and
 - 4.2.2. any spouse or child of the persons stated in a) or b) i) above who are accompanying such persons;

in respect of personal liability incurred by such persons for accidental **injury** to any person or accidental loss of or **damage** to **property** in connection with an event occurring in a country outside of the geographical limits of section 9 whilst on a temporary visit to such country in connection with the **business**;

provided that

Section 3 Property owners' liability

- 4.3. any insured person under this section extension will as though they were **you** be subject to the introduction, the customer service information, the general definitions, general conditions, general exclusions, sections, section extensions, the **schedule** and any endorsements to this policy;
- 4.4. nothing in this section extension will increase **our** liability to pay any amount exceeding the limit of liability stated in the **schedule**, regardless of the number of persons claiming to be covered.

We will not cover you in respect of

- 4.5. contractual liability; or
- 4.6. liability for which insurance is provided by any other insurance; or
- 4.7. liability in respect of **damage** to **property** belonging to or in the custody or under the control of any person insured under this section extension; or
- 4.8. liability in respect of **injury** to any insured person under this section extension; or
- 4.9. liability caused by or arising from
 - 4.9.1. the ownership or occupation of land or buildings; or
 - 4.9.2. the carrying on of any business profession trade or employment; or
 - 4.9.3. the ownership possession or use of animals other than domestic dogs or cats.

5. Data Protection Act

If **you** have registered in accordance with the terms of the Data Protection Act 2018, or have applied for such registration which has not been refused or withdrawn, or were previously registered in accordance with the terms of the Data Protection Act 1998, **we** will cover **you** under this section 9 extension in respect of compensation for **damage** arising out of any claim under Section 169 of the Data Protection Act 2018 not otherwise insured hereunder and first made against **you** during the **period of insurance** stated in the **schedule**.

We will not cover you for damages, costs and expenses that exceed the limits of liability stated in the **schedule**, and notwithstanding anything stated in the **schedule** or elsewhere in this policy to the contrary the said limit of liability will for the purpose of this section extension apply in respect of the total of all claims during the **period of insurance** stated in the **schedule**.

6. We will not cover you in respect of

- 6.1. fines levied by the Information Commissioner's Office or imposed as a result of conviction under the Data Protection Act 2018; or
- 6.2. 10% (ten per cent) of each claim subject to a minimum of £500 (five hundred pounds) and a maximum of £5,000 (five thousand pounds); or
- 6.3. liability caused by or arising from a deliberate act by or omission of any person entitled to insurance under this section extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission; or
- 6.4. for the costs of replacing reinstating rectifying or erasing any personal **data**; or
- 6.5. liability caused by, or arising from, any incident or circumstances known to **you** at the start of the **period of insurance** stated in the **schedule** which could give rise to a claim; or
- 6.6. caused by or arising from the recording processing or provision of **data** for reward or the determining of the financial status of a person;
- 6.7. contractual liability; or
- 6.8. liability in respect of **injury** to any person or **damage** to **property**.

7. Health and Safety at Work Act etc and Corporate Manslaughter

We will cover you and at **your** request any director, partner, senior official or **employee** of **yours**, in respect of legal costs and expenses incurred with **our** written consent in the defence of any prosecution or (subject to the provisions below) incurred in connection with appeal against conviction arising from such prosecution under the provisions of

- 7.1. the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978; and / or
- 7.2. the Corporate Manslaughter and Corporate Homicide Act 2007;

Provided that the proceedings relate to an offence alleged to have been committed during the **period of insurance** and in the course of the **business**, and where there is also a claim or potential claim for damages against **you** or any of the additional persons insured, **you** are entitled to cover under this policy.

We will only pay the costs and expenses of legal representation for an appeal against conviction if

- 7.3. any related claim against **you** for damages remains unsettled; and
- 7.4. in the opinion of the legal representatives acting for **you** an appeal is more likely than not to succeed; and
- 7.5. the total amount of any damages likely to be awarded against **you** exceeds the total cost of legal representation for an appeal.

We will not cover you in respect of

- 7.6. fines or penalties of any kind, remedial or publicity orders or prosecution costs imposed as a consequence of such prosecution, including any fee for intervention; or
- 7.7. any circumstances for which cover is provided by any other insurance; or
- 7.8. proceedings consequent upon a deliberate act by, or omission of, any person entitled to insurance under this extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission; or
- 7.9. proceedings which arise out of any activity or risk excluded from this policy.

If a claim for damages is settled or is withdrawn, **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment.

8. Court attendance costs

If any of the people mentioned below attend court as a witness at **our** request, in connection with a claim in respect of which **you** are

Section 3 Property owners' liability

entitled to insurance under this policy, **we** will provide compensation to **you** at the following rates per day for each day on which attendance is required

- 8.1. £250 (two hundred and fifty pounds) for **you** or any of the directors or partners of **yours**; or
- 8.2. £100 (one hundred pounds) for any **employee**.

Exclusions

These apply in addition to the general exclusions.

We will not cover **you** under this section against liability

1. for loss of or **damage** to **property** belonging to **you** or in the custody or control of the **insured** or of any **employee** of **your** other than;
 - 1.1. personal effects (including vehicle and their contents) of **employees** or visitors; or
 - 1.2. any premises including their contents not being premises leased or rented to **you** which are temporarily occupied by **you** for the purpose of carrying out work therein or thereon; or
 - 1.3. any other **property** on which **you** or any **employees** or agent of **yours** is, or has been carrying out work but **we** will not indemnify **you** in respect of loss or **damage** to that part of any **property** being worked upon;
2. arising from the ownership possession or use under the control of **you** or of any **employee** of **yours** of
 - 2.1. any mechanically propelled vehicle including anything attached to it used in circumstances where insurance or security is required by any road traffic legislation or where indemnity is provided by any other policy or security;
 - 2.2. any craft intended to travel through air or space or other aerial devices hovercraft or watercraft (other than hand propelled watercraft or sailing craft not exceeding six metres in length);
3. for loss caused by any **goods** after they have left **your** custody or control other than food or drink supplied primarily for the use of **your employees** or for entertainment purposes;
4. for loss arising from professional advice given separately for a fee or other charge by **you** or by anyone on **your** behalf or in circumstances where a fee would normally be charged;
5. for the amount of the **excess** stated in the **schedule**;
6. for **injury** sustained by an **employee** which arises out of and in the course of their employment or engagement by **you**;
7. for loss of, or **damage**, or legal liability occasioned by, happening through, or in consequence of war, invasion, acts of foreign enemies hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or **damage** to **property** by or under the order of any government, or public, or local authority;
8. for loss of, or **damage** to, or any costs or expense incurred in repairing, replacing, removing, rectifying, recalling, or making any refund in respect of **goods**;
9. for liability arising from **goods** used with **your** knowledge in connection with aircraft and other aerospace devices (including drones), watercraft, or **offshore** structures;
10. for **injury**, loss, **damage**, cost or expense of any kind caused by, resulting from or in connection with, any component building material that must be removed, encapsulated or otherwise abated because its presence or release is a hazard to human health;
11. for **injury**, loss, **damage**, cost or expense of any kind caused by, resulting from or in connection with any fungus of any kind, including but not limited to mildew, mould, spores or allergens;
12. any liability caused by, or arising out of pollution, or contamination of buildings or other structures or of water or land or the atmosphere, but this exclusion will not apply in respect of pollution or contamination caused by a sudden identifiable, unintended and unexpected incident which takes place in its entirety at a specific moment in time and place during the **period of insurance** stated in the **schedule**;
13. for any loss of any kind caused by or attributable to
 - 13.1. an outbreak of a disease that becomes an epidemic whether or not declared to be an epidemic by any competent civil authority; and / or
 - 13.2. an outbreak of a disease declared or categorised by the World Health Organisation as a pandemic; or
 - 13.3. a Public Health Emergency of International Concern declared by the World Health Organisation.

For the avoidance of doubt, where an epidemic, pandemic or Public Health Emergency of International Concern occurs, this policy will not insure loss of any kind for any period prior to such epidemic, pandemic or Public Health Emergency of International Concern.

For the purposes of this exclusion **loss** means and includes all sums which **you** become legally liable to pay as damages including claimants' costs and expenses, and, in addition, includes but is not limited to, any kind of pecuniary losses whether described as compensation, legal costs, defence costs, other costs, expenses, fees, charges or similar terms.

Section 4 Employers' liability

Insuring clause

We will cover **you** under the terms of this policy in respect of:

1. All sums which **you** will become legally liable to pay as damages including claimants' costs and expenses in respect of **injury** sustained by an **employee** of **yours** arising out of and in the course of their employment or engagement by **you** and caused during the **period of insurance** stated in the **schedule** in connection with the **business** and occurring within the geographical limits given below.
2. All costs and expenses incurred by **you** (except as described in 3 below) with **our** written consent in respect of any claim against **you** which are covered by this policy.
3. The payment of legal and other defence fees incurred with **our** written consent, up to a limit of £50,000 arising out of any one occurrence, for **your** representation at any Coroner's Inquest or Fatal Accident Inquiry in respect of any death, and at which **your employee** or principal, including any director, partner, or senior official, has been requested to give evidence, and proceedings in any Court of Summary Jurisdiction arising out of any alleged breach of statutory duty resulting in **injury** which is covered by this policy.

Territorial limits

1. In Great Britain, Northern Ireland, the Channel Islands or the Isle of Man; and
2. whilst temporarily outside the countries named in 1. provided that any such **employee** is
 - 2.1. ordinarily resident in any of the countries named in 1; and
 - 2.2. engaged in non-manual work.

Limit of indemnity

The most **we** will pay under this section in respect of any one claim against **you**, or series of claims against **you** arising out of one occurrence, inclusive of all costs and expenses will not exceed, in the aggregate, the limit of liability stated in the **schedule**.

Rights of recovery

The cover granted by this insurance is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to **employees** in Great Britain, Northern Ireland, the Channel Islands and Isle of the Man but **you** will repay to **us** all sums paid by **us** which **we** would not have been liable to pay but for the provisions of such law.

Conditions

The following are conditions of the insurance that you need to meet as your part of this contract to which this endorsement attaches. If you do not meet any of these conditions and that either causes a claim or contributes to a claim, we can reject that claim or payment in respect of that claim could be reduced.

1. **Provision and observance of Personal Protective Equipment**
 - 1.1. all labour only sub-contractors are inducted onto a contract site in accordance with HSE guidance (<https://www.hse.gov.uk/construction/safetytopics/site-rules-induction.htm>) and a written record of the induction retained by **you** and provided to **us** on **our** written request; and
 - 1.2. **you** undertake to provide adequate supervision of all labour only sub-contractors to ensure site rules are adhered to; and
 - 1.3. all employees and labour only sub-contractors are made aware of the dangers of not using personal protective equipment; and
 - 1.4. personal protective equipment is provided by **you** if required by both employees and labour only sub-contractors; and
 - 1.5. employees conducting welding and hot work activities are protected from carcinogenic fumes by the issue of respiratory protective equipment in accordance with the Health and Safety Executive's Control Approach R; and
 - 1.6. a register is maintained which demonstrates that employees have received appropriate training and are fully conversant with the way in which to access such personal protective equipment and is made available to **us** upon **our** written request.
2. **Risk assessment & method statement condition**

It is a condition of this insurance that

 - 2.1. **you** perform a risk assessment prior to the commencement of a contract which identifies:
 - 2.1.1. the risks to the health and safety of **your** employees to which they are exposed whilst they are at work; and
 - 2.1.2. the risks to the health and safety of persons not in **your** employment arising out of or in connection with the conduct of **your** business activities;
 - 2.2. prepare and appropriately distribute a method statement which details how the contract will be executed;
 - 2.3. **you** agree that risk assessments and method statements will be in written form and made available to **us** upon **our** written request.

Extensions

These apply in addition to the general extensions:

1. **Unsatisfied court judgements**

Where a judgement for damages has been obtained by any **employee** or the legal personal representatives of any **employee**:

 - 1.1. in respect of **injury** sustained by the **employee** arising out of and in the course of employment by **you** in the **business**; or
 - 1.2. against any company or individual operating from or resident in premises within the geographical limits in any court situate in the geographical limits;

and such judgement remains unsatisfied in whole or in part 6 months after the date of judgement then at **your** request **we** will pay to the **employee** or the said legal personal representatives the amount of any such damages and any awarded costs to the extent that they remain unsatisfied;

Section 4 Employers' liability

provided that;

- 1.3. there is no appeal outstanding; and
- 1.4. if any payment is made by **us** the **employee** or the said legal personal representatives will assign the judgement to **us**; and
- 1.5. this section of the policy, Employers' liability, is operative at the time that such **injury** is caused; and
- 1.6. **our** liability for damages costs and expenses will not exceed the amount stated as the limit of indemnity in the **schedule**.

We will not cover any judgment where an appeal remains outstanding.

2. Indemnity to principal

We will cover any principal under this section against liability in respect of **injury** or loss of, or **damage** to, **property**, to the extent that any contract or agreement entered into by **you** with any principal so requires;

provided that;

- 2.1. payment would be made against **you**; and
- 2.2. the principal will observe, fulfil and be subject to the terms conditions and endorsements of this policy as far as they can apply; and
- 2.3. no payment will be made by **us** in respect of liquidated damages or under any penalty clause; and
- 2.4. payment made by **us** under this section, Employers' liability, will only apply in respect of liability to any person who is an **employee**.

3. Health and Safety at Work Act etc and Corporate Manslaughter

We will cover **you** and at **your** request any director, partner, senior official or **employee** of **yours**, in respect of legal costs and expenses incurred with **our** written consent in the defence of any prosecution or (subject to the provisions below) incurred in connection with appeal against conviction arising from such prosecution under the provisions of:

- 3.1. the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978; and / or
- 3.2. the Corporate Manslaughter and Corporate Homicide Act 2007;

provided that the proceedings relate to an offence alleged to have been committed during the **period of insurance** and in the course of the **business**, and where there is also a claim or potential claim for damages against **you** or any of the additional persons insured, **you** are entitled to cover under this policy.

We will only pay the costs and expenses of legal representation for an appeal against conviction if;

- 3.3. any related claim against **you** for damages remains unsettled; and
- 3.4. in the opinion of the legal representatives acting for **you** an appeal is more likely than not to succeed; and

we will not cover **you** in respect of;

- 3.5. fines or penalties of any kind, remedial or publicity orders or prosecution costs imposed as a consequence of such prosecution, including any fee for intervention; or
- 3.6. any circumstances for which cover is provided by any other insurance; or
- 3.7. proceedings consequent upon a deliberate act by, or omission of, any person entitled to insurance under this extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission; or
- 3.8. proceedings which arise out of any activity or risk excluded from this policy.

If a claim for damages is settled or is withdrawn, **we** will have no further liability other than in respect of costs and expenses of legal representation incurred before the date of the claim payment.

4. Court attendance costs

5. If any of the people mentioned below attend court as a witness at **our** request, in connection with a claim in respect of which **you** are entitled to insurance under this policy, **we** will provide compensation to **you** at the following rates per day for each day on which attendance is required;

- 5.1. £250 (two hundred and fifty pounds) for **you** or any of the directors or partners of **yours**; and
- 5.2. £100 for any **employee**.

6. Offshore

If **we** are required by compulsory insurance regulations then **we** will make a payment in respect of **injury** occurring **offshore**. The amount **we** will pay **you** or on **your** behalf will be limited to £5,000,000 (five million pounds) any one occurrence.

7. Terrorism

Injury as a result of **terrorism** to any **employee** of **yours** which arises out of and in the course of employment or engagement by **you**. The amount **we** will pay **you** or on **your** behalf will be limited to £5,000,000 (five million pounds) any one occurrence.

Exclusions

These apply in addition to the general exclusions.

We will not indemnify **you** under this section against liability for **injury** sustained by any **employee** of **yours**

1. in respect of which compulsory insurance or security is required to be arranged by **you** under the Road Traffic Act 1988 or the Road Traffic (Northern Ireland) Order 1981 or any subsequent legislation amending or replacing such Act or Order; or
2. whilst **offshore**.

If **we** are required by compulsory insurance regulations to make a payment in respect of **injury** occurring **offshore** then the limit of indemnity of £5,000,000 (five million pounds) any one occurrence will apply.

Section 5 – Legal expenses

Welcome to MSL

Thank you for choosing MSL Legal Expenses Limited to provide your Business Premier Legal Expenses Insurance Policy, which is underwritten by Financial & Legal Insurance Company Limited. As an MSL customer you now have legal expenses insurance to protect you in relation to the cover set out in this Policy.

A summary of the cover provided by this Policy is shown in your Keyfacts document.

You are entitled to cancel your Policy with a full premium refund within 14 days of it starting, provided that there have been no claims. Please see the cancellation condition under the Conditions.

Our Agreement

This insurance is a contract between us (MSL Legal Expenses Limited) and you (the Policyholder shown in the Certificate of Insurance). This is a claims made policy which means that for there to be a valid claim under the Policy, claims must be reported to us during the Period of Insurance.

We will, subject to the terms of this Policy, provide you with the insurance set out in the Policy in respect of claims reported to us during the Period of Insurance shown in the Certificate of Insurance and for any subsequent period for which we may accept a renewal premium.

You must ensure that all the information you have given to us is accurate to the best of your knowledge. We will be entitled to refuse to accept a claim where you do not take reasonable care not to make a misrepresentation.

The Policy, Certificate of Insurance and any endorsements must be read together as one document.

Signed on our behalf



Nick Garner, Chief Executive Officer
MSL Legal Expenses Limited

The Meaning of Words in this Policy

Each of the words or terms have a specific meaning which applies wherever they appear in **bold** type in this Policy

Appointed Representative:

means the claim negotiator, lawyer or other suitably qualified person appointed by **Us** to act on behalf of the **Insured Person**, in accordance with **Our** standard terms of appointment.

Basic Award:

means the award of an Employment Tribunal for an unfair dismissal and/or breach of discrimination legislation that is to compensate an **Employee** for the loss of their statutory rights.

Buildings:

means the buildings and land owned by **You** or for which **You** are legally responsible, shown in the Certificate of Insurance and used in connection with the **Business**.

Business:

means the Business shown in the Certificate of Insurance.

Compensatory Award:

means the award of an Employment Tribunal for an unfair dismissal and/or breach of discrimination legislation that is to compensate an **Employee** against financial loss that relates to their dismissal.

Costs and Expenses:

means all necessary and reasonable

1. Fees, costs, disbursements and expenses charged by the **Appointed Representative** and agreed by **Us**;
 2. Opponents costs in civil cases where the **Insured Person** is ordered to pay them or where **We** agree to pay them;
- in pursuing the claim including the costs of any appeal or defending an appeal, provided the **Insured Person** tells **Us** within the time limits and provided that **We** agree to the appeal.

Cross-Tax Enquiry

Means an investigation by HM Revenue & Customs into **Your** business tax affairs, which also includes an investigation into **Your** Value Added Tax return and/or Employer's Compliance.

Employee:

means any person under a contract of service with **You** in connection with the **Business**. This includes any

1. Trainee under **Your** control in connection with a government approved training scheme;
2. Ex-employee or prospective employee.

Insured Person:

means **You** and any director, partner and **Employee** of **Your Business** provided that they have **Your** permission to claim under this Policy.

Legal Proceedings:

means a legal remedy for compensation, specific performance or an injunction.

Reasonable Prospects:

means that in respect of each claim there is always more than a 50% chance of the **Insured Person** recovering damages, defending a claim or

Section 5 – Legal expenses

prosecution or obtaining a legal remedy. This will be assessed by **Us** or the **Appointed Representative**.

Tax Enquiry

means an investigation by HM Revenue & Customs into **Your** business tax affairs.

We/Us/Our:

means MSL Legal Expenses Limited.

You/Your:

means the Policyholder shown in the Certificate of Insurance attached to this Policy.

What is Insured

We will, subject to What is NOT Insured, the Claims Settlement Provisions and Conditions of this Policy provide the insurance in relation to the Insured Incidents, shown as operative in the Certificate of Insurance, set out below.

Provided that

1. **Reasonable Prospects** exist for the duration of the claim.
2. The claim is reported to **Us**
 - a. during the Period of Insurance, and
 - b. immediately after the **Insured Person** became aware of circumstances which may give rise to a claim.
3. The **Insured Person** follows the advice provided to the **Insured Person** by **Our** Claims and Advice Service.
4. The **Insured Person** seeks and continues to follow the advice from **Our** Claims and Advice Service.
5. During the course of any dispute from the date that the **Insured Person** became aware of the dispute and throughout the duration of the dispute the **Insured Person** keeps **Us** up to date with all developments and the **Insured Person** follows and continues to follow the advice from **Our** Claims and Advice Service.
6. The **Business** is situated in the United Kingdom, the Isle of Man or the Channel Islands.
7. The **Buildings** are situated in the United Kingdom, the Isle of Man or the Channel Islands.
8. The event which leads to a claim arises in connection with the **Business**.

We will not pay

- a. In respect of any one claim and in total in any one Period of Insurance more than the relevant Limit of Liability and the annual aggregate limit shown in the Certificate of Insurance.
- b. The amount of any Excess shown in the Certificate of Insurance in respect of each claim.
- c. Any claim or incident which may lead to a claim and which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.
- d. Any claim relating to an **Insured Person's** previous trade, business, occupation or profession.
- e. The first 10% of **Costs and Expenses** where the **Insured Person** chooses their own lawyer or other suitably qualified person in relation to a claim under this Policy.

Insured Incidents

1. Employment Disputes

We will pay the **Costs and Expenses** in relation to the defence of **Legal Proceedings** arising from or relating to a breach of an **Employee's** contract of service which will be dealt with in an Employment Tribunal under employment legislation.

Provided that

- i. In the event of any issues arising that could give rise to a legal dispute with an **Employee**, the **Insured Person** has followed the advice provided to the **Insured Person** by **Us**.
- ii. The **Insured Person** seeks and continues to follow all advice from **Us** as to the steps to be taken in the following situations
 - Before taking any disciplinary action or commencing a disciplinary procedure.
 - Before dismissing an **Employee**.
 - Upon receipt of notification of any form of grievance by an **Employee** or a complaint of discrimination.
 - Before starting any redundancy process or making an **Employee** redundant.
 - Before seeking to make a material change to an **Employee's** contract which is likely to have a negative impact upon that **Employee**.
 - Upon becoming aware of a situation that could give rise to a potential claim for constructive dismissal by an **Employee**.

We will not pay for

- a. Any claim relating to disciplinary hearings or internal grievance procedures.
- b. The costs of any disputes relating to a settlement agreement.
- c. Any dispute relating to a shareholding, partnership or directors contract.
- d. Any claim relating to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).
- e. Any claim relating to future contracts of employment.
- f. Any claim in respect of personal injury or loss of or damage to property.
- g. Any claim relating to unpaid wages and commission or deduction from wages or commission.
- h. Any claim relating to benefits due under a contract of employment.
- i. Any claim relating to payment relating to redundancy.

Section 5 – Legal expenses

2. Employment Compensation Awards

We will pay a **Basic Award** and/or **Compensatory Award** which is awarded to an **Employee** by either a tribunal or through the Advisory, Conciliation and Arbitration Service (ACAS) Arbitration Scheme, or an amount agreed by **Us** in settlement of a dispute.

Provided that the **Basic Award** or **Compensatory Award** follows a claim which **We** have accepted under Insured Incident 1. Employment Disputes.

We will not pay for

- a. Any award arising out of the **Insured Person's** failure to provide any **Employee** with written reasons for their dismissal.
- b. Any award made as a result of the **Insured Person's** failure to provide a contract of employment or statement of terms and conditions of employment.
- c. Any award relating to any contractual rights to which the **Employee** is entitled.
- d. Any claim in relation to equal pay or the minimum wage employment legislation.

3. Health and Safety Appeals

We will pay the **Costs and Expenses** in relation to an appeal against the service of an improvement or prohibition notice, a suspension notice or an order of enforcement under the Health and Safety at Work Act 1974 or the Food Safety Act 1990.

Provided that upon becoming aware of the service of a notice or enforcement order under or in relation to the Health and Safety or Food Safety Acts, the **Insured Person** acts with due diligence in the event of any approach by the Environmental Health Office or the Health and Safety Executive.

We will not pay for any claim

- a. Relating to assault or violence, malicious falsehood, the manufacture or dealing in alcohol, illegal drugs, indecent or obscene materials or illegal immigration.
- b. In connection with an offence relating to the proceeds of any crime or criminal act.

4. Legal Defence

We will pay the **Costs and Expenses** for defending an **Insured Person's** rights relating to any

- a. Prosecution in a court of criminal jurisdiction brought or commenced against the **Insured Person** arising out of health and safety at work, occupational hygiene, food safety hygiene, food legality and the supply of safe goods.
- b. Civil action being taken against an **Insured Person** for wrongful arrest in connection with an accusation of theft.
- c. Civil action being taken against an **Insured Person**, but not **You**
 - i. under legislation for unlawful dismissal on the grounds of race, sex, sexual orientation, age, disability or religious belief arising from that person's work as an **Employee**;
 - ii. as a trustee of a pension fund set up for the benefit of **Your Employees**.
- d. Civil action for compensation under section 13 of the Data Protection Act 1998.
- e. Appealing against the refusal of the Information Commissioner to register **Your** application for registration.
- f. An **Insured Person** being served with an enforcement, de-registration or transfer prohibition notice or information notice or special information notice.

We will not pay for

- a. Any costs arising unless **You** have registered with the Data Protection Register or Data Protection Commissioner.
- b. Any claim relating to a Road Traffic Offence.

5. Contract Disputes and Debt Recovery

We will pay the **Costs and Expenses** for the pursuit or defence of **Legal Proceedings** relating to an agreement or alleged agreement that an **Insured Person** has entered for the buying, selling or hiring in of any goods or services.

Provided that:

- (i) Any claim for undisputed and unpaid monies owed is notified to **Us** within 45 days from the date the monies were first due and payable.
- (ii) All **Your** normal credit control procedures have been exhausted or **You** have made reasonable efforts to recover the monies owed.
- (iii) The amount in dispute exceeds the amount shown in the Certificate of Insurance.

We will not pay for

- a. Any claim relating to any land or buildings.
- b. Any claim relating to a lease or licence of any land or buildings.
- c. Any claim relating to a motor vehicle owned, driven, used, hired, leased, sold or purchased by an **Insured Person**.
- d. Any claim relating to the settlement payable or the cover provided under an insurance policy.
- e. Any claim relating to a loan, pension, investment or any other borrowing or financial instrument.
- f. A contract of employment.
- g. Arbitration arising out of an arbitration clause in any contract.
- h. Computer goods, systems or services.
- i. A breach or alleged breach of professional duty by an **Insured Person**.
- j. The monetary cost of putting right any damage caused or an alteration occasioned by or as a tenant.

Section 5 – Legal expenses

6. Property Disputes

We will pay the **Costs and Expenses** for the pursuit or defence of **Legal Proceedings** relating to

- a. An incident which causes or could cause physical damage to the **Buildings**.
- b. Any unlawful interference of **Your** use or enjoyment or right of the **Buildings**.
- c. The landlord's failure to maintain the **Buildings**.

Provided that

- i. The amount in dispute exceeds the amount shown in the Certificate of Insurance.
- ii. The **Buildings** are situated in the United Kingdom, the Isle of Man or the Channel Islands.

We will not pay for

- a. Any claim relating to an **Insured Person's** previous trade, business, occupation or profession.
- b. Any claim relating to the rent, service and maintenance charges or renewal of a tenancy agreement.
- c. Any claim relating to planning.
- d. Any claim where the **Insured Person** is the landlord of the **Buildings** or is leasing, sub-letting or renting out part of the **Buildings**.
- e. Any claim relating to work done by any government or local authority unless the claim is for accidental physical damage to the buildings.
- f. Any claim relating to subsidence, heave, landslip, mining or quarrying.

7. Court Attendance

For each day that an **Insured Person** is required to attend any court or tribunal at the request of an **Appointed Representative**, **We** will pay the actual loss of the salary or wages of an **Insured Person** for the time off work.

Provided that such salary or wages are not recoverable from the relevant court, tribunal or other party.

We will not pay for any loss incurred before an **Insured Person** makes a claim.

We will not pay for any claim where **You** are unable to support **Your** loss.

8. Tax Protection

We will pay the **Costs and Expenses** for the defence of **Legal Proceedings** relating to

- a. A **Tax Enquiry** or **Cross-Tax Enquiry**.
- b. An investigation by HM Revenue and Customs of **Your** compliance with Pay As You Earn regulations.
- c. An appeal to a VAT tribunal following an assessment by HM Revenue and Customs.

Provided that

- i. **You** have taken reasonable care to ensure that **Your** accounts and tax affairs and records have been properly maintained.
- ii. All returns to HM Revenue and Customs have been completed, are correct and submitted on time.

We will not pay for any claim

- a. Relating to **Your** failure to register for VAT.
- b. Arising from a tax avoidance scheme.
- c. Arising from any investigation undertaken by HM Revenue and Customs' Special Investigations unit.

9. Licence Protection

We will pay the **Costs and Expenses** in relation to an appeal against a statutory licensing authority following an act or omission, which leads to the suspending, revoking, altering the terms of or refusal to renew a statutory licence.

10. Personal Injury

We will pay the **Costs and Expenses** in relation to the pursuit of **Legal Proceedings** in respect of any incident causing bodily injury or death to an **Insured Person**.

Provided that the claim is the result of a sudden and specific incident.

We will not pay for any claim

- a. Which develops gradually unless it is the result of a sudden and specific event.
- b. Arising from actual or alleged clinical, medical or dental negligence.

What is NOT Insured

1. Prior Claims

Any claim or incident which may lead to a claim and which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.

2. Prior Costs and Expenses

Any costs incurred before a claim is made and any **Costs and Expenses** which **We** do not authorise.

3. Motor Vehicles

Any claim relating to a motor vehicle owned, driven, used, hired, leased, sold or purchased by an **Insured Person**.

Section 5 – Legal expenses

4. Dishonesty, Deliberate Acts, Violence and Fraud

Any claim

- a. Involving actual or alleged dishonesty or violence by the **Insured Person**;
- b. Or statement which is overstated, false or fraudulent.

We will have the right to refuse to pay a claim or to void this insurance from the date of the act.

5. Judicial Review, Mediation and Arbitration, Marital and Family Disputes, Intellectual Property, Libel and Slander, Share Options, Pensions, Date Change and Mortgage Lender

Any claim directly or indirectly relating to or resulting from

- a. A judicial review.
- b. Mediation and arbitration.
- c. Divorce, matrimonial matters, cohabitation, maintenance, custody or access.
- d. Copyrights(s), trademark(s), merchandise mark(s), registered design(s) or other intellectual property rights or secrecy and confidentiality agreements.
- e. Libel or slander.
- f. Any share option or pension scheme or policy.
- g. Any device failing to recognise, interpret or process any date as its true calendar date.
- h. Any dispute arising between the **Insured Person** and any agent or mortgage lender.

6. Bankruptcy, Liquidation or Receivership

Any claim where the **Insured Person** is bankrupt, in liquidation, has made an arrangement with his or her creditors, has entered into a Deed of Arrangement or part or all of the **Insured Person's** affairs or property are in the care or control of a receiver or an administrator.

7. Other Insurance

Any **Costs and Expenses**, which can be recovered by an **Insured Person** under any other insurance or which would have been covered if this insurance did not exist, except for any amount in excess of that which would have been payable under such insurance(s).

8. Fines and Penalties

Fines, damages other penalties or punitive damages, which the **Insured Person** is ordered to pay by a court or other authority, except as provided for under Insured Incident 2. Employment Compensation Awards.

9. Disputes with Us

- a. Any claim against **Us**, Financial & Legal Insurance Company Limited or any company or subsidiary of the Drive Further collection of companies.
- b. Any dispute between an **Insured Person** and any domestic partner or family members permanently living with an **Insured Person**.

10. War Risks

Any claim arising from any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, confiscation, requisition, terrorism or alleged acts of terrorism as set out in the Terrorism Act 2000, or damage to property by or under the authority of any government, public or local authority.

11. Radioactive Contamination and Pressure Waves

Any claim which arises from or is directly or indirectly caused by, contributed to, by or arising from any of the following, or from any similar reaction or event

- a. Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- b. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly;
- c. Pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

12. Territorial Limits

Any claim

- a. Where the dispute is pursued outside the jurisdiction of a court or other body within the United Kingdom, the Channel Islands or the Isle of Man;
- b. Which occurs outside the United Kingdom, the Channel Islands or the Isle of Man;
- c. Where the **Insured Person** permanently lives outside the United Kingdom, the Channel Islands or the Isle of Man.

Claims Settlement Provisions

1. Reasonable Precautions

The **Insured Person** must take all reasonable precautions to reduce or remove the risk of a claim and not take any deliberate acts, which will result in a claim.

2. When You Must Report a Claim to Us

The **Insured Person** must tell **Us** immediately of any circumstances which may give rise to a claim.

3. Acceptance of a Claim

On receipt of the claim it will be assessed and dealt with by **Our** in house claims negotiators and, if appropriate and if **Reasonable Prospects** exist and the claim is reported to **Us** immediately after the **Insured Person** becomes aware of circumstances which may give rise to a claim, **We** will then instruct an **Appointed Representative** to handle the claim on behalf of the **Insured Person**. If there is a dispute as to whether **Reasonable Prospects** exist, **We** may require the **Insured Person**, at the **Insured Person's** own expense, to obtain Counsel's opinion as to the merits of the case. The costs will be refunded to the **Insured Person** if Counsel's opinion clearly shows that there are merits in proceeding.

Section 5 – Legal expenses

4. Conduct of the Claim

i. **We** will be entitled

- ▯ To have direct contact with the **Appointed Representative**;
- ▯ To take over and conduct in the **Insured Person's** name any claim or **Legal Proceedings** at any time and negotiate any claim on behalf of the **Insured Person**;
- ▯ To refuse to accept a claim or continue with a claim where the **Insured Person** does not take reasonable care not to make a misrepresentation or has failed to supply relevant information and supporting evidence to **Us** or the **Appointed Representative**.

ii. What the **Insured Person** must do

- ▯ Provide, at the **Insured Person's** own expense, the **Appointed Representative** and **Us** with any proof, evidence, certificates and assistance as **We** may reasonably ask for in connection with the claim, including proof as to whether **Reasonable Prospects** exist;
- ▯ Cooperate fully with the **Appointed Representative** and **Us** and provide, within a reasonable time avoiding any unnecessary delays, any relevant requested information and documentation in relation to the claim;
- ▯ Take all reasonable steps to recover **Costs and Expenses** and to minimise the amount payable under this Policy;
- ▯ Take all reasonable steps to resolve disputes that otherwise may give rise to a claim;
- ▯ Notify **Us** and the **Appointed Representative** immediately of any offer to settle a claim and of any payments into court;
- ▯ Tell the **Appointed Representative** to have **Costs and Expenses** taxed, assessed and audited if **We** request.

iii. What the **Insured Person** must not do

- ▯ Withdraw from any claim or **Legal Proceedings** or withdraw instructions from **Us** without **Our** consent or the consent of the **Appointed Representative**;
- ▯ Pursue a claim in any way against the advice or Instructions from **Us** or the **Appointed Representative**;
- ▯ Incur any **Costs and Expenses** without **Our** consent or the consent of the **Appointed Representative**;
- ▯ Agree to settle any claim on any basis or reject any offer to settle a claim, without **Our** consent or the consent of the **Appointed Representative**.

Please Note

We will be entitled to be reimbursed by the **Insured Person** for any **Costs and Expenses** previously agreed or paid to or on behalf of the **Insured Person** if the **Insured Person** breaches any of the conditions in ii. and iii. above.

5. Payment Instead of Pursuing or Defending a Claim

At any time **We** will be entitled to pay the reasonable amount of damages claimed if in **Our** opinion this would be a more economic solution.

6. Legal Proceedings

Any **Legal Proceedings** must be dealt with in the jurisdiction of a Court or tribunal in the United Kingdom, the Channel Islands or the Isle of Man.

7. Choice of Appointed Representative

If there is a conflict of interest, or if the claim is not settled by negotiation and it then becomes necessary to start court proceedings, only then will the **Insured Person** be entitled to choose their own lawyer for **Us** to instruct as the **Appointed Representative** to handle the claim. If there is any dispute about the choice of lawyer **We** will ask the president of the relevant national Law Society to choose a suitably qualified lawyer.

Where the **Insured Person** chooses their own lawyer or other suitably qualified person, **We** will not pay the first 10% of any **Costs and Expenses** charged by the **Insured Person's** own lawyer or other suitably qualified person.

Conditions

1. Observance of Terms

Anyone making a claim under this Policy must have **Your** permission and observe the terms under this Policy.

2. Cancellation

You may cancel this Policy within 14 days of its inception without any premium charge provided that there have been no claims. Thereafter **You** may cancel the Policy at any time however no refund of premium will be available. If **You** cancel the Policy **You** must contact **Your** insurance adviser.

We may cancel this Policy at any time provided that **We** give **You** 7 days notice of cancellation and there is a valid reason for doing so. Valid reasons for cancellation include, but are not limited to fraud, dishonesty and any outstanding amount due from **You** in relation to any other claim under the Policy.

Where **We** cancel this Policy no refund of premium will be available. If **We** cancel the Policy **We** will write to **You** at **Your** address shown in **Our** records.

Section 5 – Legal expenses

3. Arbitration

Any dispute or difference of any kind between **Us** and an

Insured Person will be referred to arbitration by a single arbitrator who will be either a barrister or solicitor. If the parties are unable to agree on the appointment of an arbitrator, all parties agree to accept an arbitrator nominated by the President of the relevant national Law Society. The arbitrator's decision will be final and binding on all parties and the unsuccessful party will be responsible for any costs incurred by the successful party in the arbitration proceedings as well as their own costs.

4. New Rules

If during the Period of Insurance, any changes should be made (whether issued or implemented by any relevant authority or otherwise) to applicable rules, laws, legislation, judgements, regulations, directives, guidance, codes of conduct, recommendations or requirements or any other rules, instruments and provisions in force from time to time which alter or affect (or may alter or affect) in any way the legal costs regime to **Our** or **Your** material detriment, **We** reserve the right to amend this Policy to deal appropriately (fairly to both **You** and **Us**) with such changes. In those circumstances **We** will issue an endorsement to this Policy notifying **You** within 21 days of the proposed changes by sending to **You** details of those changes to **Your** last known address. **You** will, however, be free to accept or reject those changes in line with the procedure set out in the endorsement.

5. Third Party Rights

Unless expressly stated in this insurance, nothing in this insurance will create any rights in favour of any person pursuant to the Contracts (Right of Third Parties) Act 1999.

6. Waiver

If **We** or any **Insured Person** fail to exercise or enforce any rights conferred on them by this insurance, the failure to do so will not be deemed to be a waiver, nor will it bar the exercise or enforcement of, such rights at any subsequent time.

7. Recoveries

We reserve the right, at **Our** own expenses, to take proceedings in the name of the **Insured Person** to recover any payment made under this Policy. If an **Insured Person** recovers **Costs and Expenses** previously paid under this Policy such **Costs and Expenses** must be immediately repaid to **Us**.

8. Governing Law

This Policy is subject to the law applicable to **Your Business** being registered in the United Kingdom, the Isle of Man or the Channel Islands.

9. Assignment

This insurance is between and binding upon **Us** and **You** and their respective successors in title, but this insurance may not otherwise be assigned by **You** without **Our** prior written consent.

How to Make a Claim and Advice Service 0161 495 4490

If **You** need to contact **Us** or need to make a claim **You** can call **Us** on the above number, email **Us** at info@msl.co.uk or write to MSL Legal Expenses Limited, No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

If there is a claim, which is covered by the Policy **We** will then send the **Insured Person** a claim form to be completed and returned to **Us**.

If the claim is reported to **Us** during the Period of Insurance and is accepted and **Reasonable Prospects** exist, the claim will be handled by **Our** specialist claims unit or **We** will instruct an **Appointed Representative** or other suitably qualified representatives to act on behalf of the **Insured Person**.

Please note that

- Any costs incurred before a claim is made and any costs which **We** do not authorise are not insured by this Policy.
- Under this Policy there must be **Reasonable Prospects** for any claim to proceed. This does not apply to Insured Incident 7. Court Attendance and 8. Tax Protection.
- If there is any conflict of interest or if court proceedings are to be issued only then will the **Insured Person** be entitled to choose their own lawyer.

How to Make a Complaint

Our aim is to provide a first class standard of service at all times.

If **You** feel that **You** have been let down and **You** wish to raise a Complaint about the sale of this Policy, please contact **Your** insurance adviser.

If **You** feel that **We** have let **You** down and **You** wish to raise a complaint, please contact **Us** on 0161 495 4490 or in writing to The Compliance Department, MSL Legal Expenses Limited, No. 1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3GW. Please quote the Certificate number on **Your** Certificate of Insurance on all correspondence.

Our staff will attempt to resolve **Your** complaint immediately. Where this is not possible, **We** will acknowledge **Your** complaint within 5 business days of receipt. If the complaint is not resolved within 4 weeks of receipt, **We** will write to **You** and let **You** know what further action **We** will take. A final response letter will be issued within 8 weeks of receipt. Upon receipt of the letter, if **You** remain dissatisfied **You** may refer **Your** complaint to the Financial Ombudsman Service. **You** can contact the Financial Ombudsman Service at Exchange Tower, London, E14 9SR.

The use of these facilities does not affect **Your** right to take legal action.

Section 5 – Legal expenses

Financial Services Compensation Scheme

MSL Legal Expenses Limited and Financial & Legal Insurance Company Limited are covered by the Financial Services Compensation Scheme, established under the Financial Services and Markets Act 2000 (the "Compensation Scheme"). If they are unable to meet their obligations under this Policy an **Insured Person** may be entitled to compensation from the Compensation Scheme.

Data Protection

We act as the Data Controller. How **We** use and look after the personal information is set out below.

Information may be used by **Us**, agents and service providers for the purposes of insurance administration, underwriting, claims handling or for statistical purposes. The lawful basis for the processing is that it is necessary for **Us** to process **Your** personal information to enable the performance of the insurance contract, to administer **Your** policy of insurance and/or handle any insurance claim **You** may submit to **Us** under this policy. The processing of **Your** personal data may also be necessary to comply with any legal obligation **We** may have and to protect **Your** interest during the course of any claim.

What we process and share

The personal data **You** have provided, **We** have collected from **You**, or **We** have received from third parties may include **Your**:

- Name; date of birth, residential address and address history.
- Contact details such as email address and telephone numbers.
- Financial and employment details.
- Identifiers assigned to **Your** computer or other internet connected device including **Your** Internet Protocol (IP) address.
- Health or criminal conviction information.
- Vehicle or household details.
- Any information which **You** have provided in support of **Your** insurance claim.

We may receive information about **You** from the following sources:

- **Your** insurance broker.
- From third parties such as credit reference agencies and fraud prevention agencies.
- From insurers, witnesses, the Police (in regards to incidents) and solicitors, **Appointed Representatives**.
- Directly from **You**.

We will not pass **Your** information to any third parties except to enable **Us** to process your claim, prevent fraud and comply with legal and regulatory requirements. In which case **We** may need to share **Your** information with the following third parties within the EU:

- Solicitors or other **Appointed Representatives**.
- Underwriters, Reinsurers, Regulators and Authorised/Statutory Bodies.
- Fraud and crime prevention agencies, including the Police.
- Other suppliers carrying out a service on **Our**, or **Your** behalf.

We will not use **Your** information for marketing further products or services to **You** or pass **Your** information on to any other organisation or person for sales and marketing purposes without **Your** consent.

Data Retention

We will hold **Your** details for up to seven years after the expiry of **Your** policy, complaint and/or claims settlement.

Your rights

Your personal data is protected by legal rights, which include **Your** rights to:

- Object to **Our** processing of **Your** personal data.
- Request that **Your** personal data is erased or corrected.
- Request access to **Your** personal data and data portability.
- Complain to the Information Commissioner's Office, which regulates the processing of personal data.

You can request to see what data **We** hold on **You**, there is no charge for this service.

If **You** have any questions about **Our** privacy policy or the information **We** hold about **You** please contact **Us**.

Please read your policy document carefully and keep it in a safe place

The insurance provided by this policy is underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under No. 202915. Registered in England under Company No. 03034220.

MSL Legal Expenses Limited, Registered Office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW. Registered in England No. 2210857. MSL Legal Expenses Limited is authorised and regulated by the Financial Conduct Authority under No. 311676.

Form reference: BPP MSL 03/2018