



Avid
INSURANCE SERVICES LTD

**PREMIER PROPERTY INSURANCE
POLICY WORDING**



Contents

About Your policy.....	3
How to Use Your policy.....	4
Complaints Procedure.....	7
Definitions.....	8
Section 1 - Buildings	11
Section 2 – Property Owners Liability.....	17
Section 3 – Terrorism	19
General Conditions.....	30
Claims Conditions.....	31
How To Make A Claim.....	32

About Your policy

Your policy is administered by Avid Insurance Services Limited and underwritten by Accelerant Insurance Europe SA.

Accelerant Insurance Europe SA is a company registered in Belgium (Company number 0758.632.842) with registered office at Bastion Tower, Level 20, Place du Champ de Mars 5, 1050 Brussels

Accelerant Insurance Europe SA is an insurance company authorised by the National Bank of Belgium and regulated by the Financial Services and Markets Authority (FSMA) (Ref. 3193). Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. The nature and extent of consumer protections may differ from those for firms based in the UK. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

Avid Insurance Services Limited are authorised and regulated by the Financial Conduct Authority, registration number: 511522 having its registered office at 20 St Dunstan's Hill, London, EC3R 8DL.

The Financial Conduct Authority website, which includes a register of all regulated firms can be visited at www.fca.gov.uk, or the Financial Conduct Authority can be contacted on 0800 111 6768

Unless **we** have agreed otherwise with **you**, the law applicable to this contract is that of England and Wales unless **your** registered office or principle place of **business** is situated in Scotland or Northern Ireland the Channel Islands or the Isle of Man in which case the law of that territory will apply

On behalf of Avid Insurance Services Limited.



John Inwood

Commercial Development Director, Avid Insurance Services Limited

How to Use Your policy

We wish to provide **you** with a good standard of service. To help **us** achieve this, it is important that **you** read this policy carefully. If it does not meet **your** requirements, or **you** have any comment or query about the policy, please contact **us** through **your** Broker, Intermediary or Agent which issued **your** policy.

In return for payment of the premium shown in the **schedule**, **we** agree to insure **you**, subject to the terms and conditions contained in or endorsed on this policy, against loss or damage **you** sustain or legal liability **you** incur for accidents happening during the **period of insurance**. **We** will provide Insurance as stated in each operative section of the policy during the **Period of Insurance**.

Your schedule provides details of the insurance protection provided, the sections of the policy which are operative and the levels of cover **you** have.

Your policy contains details of the extent of cover available to **you**, what is excluded from cover and the conditions on which the policy is issued. Please examine **your schedule** and any **endorsements** to ensure it meets **your** requirements.

Duty of Fair Presentation

1. Before this policy is entered into, **you** must make a fair presentation of the risk to **us**, in accordance with Section 3 of the Insurance Act 2015. In summary, **you** must:
 - a) Disclose to **us** every material circumstance which **you** know or ought to know. Failing that, **you** must give **us** sufficient information to put a prudent insurer on notice that it needs to make further enquiries in order to reveal material circumstances. A matter is material if it would influence the judgement of a prudent insurer as to whether to accept the risk, or the terms of the insurance (including premium);
 - b) Make the disclosure in clause (1)(a) above in a reasonably clear and accessible way; and
 - c) Ensure that every material representation of fact is substantially correct, and that every material representation of expectation or belief is made in good faith.
2. For the purposes of clause (1)(a) above, **you** are expected to know the following:
 - a) If **you** are an individual, what is known to the individual and anybody who is responsible for arranging his or her insurance.
 - b) If **you** are not an individual, what is known to anybody who is part of **your** senior management team; or anybody who is responsible for arranging **your** insurance.
 - c) Whether **you** are an individual or not, what should reasonably have been revealed by a reasonable search of information available to **you**. The information may be held within **your** organisation, or by any third party (including but not limited to subsidiaries, affiliates, the broker, or any other person who will be covered under the insurance). If **you** are insuring subsidiaries, affiliates or other parties, **we** expect that **you** will have included them in its enquiries, and that **you** will inform **us** if it has not done so. The reasonable search may be conducted by making enquiries or by any other means.
3. If, prior to entering into this policy, **you** shall breach the duty of fair presentation, the remedies available to **us** are set out below.
 - a) If **your** breach of the duty of fair presentation is deliberate or reckless:
 - i) **We** may avoid the policy, and refuse to pay all claims; and,
 - ii) **We** need not return any of the premiums paid.
 - b) If **your** breach of the duty of fair presentation is not deliberate or reckless, **our** remedy shall depend upon what **we** would have done if **you** had complied with the duty of fair presentation:

- i) If **we** would not have entered into the policy at all, **we** may avoid the policy and refuse all claims, but must return the premiums paid.
 - ii) If **we** would have entered into the policy, but on different terms (other than terms relating to the premium), the policy is to be treated as if it had been entered into on those different terms from the outset, if **we** so require.
 - iii) In addition, if **we** would have entered into the policy, but would have charged a higher premium, **we** may reduce proportionately the amount to be paid on a claim (and, if applicable, the amount already paid on prior claims). In those circumstances, **we** shall pay only X% of what **we** would otherwise have been required to pay, where $X = (\text{premium actually charged/higher premium}) \times 100$.
4. If, prior to entering into a variation to this policy, **you** shall breach the duty of fair presentation, the remedies available to **us** are set out below.
- a) If **your** breach of the duty of fair presentation is deliberate or reckless:
 - i) **We** may by notice to **you** treat the policy as having been terminated from the time when the variation was concluded; and,
 - ii) **We** need not return any of the premiums paid.
 - b) If **your** breach of the duty of fair presentation is not deliberate or reckless, **our** remedy shall depend upon what **we** would have done if **you** had complied with the duty of fair presentation:
 - i) If **we** would not have agreed to the variation at all, **we** may treat the policy as if the variation was never made, but must in that event return any extra premium paid.
 - ii) If **we** would have agreed to the variation to the policy, but on different terms (other than terms relating to the premium), the variation is to be treated as if it had been entered into on those different terms, if **we** so require.
 - iii) If **we** would have increased the premium by more than it did or at all, then **we** may reduce proportionately the amount to be paid on a claim arising out of events after the variation. In those circumstances, **we** shall pay only X% of what **we** would otherwise have been required to pay, where $X = (\text{premium actually charged/higher premium}) \times 100$.
 - iv) If **we** would not have reduced the premium as much as it did or at all, then **we** may reduce proportionately the amount to be paid on a claim arising out of events after the variation. In those circumstances, **we** shall pay only X% of what **we** would otherwise have been required to pay, where $X = (\text{premium actually charged/reduced total premium}) \times 100$.

Financial Services Compensation Scheme

You may be entitled to compensation from the Scheme if **we** are unable to meet **our** obligations to **you** under this insurance.

If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: www.fscs.org.uk.

Contracts (rights of Third Parties) Act 1999 Clarification Clause

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

Financial Sanctions

We shall not be deemed to provide cover and **we** shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

Personal information

Your insurance cover includes cover for individuals who are either insureds or beneficiaries under the policy (individual insureds). **We** and other insurance market participants collect and use relevant information about individual insureds to provide **you** with **your** insurance cover and to meet **our** legal obligations.

This information includes individual insured's details such as their name, address and contact details and any other information that **we** collect about them in connection with **your** insurance cover. This information may include more sensitive details such as information about their health and criminal convictions.

We will process individual insureds' details, as well as any other personal information you provide to **us** in respect of your insurance cover, in accordance with our privacy notice(s) and applicable data protection laws.

Information notices

To enable us to use individual insureds' details in accordance with applicable data protection laws, **we** need **you** to provide those individuals with certain information about how **we** will use their details in connection with **your** insurance cover.

You agree to provide to each individual insured **our** short form information notice, which **we** have provided to **you** in connection with **your** insurance cover, on or before the date that the individual becomes an individual insured under **your** insurance cover or, if earlier, the date that **you** first provide information about the individual to **us**.

Minimisation and notification

We are committed to using only the personal information we need to provide you with your insurance cover. To help **us** achieve this, **you** should only provide to **us** information about individual insureds that we ask for from time to time.

You must promptly notify **us** if an individual insured contacts you about how **we** use their personal details in relation to **your** insurance cover so that **we** can deal with their queries.

Complaints Procedure

We aim to provide our clients with a high standard of service. Consequently, should we fail to meet your expectations; we will aim to resolve your concerns promptly and fairly.

If **you** have an enquiry or a complaint arising from a claim made on **your** policy please contact

Questgates Limited
Benchmark House
Fold Point
Bolton
BL1 2RZ
Email: tpasolutions@questgates.co.uk
Telephone: 01204 860 427

If **you** have an enquiry or a complaint about the policy or the service **we** offer please contact

Avid Insurance services Limited
20 St Dunstons Hill
London
EC3R 8HL
Email: complaints@avidinsurance.co.uk
Telephone: 020 3195 7500

When making a complaint, please include in any initial correspondence, details of **your** complaint and policy, including **your** policy reference number, to enable the enquiry to be dealt with efficiently.

If you remain dissatisfied after your complaint has been considered, or you have not received a final decision within eight (8) weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London E14 9SR

Tel: 0800 023 4567
Fax: 020 7964 1001
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Making a complaint does not affect **your** right to take legal action.

Policy Definitions

Certain words and expressions within this policy are deemed to have a particular meaning wherever they appear in the policy. All definitions are highlighted in bold and italics to assist in **you** identifying them.

Word or Expression	Meaning
<i>Accidental Damage</i>	Sudden and unexpected damage caused by external and visible means
<i>Block of Flats</i>	Any block or <i>building</i> converted into more than one self-contained unit.
<i>Bodily Injury</i>	Personal Injury or death from external violent and visible means, sickness or disease, illness, nervous shock or mental injury.
<i>Buildings/ building</i>	<p>The structure of the house, bungalow, flat, apartment, <i>block of flats</i> owned by <i>you</i> or for which <i>you</i> are legally responsible and which has been declared to <i>us</i> and which <i>we</i> have accepted under this insurance including:</p> <ol style="list-style-type: none"> 1. fixtures and fittings. 2. Garages, greenhouse, sheds and outbuildings. 3. Statues and fountains cemented into the ground. 4. patios, paved and decked areas, footpaths, roads, car parks, lampposts, drives, swimming pools but not their covers, hard tennis courts, fixed playground equipment and play areas, walls, fences and gates, drains, pipes, cables and underground tanks servicing the building. 5. Closed circuit security TV systems, security equipment, canopies, fixed signs and external lighting, aerials, satellite dishes and solar panels. 6. In the case of leasehold flats, common parts of the structure in which the individually <i>housing unit</i> is situated but only to the extent of the leaseholder's interest as defined in the original lease granted on the individually leased unit by <i>you</i>. Where the extent of interest is not defined within the lease agree the extent of the leaseholder's interest will be calculated proportionally based on total number of <i>housing units</i> in any one <i>building</i>. <p>Notwithstanding point 6, this definition only applies to the extent of <i>your</i> legal responsibility for property which has been transferred by lease 'demised' and which is noted within the leasehold agreement.</p>
<i>Employee</i>	<p>Anyone working for <i>you</i> including:</p> <ol style="list-style-type: none"> 1. Person under a contract of service or apprenticeship with <i>you</i>. 2. Labour master and people supplied by him or her. 3. Person employed by labour-only sub-contractors. 4. Self-employed person. 5. Person hired from any public authority, company, firm or individual. 6. Voluntary committee member, trustee or other

	<p>voluntary worker.</p> <p>7. A trainee or person undertaking work experience</p>
Endorsement	A change to the terms of this insurance contract as showing in your schedule .
Excess	The first part of any claim that you must pay following loss or damage and as detailed on your schedule .
Flood	The escape of water from its normal, natural or artificial confines (other than tanks, apparatus or pipes), tidal wave, tsunami or any other inundation from the sea, whether or not driven by wind.
Geographical limits	Great Britain, Isle of Man, Channel Islands, Northern Ireland.
Housing Unit	Any individual House, Bungalow, Flat, Maisonette or Self Contained Hostel accommodation owned by you or for which you are legally responsible which has been declared to us and which we have accepted under your insurance.
Immediate Family	A resident's respective spouse, partner, children (including adopted and foster children), parents or other relatives who reside in the private living accommodation with the resident .
Loss of Rent	Rent you would have received but have lost (including up to two years ground rent) or Anticipated rent in respect of buildings damaged in the course of construction by any cause which would have been insured following completion and handover to you .
Motorised Vehicle	Any electrically or mechanically powered vehicle, caravans, trailers, watercraft including surfboards, hovercraft, aircraft, all-terrain vehicles or quad bikes, including any part or accessories other than domestic gardening equipment, battery-operated golf trolleys or wheelchairs, battery or pedestrian operated models or toys used within the boundaries of the land belonging to the buildings .
Ornamental or Landscaped Gardens	Any garden that is professionally designed, landscaped and tended within the boundaries of the land belonging to the buildings .
Our, Us, We	<p>(Section 1 and 2 only): Accelerant Insurance Europe SA</p> <p>(Section 3 only): As noted on your schedule</p> <p>In Respect of claims management we, our or us may refer to Questgates Limited</p>
Period of Insurance	The period shown your schedule and any further period for which you have paid or have agreed to pay and we have accepted or have agreed to accept your Premium.
Pollution or Contamination	Pollution or contamination of buildings or other structures or of water or land or the atmosphere and all loss or damage or injury directly or indirectly caused by such pollution or contamination .

Rent	Unitary charges, grants, service charges, management charges and any other income reasonably expected.
Resident	The lessee, tenant or part owner of any housing unit including their immediate family .
Schedule	The document detailing your insurance including the period of insurance and any endorsements applicable.
Storm	Rainstorm, windstorm, hailstorm, hurricane, tempest, typhoon, tornado or cyclone, including damage caused by water that backs up from a sewer or drain as a direct result (excluding flood).
Sum insured	The cost of reinstating buildings to the same style and appearance as new including fees and other associated costs and the cost of meeting Local Authority and/or other regulatory requirements.
Uninhabitable	If a building is deemed to be unstable as defined under the Housing Act 1985 or if it is unfit for human habitation due to inadequate lighting, heating, water supply, cooking facilities, washing facilities, toilet facilities or effective drainage/sewage systems.
Unoccupied	Vacant, empty, untenanted or not in use.
You, Your	The insured as stated on the Schedule .

Section 1 - Buildings

This section only applies when shown in **your Schedule**. Please also see the General Exclusions and General Conditions.

We will indemnify **you**, less the **excess** detailed in **your schedule**, in the event of loss or damage to the **buildings** caused by the perils listed below occurring or commencing during the **period of insurance**

Peril	Excluded from Cover
1. Fire, smoke, lightning, explosion, power surge explosion, earthquake, spontaneous fermentation and thunder bolt	
2. Storm , Tempest or Flood .	<ul style="list-style-type: none"> a) Loss or damage caused by frost. b) Loss or damage to fences and gates. c) Loss or damage to swimming pools, tennis courts, paved terraces, patios, footpaths, drives and foundations unless the main structure of the building is damaged by the same cause at the same time.
3. Freezing water in fixed water or fixed heating systems, or water escaping from washing machines, dishwashers, fixed water or fixed heating systems or Oil escaping from a fixed heating system.	<ul style="list-style-type: none"> a) Loss or damage to the appliance or system itself from which the water escapes except where the damage is caused by freezing. b) Loss or damage to swimming pools. c) Loss or damage where the housing unit has been unoccupied for more than 60 consecutive days.
4. Riot, civil commotion, strike, labour or political disturbance.	<ul style="list-style-type: none"> a) Any claim reported to us more than 30 days after the date of the incident.
5. Malicious Damage.	<ul style="list-style-type: none"> a) Loss or damage caused by you, or any person lawfully in the housing unit. b) Loss or damage where the housing unit has been unoccupied for more than 60 consecutive days.
6. Theft or attempted theft.	<ul style="list-style-type: none"> a) Loss or damage caused by you. b) Loss or damage to any housing unit while it is lent, let or sub-let (in whole or in part), unless force or violence was used to gain entry or exit to the building. c) Loss or damage where the housing unit has been unoccupied for more than 60 consecutive days.

<p>7. Subsidence, heave or landslip of the site on which your buildings stand</p>	<p>Loss or Damage:</p> <ul style="list-style-type: none"> a) to patios, drives, terraces, footpaths, tennis courts, swimming pools, statues, fountains, playgrounds and play areas, car parks, walls, fences and gates, canopies and closed circuit television systems, security equipment, fixed signs and external lighting unless the main structure of the buildings is damaged by the same cause and at the same time. b) to solid floors, or damage caused because solid floors have moved, unless the foundations of the outside walls of the buildings is damaged by the same cause and at the same time. c) to new structures bedding down, expanding or shrinking or the settling of newly made-up ground. d) caused by coastal or river erosion. e) caused by the action of chemicals on or the reaction of chemicals with any materials which form part of the buildings. f) caused by or as a result of the buildings being under construction demolished, altered or repaired. g) which commenced or occurred before the inception of your policy.
<p>8. Falling trees or branches, including the cost of removing the fallen part of the tree or the complete tree if totally uprooted.</p>	<ul style="list-style-type: none"> a) Loss or damage to fences and gates b) The cost of removing part or all of fallen trees unless damage has been caused to the buildings c) Loss or Damage caused by Felling, Lopping or topping
<p>9. Falling aerials or satellite receiving equipment, their fittings or masts.</p>	<ul style="list-style-type: none"> a) Loss or damage to the aerial, satellite receiving equipment, fittings and masts.
<p>10. Impact by flying objects, vehicles, trains animals or aircraft or anything dropped from them.</p>	
<p>11. Accidental Damage to drains, pipes, cables and underground tanks (including gradually operating tree root ingress) used to provide services to or from the buildings which you, or any of the residents are legally responsible for.</p>	<ul style="list-style-type: none"> a) Loss or damage caused by or from movement, settlement or shrinkage of any part of the buildings or the land belonging to the buildings.
<p>12. Accidental breakage of glass in doors or windows, ceramic hobs if fitted, sanitary ware, solar heating panels fixed to and forming part of the building or within the boundary of the building.</p>	

<p>13. Accidental Damage.</p>	<ul style="list-style-type: none"> a) Loss or damage caused by the buildings moving, settling, shrinking, collapsing or cracking. b) Loss or damage caused by any process of cleaning, repairing, renovating or maintaining the buildings. c) Loss or damage to swimming pools, tennis courts, patios, paved footpaths, roads, car parks, lampposts and drives. d) Loss or damage where the housing unit has been unoccupied for more than 60 consecutive days e) Anything stated under excluded from cover for perils 1-12.
<p>14. Damage to the property caused by forced entry of Emergency Services.</p>	<ul style="list-style-type: none"> a) Loss or damage as a result of actual or suspected criminal activities by you or any person lawfully in the housing unit.
<p>15. If you or any of the residents have agreed to sell any housing unit and, between the date contracts are exchanged and the date the sale is completed, it is damaged by perils 1 to 13 of this section, we will provide cover for the person buying the housing unit when the sale has been completed, so long as this is within the period of insurance.</p>	<ul style="list-style-type: none"> a) This cover does not apply if insurance on the buildings has been arranged by or for the buyer.
<p>16. Loss of rent and cost of Alternative Accommodation:</p> <p>We will pay loss of rent and reasonable costs of comparable accommodation (including storage of contents and the cost of accommodation of domestic pets where not more specifically insured) incurred by you or the resident of the buildings during the period necessary to restore the buildings to a habitable condition if the buildings are rendered uninhabitable due to any loss or damage caused by perils 1 to 13 of this section. Furthermore, cover will be provided:</p> <ul style="list-style-type: none"> a) where your building remains habitable but loss or damage to any property nearby caused by perils 1 to 13 of this section means that following instructions from the emergency services access to your building is not permitted. b) where your building remains habitable but access is denied to by order of Government, Local Authority or emergency services but not where the denial of access is due solely or in part, to any action undertaken by you or by your failure to undertake any action and which otherwise would have resulted in access not being denied. c) Where any: <ul style="list-style-type: none"> i. Generating station or sub-station of a public electricity supply provider. ii. Land based premises of the public gas supply or any national gas producer linked 	<ul style="list-style-type: none"> a) Any amount greater than 25% of the sum insured of the building at the time the loss or damage occurs. b) Any costs caused by any electricity, gas, water or telecommunications company cutting off or restricting your supply other than as a direct result of loss or damage by any of the perils 1-13 of this section. c) Any costs due to the failure of your electricity, gas, water or telecommunications supply caused by a withdrawal of labour at the electricity, gas, water or telecommunications company. d) Any amount greater than £1,000 in respect of alternative accommodation for domestic pets.

<p>directly to the building.</p> <p>iii. Waterworks and pumping stations of a public water supply provider.</p> <p>iv. Land based premises of any public telecommunications provider.</p> <p>From which the buildings obtain electricity, gas, water or telecommunication services are damaged by any of the perils 1-13 of this section which renders the buildings uninhabitable.</p>	
<p>17. The cost of metered water or oil from any domestic heating installation for which you are legally responsible for in the buildings following accidental damage.</p>	<p>a) Any amount greater than £25,000 for any one loss.</p>
<p>18. We will pay the costs and expenses you pay with our written permission to find the source of any damage caused to the building by escape of water from fixed water or heating system and then make good.</p>	<p>a) Where none of the perils in 1 to 13 of this section have operated, the most we will pay is £5,000 for any one loss less the excess applicable to Sections 1 to 13 of this policy.</p>
<p>19. Accidental damage to satellite receiving equipment, aerials and their fittings or masts which are permanently fixed to the outside of the building or within the boundary of the building.</p>	<p>a) Loss or damage more specifically insured under a contents policy</p>
<p>20. Loss or damage to ornamental or landscaped gardens caused by perils 1, 5, 6, 7 and/or by the emergency services.</p>	<p>a) Any amount greater than £20,000 for any one loss</p>
<p>21. If you or the residents lose the keys to the doors of the buildings or to safes or alarms in the buildings or they are stolen, or there is accidental damage to the locks of the doors, safes or alarms, we will either pay the cost of changing locks and keys or repairing locks if we choose.</p>	<p>a) Any amount greater than £5,000 for any one loss.</p> <p>b) Loss or damage caused by any process of repair or restoration.</p>
<p>22. We will pay the cost of removing debris, dismantling and/or demolishing, shoring up or propping, where damage has been caused to buildings by, and is covered by any of the perils in paragraphs 1 to 13 of this section</p>	<p>a) Any costs or expenses incurred in removing debris except from the site of buildings destroyed or damaged and the area immediately adjacent to the site.</p> <p>b) Loss or damage to any contents of the buildings</p>
<p>23. We will pay additional costs to reinstate the property to comply with European Union and public authority legislation (where necessary).</p>	<p>a) Any costs or expenses incurred if the damage was not caused by perils 1-13.</p>
<p>24. Contractors:</p> <p>Contractors are allowed to work in the buildings for the purpose of effecting and repair, minor additions and alterations and decorations without prejudice to this insurance.</p> <p>Where you are required to effect insurance on the buildings in the joint names of you and the contractor under the terms of a condition in the contract between you and the contractor, then the interest of the contractor is hereby noted.</p>	

<p>25. Notice of Interests</p> <p>The interest of the freeholder, head lessee (if they are not the Insured), the owner or lessee of each property, shared owners, leaseholders, mortgagees or other interested parties in each housing unit is covered by this insurance is noted the extent of such interest to be disclosed in the event of a loss.</p>	
<p>26. Inflation Protection – Index Linking</p> <p>We will change the buildings sum insured each month using figures available from the Royal Institution of Chartered Surveyors or another similar index.</p> <p>Index linking will continue while the buildings are repaired or replaced as long as you make sure any work is carried out as quickly as possible.</p>	
<p>27. Inadvertent Omission to insure</p> <p>If you notify us of your intention to insure all buildings which you own or for which you are legally responsible situated within the geographical limits with us (unless otherwise agreed in writing by us) from the inception date your policy and it being your belief that all such buildings are insured then we agree to extend cover so that if subsequently any such buildings are found to have inadvertently been undeclared (and as a consequence left uninsured) by you during the period of Insurance then we will deem such buildings to be insured, provided that;</p> <p>a. You shall carry out, at not less than twelve monthly intervals a check to ensure that effective insurance is in force for all buildings which you own or for which you are legally responsible</p> <p>b. You shall give details in writing immediately an omission is discovered, and within 30 days of the date of discovery shall provide us with the sums insured to apply for any such building and effect specific cover retrospective to such date and pay the appropriate additional premium.</p>	
<p>28. We will pay for any Loss or Damage caused by squatters.</p>	<p>a) Any amount greater than £50,000 for any one loss.</p>
<p>29. We will pay the costs and expenses you incur with our written permission in order to evict squatters following occupation of a building or housing unit.</p>	<p>a) Any amount greater than £10,000 for any one event.</p>

Section 1 - Settling Claims

How We Settle Claims

As long as the loss or damage is covered under **your** insurance, **we** will pay the cost of repairing or replacing the damaged parts of the **buildings** in a new condition similar in size, shape or design, including fees and other costs. If the damaged parts are no longer available in their original form, **we** will replace them with parts of a similar quality. If the **buildings** have not been kept in a good state of repair, **we** will pay the cost of repairing or replacing the damaged parts of the **buildings**, but **we** will deduct an amount for wear and tear.

Fees and other costs mean architects', surveyors' and legal fees necessarily incurred in repair and replacement (but excluding fees and costs incurred in preparing or furthering any claim under this insurance).

If Repairs or Replacement Are Not Carried Out

If **you** do not repair or replace the **buildings**, **we** will pay the reduction in market value of the **buildings** caused by the damage. **We** will not pay more than it would have cost to repair the damage if the repair work had been done straight away.

In the case of a total loss the **building** may be replaced on another site in a manner suitable for **your** needs but this must not increase **our** liability.

Building Regulations, Local Authority or Legal Conditions

We will not pay the cost of meeting **building** regulations, local authority or legal conditions if **you** knew that **you** needed to meet any regulations or conditions and a notice was served on **you** before the damage happened. **We** will not pay the cost of meeting any regulations or conditions if they apply to any undamaged parts of the **buildings**.

Excess

We will deduct the **excess** from the amount **we** pay **you** to settle **your** claim

Reinstatement of Sum Insured

The **sum insured** on **buildings** will not be reduced after a claim is paid.

Exclusions Applying To Sections 1 - Buildings

The following exclusions apply to Section 1 - **Buildings**

Please also see the General Exclusions and General Conditions

1. Loss or damage caused by anything that happens gradually.
2. Loss or damage caused by corrosion, rust, wet or dry rot, shrinking, evaporation, dampness and wear and tear.
3. The cost of correcting faulty workmanship or design or the cost of replacing faulty materials.
4. Loss or damage caused by chemicals reacting with any materials which the **buildings** are built from.
5. Loss or damage caused by pets, insects, or vermin.
6. The cost of maintenance normal redecoration and preparation for occupancy.
7. The cost of replacing, repairing or changing any undamaged items or parts of items forming part of a set, suite, carpet or other items of a common nature, colour, design or use. This applies if the other item can still be used and the loss or damage only affects one part of the set.
8. Loss or damage which happens before **your** policy starts or which arises from an event before **your** policy starts.
9. Loss or damage caused deliberately by **you**.

Section 2 – Property Owners Liability

We will indemnify **you** or **your** personal representatives in respect of legal liability incurred by **you**, against the following.

1. **Your** legal responsibility to pay damages and/or costs to others within the **geographical limits** occurring at the **buildings** which are the result of accidental **bodily injury** to anyone or **accidental damage** to material property caused during the **period of insurance**;
 - a) arising out of a defect in the **buildings**;
 - b) incurred by virtue of either Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises Act (Northern Ireland) Order 1975 in connection with any **building** formerly owned or leased by or the responsibility of **you** provided that at the time of the incident giving rise to the liability **you** had disposed of all legal title to an interest in the **building**.

In the event of this Section ceasing to apply to **you** as a result of the sale of such **building**, the indemnity under this paragraph shall apply to accidental **bodily injury** or **accidental damage** to material property occurring during a period of 7 years from the date of such cessation but will not apply if the liability is covered under a more recently effected or current insurance.

Our liability shall apply in respect of any one claim or series of claims arising out of the any one event. **We** may pay the limit shown in the **schedule** (after taking off any sums **we** have already paid) or any lesser amount which will cover the claim **We** will then have no further liability in connection with the claim.

- **Section 2 - Extensions**

The insurance by Section 2 – property owners’ liability is extended to include the following occurring or commencing during the **period of insurance**:

1. Coroners inquests

We will provide cover in respect of costs of legal representation at any coroner’s inquest or inquiry in respect of any death and proceedings in any court arising out of any alleged breach of statutory duty resulting in injury, loss or damage which may be the subject to cover under Section 2 – Property Owners Liability. In addition all other costs and expenses in relation to any matter which may form the subject of a claim incurred with **our** written consent and defence costs and other expenses **you** incur following **our** written permission will also be covered.

- **Section 2 Exclusions**

The following exclusions apply to Section 2 – Property Owners Liability

Please also see the General Exclusions and General Conditions

Liability arising directly or indirectly from:

1. Loss or damage to property belonging to, or held in trust by, **you** or **your employee**.
2. Loss, injury or damage arising out of owning, possessing or using **motorised vehicles**.
3. Injury to **you** or any of **your employees**.
4. Demolition, erection or structural alteration of or addition to new or existing buildings or structures.
5. An assault, alleged assault or a deliberate or criminal act by **you** or **your employee**.
6. The transmission of any communicable **disease** or virus by **you**.
7. Any legal responsibility of any **resident** as occupier (not as leaseholder) of the **housing unit** in which they are residing.
8. The cost of correcting any fault or alleged fault.
9. Any liability solely as occupier of the **buildings**.
10. Any legal responsibility **you** have under any agreement that **you** would not have if the agreement did not exist.
11. Any liability arising from owning vacant land awaiting development or sale.
12. Any liability under paragraph 1b in respect of which **you** are entitled to indemnity from any other source.
13. Any liability arising from or caused by any work involving the manufacture, mining, processing, use, installation, storage, removal, stripping out, demolition, disposal, distribution, inspection or testing of asbestos fibres, asbestos dust or asbestos-containing materials.

Section 3 – Terrorism

This Section only applies when shown in **your schedule**. Please also see the General Exclusions and General Conditions. If there is any conflict between other terms or definitions in this policy and those contained in this section, the terms and definitions in this section shall take precedence.

Any reference to the singular will include the plural and vice versa.

Any reference to any statute or statutory instrument will include any modifications or re-enactments thereto.

Any heading in this Section is for ease of reference only and does not affect its interpretation.

Section Contents

Insuring Clause	Page 19
Section 3 - Exclusions	Pages 19-20
Rental Income / Alternative Accommodation Extension	Page 21
Rental Income / Alternative Accommodation Extension Conditions	Page 21
Rental Income / Alternative Accommodation Extension Exclusions	Page 21
Rental Income / Alternative Accommodation Extension Limitations	Page 22
Rental Income / Alternative Accommodation Extension Definitions	Pages 22
Conditions	Pages 23-27

Insuring Clause

Subject to the exclusions, limits and conditions hereinafter contained, this section insures the **buildings** up to the **sum insured** amount as stated in the **schedule**, against physical loss or physical damage occurring during the **period of insurance** caused by an **act of terrorism**.

- **Section 3 Exclusions**

The following exclusions apply to Section 3 – Terrorism

1. Loss or damage arising directly or indirectly from nuclear detonation, nuclear reaction, nuclear radiation or radioactive contamination, however such nuclear detonation, nuclear reaction, nuclear radiation or radioactive contamination may have been caused.
2. Loss by seizure or legal or illegal occupation unless physical loss or damage is caused directly by an **act of terrorism**.
4. Loss or damage caused by confiscation, nationalisation, requisition, detention, embargo, quarantine, or any result of any order of public or government authority which deprives **you** of the use or value of its property, nor for loss or damage arising from acts of contraband or illegal transportation or illegal trade.
5. Loss or damage directly or indirectly arising from or in consequence of the seepage and or discharge of pollutants or contaminants, which pollutants and contaminants shall include but not be limited to any solid, liquid, gaseous or thermal irritant, contaminant or toxic or hazardous substance or any substance the presence, existence or release of which endangers or threatens to endanger the health, safety or welfare of persons or the environment.
6. Loss or damage arising directly or indirectly from or in consequence of chemical or biological emission, release, discharge, dispersal or escape or chemical or biological exposure of any kind.

7. Loss or damage arising directly or indirectly from or in consequence of asbestos emission, release, discharge, dispersal or escape or asbestos exposure of any kind.
8. Any fine or penalty or other assessment which is incurred by **you** or which is imposed by any court, government agency, public or civil authority or any other person.
9. Loss or damage by electronic means including but not limited to computer hacking or the introduction of any form of computer virus or corrupting or unauthorised instructions or code or the use of any electromagnetic weapon.

This exclusion shall not operate to exclude losses (which would otherwise be covered under this policy) arising from the use of any computer, computer system or computer software programme or any other electronic system in the launch and/or guidance system and/or firing mechanism of any weapon or missile.

10. Loss or damage caused by vandals or other persons acting maliciously or by way of protest or strikes, labour unrest, riots or civil commotion.
11. Loss or increased cost occasioned by any public or government or local or civil authority's enforcement of any ordinance or law regulating the reconstruction, repair or demolition of the **buildings** hereunder.
12. Loss or damage caused by measures taken to prevent, suppress or control actual or potential terrorism unless agreed by **us** in writing prior to such measures being taken.
13. Any consequential loss or damage, loss of use, delay or loss of markets, loss of income, depreciation, reduction in functionality, or increased cost of working. For the avoidance of doubt, nothing in this exclusion is intended to limit the cover made available by the Rental Income / Alternative Accommodation extension.
13. Loss or damage caused by factors including but not limited to cessation, fluctuation or variation in, or insufficiency of, water, gas or electricity supplies and telecommunications or any type of service.
14. Loss or increased cost as a result of threat or hoax.
15. Loss or damage caused by or arising out of burglary, house - breaking, looting, theft or larceny.
16. Loss or damage caused by mysterious disappearance or unexplained loss.
17. Loss or damage directly or indirectly caused by mould, mildew, fungus, spores or other microorganism of any type, nature or description, including but not limited to any substance whose presence poses an actual or potential threat to human health.
18. This Section does not cover physical loss or physical damage to:
 - a) Land or land values.
 - b) Power transmission, feeder lines or pipelines not at the **buildings**.
 - c) Aircraft or any other aerial device, or watercraft.
 - d) Any land conveyance, including vehicles, locomotives or rolling stock, unless such land conveyance is declared hereon and solely whilst located at the **buildings** herein at the time of its damage.
 - e) Animals, plants and living things of all types.
 - f) Property in transit not at the **buildings**.

Rental Income / Alternative Accommodation Extension

In consideration of the premium paid, and subject to the exclusions, conditions and limitations of the policy to which this section is attached, and also to the additional conditions, exclusions and limitations contained in this section, this policy is extended to cover **rental income / alternative accommodation**, relating only to the **buildings** affected by the **act** or series of **acts of terrorism**, causing direct physical loss or damage and which renders the **buildings uninhabitable**.

1. In the event of such direct physical loss or damage, **We** shall be liable for the actual loss sustained by **you** resulting directly but not exceeding the reduction in **rental income** or cost of **Alternative Accommodation**, as defined hereafter for a period not to exceed such length of time as would be required, with the exercise of due diligence and dispatch, to repair, rebuild or replace such part of the property as has been destroyed or damaged. The most **we** will pay is the limit as detailed in condition 3 of this section

2. Denial of Access Extension

Loss resulting from interruption of or interference with the **buildings**. in consequence of an **Act** or series of **Acts of Terrorism** to property within a 1000 metre radius of the **buildings**. which shall prevent the use of the **buildings** or access thereto, or prompts a civil or military authority to deny access to **buildings**., whether the **buildings**. shall be damaged or not.

Rental Income / Alternative Accommodation Extension Condition (1) (Direct Damage) does not apply to this extension.

Each occurrence shall be adjusted separately and from the amount of each such adjusted loss the amount of loss sustained during the first three (3) days shall be deducted.

We shall not be liable for more than £10,000 in respect of each occurrence.

Rental income / alternative accommodation extension conditions

1. **Direct damage**

No claim shall be payable under this Extension unless and until a claim has been paid, or liability admitted, in respect of direct physical loss or damage by an **act** or series of **acts of terrorism** to **buildings** under the policy to which this Extension is attached and which gave rise to loss of **rental income / alternative accommodation**.

This Condition shall not apply if no such payment shall have been made, or liability admitted, solely owing to the operation of a **excess** in said policy which excludes liability for losses below a specified amount.

Rental Income / Alternative accommodation extension exclusions

This Extension does not cover:

1. Increase in loss resulting from interference at the **buildings** by strikers or other persons, with rebuilding, repairing or replacing the property or with the resumption or continuation of operation.
2. Increase in loss caused by the suspension, lapse, or cancellation of any lease, licence, contract, or order, unless such results directly from the **building** being **uninhabitable**, and then **we** shall be liable for only such loss as affects **your** income, revenue or profits during, and limited to, the period the **building** is **uninhabitable**.
3. Increase in loss caused by the enforcement of any ordinance or law regulating the use, reconstruction, repair or demolition of any of the **buildings**. hereunder.
4. Loss as a result of physical or mental or bodily injury to any person.

Rental income / alternative accommodation extension limitations

1. **We** shall not be liable for more than any specific **Rental Income / Alternative Accommodation** amount stated in the **schedule**

in respect of such loss, regardless of the number of locations becoming **uninhabitable** s a result of any one **occurrence**.

2. With respect to loss resulting from damage to or destruction of media for, or programming records pertaining to, electronic data processing or electronically controlled equipment, including data thereon, by an **act** or series of **acts of terrorism**, the length of time for which **we** shall be liable hereunder shall not exceed:

- (a) 30 consecutive calendar days or the time required with exercise of due diligence and dispatch to reproduce the data thereon from duplicates or from originals of the previous generation, whichever is less; or,
- (b) the length of time that would be required to rebuild, repair or replace such other property herein described as has been damaged or destroyed, but not exceeding twelve (12) calendar months,

whichever is the greater length of time.

Rental income / alternative accommodation extension definitions

Expressly in respect of this extension the following definition is deemed to apply.

Word or Expression	Meaning
Rental income / alternative accommodation	<p>the sum of:</p> <ol style="list-style-type: none"> (a) the anticipated rent from a resident in occupancy of the described building and (b) the amount of all charges which are the legal obligations of the resident and which would otherwise be your obligations, and (c) the fair rental value of any portion of such property which is occupied by you, or (d) the costs of reasonable alternative residential accommodation for you and temporary storage of you or your resident's furniture and the costs of reasonable accommodation in kennels and/or catteries for resident dogs and/or cats. <p>In determining rental income / alternative accommodation due consideration shall be given to the rental experience before the date of damage or destruction and the probable experience thereafter had no loss occurred.</p>

Section 3 conditions

1. Joint insureds

Our total liability for any loss or losses sustained by **you** under this Insurance will not exceed the **sum insured** shown in the **schedule**. **We** shall have no liability in excess of the **sum insured** whether such amounts consist of insured losses sustained by **you**.

2. Situation

This policy insures **buildings** at the addresses stated in the **schedule** or as declared and accepted by **us**.

3. Sum insured

We hereon shall not be liable for more than;

- a) the actual **sum insured** of the **building** or **housing unit** insured in respect of each occurrence and in the policy aggregate if applicable.
- b) 25% of the actual buildings **sum insured** of the **buildings schedule** for **rental Income / alternative accommodation** in respect of each occurrence and in the policy aggregate if applicable.

4. Excess

Each **occurrence** shall be adjusted separately and from;

- (a) each such amount the sum stated in the **schedule** shall be deducted
- (b) the amount of each such adjusted loss the amount of the loss sustained during the period stated in the **schedule** shall be deducted.

5. Occurrence

Occurrence shall mean any one loss and/or series of losses arising out of and directly occasioned by one **act** or series of **acts of terrorism** for the same purpose or cause. The duration and extent of any one **occurrence** shall be limited to all losses sustained by **you** at **the buildings** herein during any period of 72 consecutive hours arising out of the same purpose or cause. However no such period of 72 consecutive hours may extend beyond the expiration of this policy unless **you** shall first sustain direct physical damage by an **act of terrorism** prior to expiration and within said period of 72 consecutive hours nor shall any period of 72 consecutive hours commence prior to the attachment of this policy.

6. Debris removal

This policy also covers, within the sum insured, expenses incurred in the removal from the insured location of debris of property stated in the **schedule** damaged by an **act of terrorism**.

The cost of removal of debris shall not be considered in determination of the valuation of the property covered.

7. Due diligence

You (or any of **your** agents, sub or co-contractors) must use due diligence and do (and concur in doing and permit to be done) everything reasonably practicable, including but not limited to taking precautions to protect or remove the **buildings**, to avoid or diminish any loss herein insured and to secure compensation for any such loss including action against other parties to enforce any rights and remedies or to obtain relief or indemnity.

8. Protection maintenance

It is agreed that any protection provided for the safety of the **buildings** shall be maintained in good order throughout the currency of this policy and shall be in use at all relevant times, and that such protection shall not be withdrawn or varied to the detriment of **our** interests without **our** consent.

9. Valuation

It is understood that, in the event of damage, settlement shall be based upon the cost of repairing, replacing or reinstating (whichever is the least) property on the same site, or nearest available site (whichever incurs the least cost) with material of like kind and quality without deduction for depreciation, subject to the following provisions:

The repairs, replacement or reinstatement (all hereinafter referred to as "**replacement**") must be executed with due diligence and dispatch;

Until **replacement** has been effected the amount of liability under this policy in respect of loss shall be limited to the actual cash value at the time of loss;

If **replacement** with material of like kind and quality is restricted or prohibited by any by-laws, ordinance or law, any increased cost of replacement due thereto shall not be covered by this policy.

Our liability for loss under this policy shall not exceed the smallest of the following amounts:

- a) The policy limit applicable to the destroyed or damaged property,
- b) The replacement cost of the property or any part thereof which was intended for the same occupancy and use, as calculated at the time of the loss, or
- c) The amount actually and necessarily expended in replacing said property or any part thereof.

We will normally expect **you** to carry out repair or replacement of the **buildings**, but if **you** and **us** agree that it is not practicable or reasonable to do this, then **we** will pay **you** an amount based on the repair or replacement costs, less an allowance for fees and associated costs which are not otherwise incurred. **We** will only pay **you** up to the **sum insured** shown in the **schedule**.

All amounts and accounting details to be calculated using **your** usual generally accepted accounting standards.

10. Notification of claims

You shall, upon knowledge of any **occurrence** likely to give rise to a claim hereunder, give written advice as soon as reasonably practicable to **us** and it is a condition precedent to the liability of **us** that such notification is given by **you** as provided for by this policy.

If **you** make a claim under this insurance **you** must give **us** such relevant information and evidence as may reasonably be required and co-operate fully in the investigation or adjustment of any claim. If required by **us**, **you** must submit to examination under oath by any person designated by **us**.

11. Proof of loss

You shall render a signed and sworn proof of loss within sixty (60) days after the occurrence of a loss (unless such period be extended by the written agreement from **us**) stating the time, place and cause of loss, **your** interest and the interest of all others in the property, the sound value thereof and the amount of loss or damage thereto.

If **we** have not received such proof of loss within two years of the expiry date of this policy, they shall be discharged from all liability hereunder.

In any claim and/or action, suit or proceeding to enforce a claim for loss under this policy, the burden of proving that the loss is recoverable under this policy and that no limitation or exclusion of this policy applies and the quantum of loss shall fall upon **you**.

12. Subrogation

Any release from liability entered into in writing by **you** prior to loss hereunder shall not affect this policy or **your** right to recover hereunder. The right of subrogation against any of **your** subsidiary or affiliated companies or any other companies associated with the Insured through ownership or management is waived;

In the event of any payment under this policy, **we** shall be subrogated to the extent of such payment to all of **your** rights of recovery therefor. **You** shall execute all papers required, shall cooperate with **Us** and, upon **Our** request, shall attend hearings and trials and shall assist in effecting settlements, securing and giving evidence, attaining the attendance of witnesses and in the conduct of suits and shall do anything that may be necessary to secure such right. **We** will act in concert with all other interests concerned (including **your** interests) in the exercise of such rights of recovery. If any amount is recovered as a result of such proceedings, such amount shall be distributed in the following priorities:

- a) Any interest, (including **your** interest), exclusive of any **excess** or self insured retention, suffering a loss of the type covered by this policy and in excess of the coverage under this policy shall be reimbursed up to the amount of such loss (excluding the amount of the **excess**);
- b) Out of the balance remaining, **we** shall be reimbursed to the extent of payment under this policy;
- c) The remaining balance, if any, shall inure to the benefit of **you**, or any insurer providing insurance primary to this policy, with respect to the amount of such primary insurance, **excess**, self insured retention, and/or loss of a type not covered by this policy.

The expense of all proceedings necessary to the recovery of any such amount shall be apportioned between the interests concerned, including that of **you**, in the ratio of their respective recoveries as finally settled. If there should be no recovery and proceedings are instituted solely on **our** initiative, the expense thereof shall be borne by **us**.

13. Salvage and recoveries

All salvages, recoveries and payments recovered or received subsequent to a loss settlement under this policy shall be applied as if recovered or received prior to the said settlement and all necessary adjustments shall be made by the parties hereto.

14. Abandonment

There shall be no abandonment to **us** of any property.

15. Assignment

Assignment or transfer of this policy shall not be valid except with **our** prior written consent.

16. Arbitration

This clause applies to this Section 3 only where there is a dispute between **you** and **us** and liability to indemnify **you** has not been admitted by **us**. If liability has been admitted by **us**, the Arbitration clause under the Claims Conditions Section shall operate.

If **you** and **Us** fail to agree in whole or in part regarding any aspect of cover afforded under this Section, each party shall, within ten (10) days after the demand in writing by either party, appoint a competent and disinterested arbitrator and the two (2) chosen shall before commencing the arbitration select a competent and disinterested umpire.

The arbitrators together shall determine such matters in which **you** and **us** fail to agree and shall make an award thereon and the award in writing of any two (2), duly verified, shall determine the same, and if they fail to agree, they will submit their differences to the umpire.

The parties to such arbitration shall pay the arbitrators respectively appointed by them and bear equally the expenses of the arbitration and the charges of the umpire.

17. Several liability

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

18. Legal action against underwriters

No one may bring a legal action against **us** unless:

There has been full compliance by **you** with all of the terms of this policy; and

The action is brought within two (2) years after the expiry or cancellation of this policy.

19. Material changes

You shall notify **us** of any change of circumstances which would materially affect this Insurance.

20. Experts fees

This Insurance includes, within the **sum insured**, the necessary and reasonable fees of architects, surveyors, consulting engineers and other professional experts which are incurred in reinstating or repairing the **buildings** following damage insured under this policy.

21. Law & jurisdiction

This Contract of Insurance is mutually agreed to be governed and constructed in accordance with the laws of England and Wales whose courts shall have exclusive jurisdiction.

22. Non USA legal service

Any summons, notice or process to be served upon **us** for the purpose of instituting any legal proceedings against them in connection with this insurance may be served to Legal Department, Ark Syndicate Management Limited, 30 Fenchurch Street, London, EC3M 5AD who have authority to accept service on their behalf.

23. Complaints

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.

Details of Lloyd's complaints procedures, including timescales for resolution, are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints.

If you are dissatisfied about your insurance or the handling of a claim under this section, **you** should contact:

- Compliance Department, Ark Syndicate Management Ltd, 30 Fenchurch Avenue, London EC3M 5AD
- Email: complaints@arkunderwriting.com

In the event that **you** remain dissatisfied and wish to take the matter further **you** can do so at any time by referring to the complaints team at Lloyd's. The contact details are:

- Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN
- Tel: +44 (0) 20 7327 5693
- Fax: +44 (0) 20 7327 5225
- Email: complaints@lloyds.com

If you remain dissatisfied after Lloyd's has considered your complaint and **you** are eligible, **you** may refer **your** complaint to the Financial Ombudsman Service (FOS).

The contact details for the FOS are:

- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.
- Telephone: 0800 0234567 (calls to this number are free from mobiles and “fixed lines” in the UK) or 0300 1239123 (calls to this number are charged at the same rate as 01 and 02 numbers in the UK).
- Email: complaint.info@financial-ombudsman.org.uk.

Further information is available at: www.financial-ombudsman.org.uk

This complaint procedure is without prejudice to your right to take legal proceedings.

24. Financial compensation

Lloyd's insurers are covered by the Financial Services Compensation Scheme.

You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from:

Financial Services Compensation Scheme
10th Floor, Beaufort House
15 St Botolph Street
London EC3A 7QU
Website: www.fscs.org.uk

26. Data protection

You should understand that any information about **you** will be processed by **us** in compliance of the General Data Protection Regulation for the purposes of providing insurance and handling any claims or complaints, if any, which may necessitate providing such information to other parties.

27. Amendments

Should **you** wish to amend this Certificate, notification of such proposed amendment should be given to the Agent shown in the *schedule*.

General Exclusions

The following policy Exclusions should be read in conjunction with other Exclusions which may apply to specific Sections of the policy.

We will not cover loss or damage or liability arising from:

1. Radioactive Contamination

Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- 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 thereof.

2. Sonic Bangs

Any loss or damage by pressure waves caused by aircraft or other flying objects moving at or above the speed of sound.

3. Pollution or Contamination

Any loss or damage caused by or arising from **pollution or contamination** except (unless otherwise excluded) damage to the **buildings** caused by:

- a) **Pollution or Contamination** resulting from perils 1, 2,3,4,5 and 10 of section 1.
- b) Any of the perils detailed in (a) which result from **pollution or contamination**.

4. Loss of Value

Loss of value after **we** have made a claim payment.

5. Indirect Loss

Indirect loss of any kind other than as defined under peril 16 of Section 1 – **buildings**.

6. War, Government Action and Terrorism

Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from.

- I. War Government Action or Terrorism.
- II. Civil commotion in Northern Ireland.

Legal liability of whatsoever nature or any costs or expenses whatsoever directly or indirectly caused by or contributed to by or arising from War Government Action or Terrorism.

For the purpose of this Exclusion War shall mean war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to popular rising, military rising, insurrection, rebellion, revolution, or military or usurped power.

Government Action shall mean martial law, confiscation, nationalisation, requisition or destruction of property by or under the order of any government or public or local authority or any action taken in controlling preventing suppressing or in any way relating to war.

Terrorism shall mean acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's government in the United Kingdom or any other government de jure or de facto In any action suit or other proceedings. Where **we** allege that by reason of this exclusion as far as it relates to terrorism any damage or resulting loss or expense or consequential loss is not covered by this insurance the burden of proving that such damage loss expense or consequential loss is covered shall be upon **you**.

7. Cyber

Loss or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom directly or indirectly caused by or contributed to by or arising from;

(i) **Virus or Similar Mechanism,**

(ii) **Denial of Service Attack,**

(iii) unauthorised access to or use of **computer and electronic equipment**,

(iv) The failure of any equipment to correctly recognise the date or change of date.

However, We will indemnify you in respect of subsequent damage which is not otherwise excluded to the property insured resulting from ensuing fire, explosion, impact by flying objects, vehicles, trains animals or aircraft or anything dropped from them, flood , escape of water or oil from any tank apparatus or pipe.

In respect of this exclusion the following definitions apply:

Virus or Similar Mechanism: Program code, programming instruction or any set of instructions with the ability to damage, interfere with, or otherwise adversely affect Computer and Electronic Equipment or Data, whether involving self-replication or not, including, but not limited to trojan horses, worms and logic bombs.

Denial of Service Attack: Any actions or instructions with the ability to damage, interfere with, or otherwise affect the availability of Computer and Electronic Equipment or Data, including but not limited to the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, and the generation of excess or non genuine traffic within, between or amongst networks.

Computer and Electronic Equipment: All computers, computer installations and systems, microchips, integrated circuits, microprocessors, embedded systems, hardware, and any electronic equipment, data processing equipment, information repository, telecommunication equipment, computer controlled or programmed machinery, equipment capable of processing data and/or similar devices, whether physically or remotely connected thereto.

General Conditions

The following policy conditions should be read in conjunction with other conditions which may apply to specific Sections of the policy.

It is important that **you** observe the terms and conditions of **your** insurance and any **endorsements** attached.

1. Taking care

You must take all reasonable steps to minimise loss or damage to all insured property including keeping **buildings** in a good condition and state of repair.

Failure to meet this condition may invalidate **your** insurance and **our** ability to handle any claim submitted to **us**.

2. Designation of Property

For the purposes of determining where necessary the item under which any **building** is insured **we** agree to accept the designation under which the **building** has been entered in **your** books.

3. Non Invalidation

This insurance shall not be invalidated by any act or omission or by any alteration whereby the risk of damage is increased unknown to or beyond **your** control provided **you** give **us** notice as soon as **you** become aware and pay an appropriate additional premium if required.

5. Transferring **your** interest in the policy

You cannot transfer **your** interest in this insurance to anyone else without **our** written approval. **Your** interest in this insurance cannot be transferred to anyone else by **you** without **our** prior approval.

6. Adjustments

The premium for this insurance has been based on the **sum insured** or number of **buildings** and/or **landlords' contents** declared by **you** at the inception of this insurance or at a subsequent renewal. The premium may be adjusted up or down if the figures declared by **you** at the next renewal vary by 10% or more apart from index linking.

7. Multiple Insured's

- I. It is noted and agreed that if the **you** as described in the **schedule** comprises more than one Insured party each operating as a separate and distinct entity then (save as provided in this Multiple Insured's Clause) cover hereunder shall apply in the same manner and to the same extent as if individual policies had been issued to each such insured party provided that **our** total liability to all of the Insured parties collectively shall not exceed the sums insured and limits of indemnity including any inner limits set by memorandum or **endorsement** stated in this insurance.
- II. It is understood and agreed that any payment or payments by **us** to any one or more such insured parties shall reduce to the extent of that payment **our** liability to all such parties arising from any one event giving rise to a claim under this insurance and (if applicable) in the aggregate.
- III. It is further understood that the insured parties will at all times preserve and enforce the various contractual agreements entered into by the insured parties and the contractual remedies of such parties in the event of loss or damage.
- IV. **We** hereby agree to waive all rights of subrogation howsoever arising which **we** may have or acquire against any insured party arising out of any occurrence in respect of which a claim is admitted under this insurance except where the rights of subrogation or recourse are acquired in consequence or otherwise as a result of fraud or a deliberate Vitiating Act in which circumstances **we** may enforce such rights notwithstanding the continuing or former status of the vitiating party as an insured.

8. Multiple Section Claims

If the insured event can be dealt with under more than one section of the policy only the highest **excess** will apply.

Claims Conditions

These conditions apply to all sections of the policy. It is important that **you** observe the terms and conditions of the insurance.

1. Fraud

- a) If **you** make a fraudulent claim under this policy:
 - i). **We** are not liable to pay the claim, and
 - ii). **We** may recover from **you** any sums paid by **us** to **you** in respect of the claim; and
 - iii). **We** may by notice to **you** treat the policy as having been terminated with effect from the time of the fraudulent act.
- b) If **we** exercise **our** right under clause (a)(iii) above:
 - i). **We** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to the **our** liability under the policy (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,
 - ii). **We** need not return any of the premiums paid.

Fraudulent claims – group insurance

- b) If this insurance contract provides cover for any person who is not a party to the contract (“a covered person”), and a fraudulent claim is made under the contract by or on behalf of a covered person, **we** may exercise the rights set out in clause (a) above as if there were an individual insurance contract between the **us** and the covered person. However, the exercise of any of those rights shall not affect the cover provided under the contract for any other person.

2. Arbitration

If any difference shall arise as to the amount to be paid under this policy (liability being otherwise admitted) such difference can be referred to an Arbitrator appointed by the parties in accordance with the current statutory provisions. Where any difference is by this condition to be referred to arbitration the making of an Award shall be a condition precedent of any right of action against **us**.

3. Other Insurance

If at the time of any damage or occurrence there be any other insurance or indemnity effected by **you** or on **your** behalf applicable to such event liability under this policy shall be limited to its rateable proportion. If any other such insurance or indemnity is subject to any provision whereby it is excluded from ranking concurrently with this policy whether in whole or in part or from contributing rateably then liability under this policy shall be limited in respect of any damage or occurrence to any **excess** beyond the amount which would be payable under such other insurance or indemnity had this policy not been effected.

4. Control of Claims

We shall be entitled:

- a) on the happening of damage to the property insured to enter take and keep possession of any **building** where damage has happened and to take and keep possession of the property insured and to deal with the salvage in a reasonable manner without thereby incurring any liability and without diminishing **our** right to rely on any conditions of this policy and this policy shall be proof of leave and licence for such purpose.
- b) at **our** discretion to take over and conduct in **your** name the defence or settlement of any claim and to take proceedings at **our** own expense and for **our** own benefit but in **your** name to recover compensation or secure indemnity from any third party in respect of any event insured by this policy and **you** shall give all information and assistance required.
- c) To any property for the loss of which a claim is paid hereunder and **you** shall execute all such assignments and assurances of such property as may be reasonably required but **you** shall not be entitled to abandon any property **us**.
- d) to pay to **you** the maximum sum payable under Section 3 in respect of any occurrence or any lesser sum for which the claim or claims arising from such occurrence can be settled and **we** shall not be under any further

liability in respect of that occurrence except for the payment of costs and expenses of litigation incurred prior to such payment.

5. Option to Rebuild

We may at **our** option rebuild or restore the **buildings** destroyed or portions damaged but it is not bound to rebuild or restore the property exactly or completely and only as circumstances permit. **You** will give **us** all plans, documents, books and information at **your** own expense that **we** may reasonably require to carry out this work.

How to Make a Claim

On the happening of any event which could give rise to a claim under this policy **you** shall:

1. Immediately notify **our** claims administrator Questgates Limited on 01204 860427 providing as much information as possible as to the circumstances surrounding the claim. In the event you need to make a claim outside of normal office hours you can contact **us** on 0121 411 0535
2. give immediate notice to the Police in respect of:
 - a) Damage by theft or any attempt thereat.
 - b) Damage by malicious persons.
3. In respect of claims under Section 2 – Property Owners Liability make no admission of liability or offer promise or payment without **our** written consent.
4. Inform **us** immediately of any impending prosecution inquest or fatal inquiry or civil proceedings and send **us** immediately every relevant document.
5. Take all reasonable steps to stop or minimise any continued loss or damage from any event
6. Produce to **us** with any documentation or information as may reasonably be required by **us** for investigating or verifying the claim.

Claims for loss or damage caused by Riot, Civil Commotion, Strikes, Labour Disturbances or Malicious Persons must be notified to **us** within 30 days.

You must give **us**, and pay for, all the information **we** reasonably ask for about any claim. **You** must also help **us** to take legal action against anyone or help **us** defend any legal action if **we** ask **you** to.