



CHOICE INSURANCE AGENCY

PROPERTY OWNERS INSURANCE POLICY SUMMARY



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This document is a policy summary and does not contain the full terms and conditions of the insurance contract. The full terms and conditions may be found in the policy document, a copy of which is available on request.

INSURER	Builders Direct S.A.
POLICY NUMBER	As stated in the policy Schedule.
PERIOD OF INSURANCE	As stated in the policy Schedule.

COVERS AVAILABLE

Property Damage

Physical loss or damage to Buildings and other property as scheduled, belonging to or hired in by the Insured and let to tenants happening during the Period of Insurance.
The sums insured are shown in the policy schedule.

Business Interruption

The reduction in the Rent Receivable by the Insured following loss or damage to Buildings and other property as scheduled happening during the Period of Insurance and the Premises being unfit for occupation by a tenant as a consequence thereof.
The sums insured are shown in the policy schedule.

Employers' Liability.

The Insured's legal liability to pay damages and claimant's costs, fees and expenses for injury to an Employee arising in the course of his employment by the Insured and happening during the Period of Insurance.
The limit of indemnity is shown in the policy schedule.

Public Liability.

The Insured's legal liability to pay damages and claimant's costs, fees and expenses for accidental injury to a third party or accidental damage to property belonging to a third party arising in the course of the business of the Insured and happening during the Period of Insurance.
The limit of indemnity is shown in the policy schedule.

EXTENSIONS

Property Damage

- 8. Fly Tipping.
- 9. Further Investigation Costs.
- 10. Glass.
- 11. Ground Rent.
- 13. Landscaping and Garden Restoration.
- 18. Removal of Wasps', Bees' and Hornets nests.
- 24. Tree Felling and Loping.

Business Interruption

2. Bomb Scare or Unlawful Occupation.
7. Book Debts

Employers' Liability

1. Unsatisfied Court Judgements
2. Work Overseas

Public Liability

6. Overseas Personal Liability
7. Work Overseas

Employers' and Public Liability

5. Defence Costs and Expenses.
9. Manslaughter and Culpable Homicide.

SIGNIFICANT LIMITATIONS

Property Damage

Additional metered supply charges – not exceeding £25,000
Continuing interest and hire charges – not exceeding £10,000
Fly tipping – not exceeding – not exceeding £10,000
Landscaping and garden restoration – not exceeding £25,000

Business Interruption

Bomb Scare or Unlawful Occupation – not exceeding £50,000
Book Debts – not exceeding £25,000

Employers' Liability

Asbestos or Terrorism – not exceeding £5,000,000

SIGNIFICANT AND UNUSUAL EXCLUSIONS

Property Damage

3. Pollution or Contamination.
10. Asbestos.

Business Interruption

1. Pollution or Contamination.
2. Asbestos.

Employers' Liability

2. Offshore Work.
4. Judgements or awards made in the courts of the United States or Canada

Public liability

6. Pollution or Contamination.
8. Asbestos.
11. Judgements or awards made in the courts of the United States or Canada.

CANCELLATION

In the first year of this insurance the Insured may cancel this policy within 14 days of receiving the policy document or from the inception date of the policy (whichever date is the later) and receive a full refund of the premium paid providing there have been no claims either paid reported or outstanding. The Insured may cancel the policy at any time after this 14 day period but the Insurer reserves the right not to allow a return of premium.

CLAIMS PROCEDURE

All claims under this insurance are to be notified to our appointed claims team using one of the following methods and quoting the policy number:

Write to: Caytons Law, 85 Gracechurch Street, London, EC3V 0AA
Telephone: 0207 398 7600
E-mail: mgamclaims@caytonslaw.com

The Insured must not admit liability or offer or agree to settle any claim without the Insurer's' written permission.

COMPLAINTS PROCEDURE

We aim to provide the highest quality of service to Our customers at all times but We recognise that complaints may arise as part of the normal course of business. Understanding and acting on the cause of complaints can provide Us with an opportunity to improve the service We provide.

If You feel that We have failed to provide You with the best service please let Us know immediately. We take all customer complaints seriously and We are committed to resolving Your complaint quickly, openly and fairly.

HOW TO COMPLAIN

If You are dissatisfied with any aspect of the handling of Your insurance, We would ask You in the first instance to contact the insurance agent or intermediary from whom You purchased Your policy. If You remain unhappy and feel the matter has not been resolved to Your satisfaction, You may refer a complaint to the Complaints Manager, Choice Insurance Agency Limited, Suite 3, 4a Southchurch Road, Southend-on-Sea, Essex, SS1 2NE or via email at Complaints@ChoiceInsuranceAgency.com. If You still remain unhappy and feel the matter has not been resolved to Your satisfaction You may refer a complaint to MGAM Limited by email: complaints@mgamutual.com

How They Will Handle Your Complaint

Step 1: They will try to resolve Your complaint immediately:

They will look into Your complaint and will aim to resolve Your concern immediately.

Step 2: Within 5 working days of receiving your complaint:

If they are unable to resolve the matter immediately, they will send You an acknowledgement letter within 5 working days. The letter will provide the contact details of the person who will be supporting You throughout Your complaint.

Step 3: Within 8 weeks of receiving your complaint:

They will endeavour to provide You with a final response explaining the outcome of their investigation and the next steps, or a letter confirming when they anticipate they will have concluded their investigation.

Step 4: Refer your complaint to the Financial Ombudsman Service (FOS):

If after making a complaint you remain unhappy and feel the matter has not been resolved to your satisfaction, you may be able to refer your complaint to the FOS Service. You can contact them in one of the following ways:

- By telephone 0300 123 9 123
- By email at complaint.info@financial-ombudsman.org.uk
- In writing at: Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square
London, E14 9SR

Not all complainants may refer complaints to the FOS, but, for our part we will treat all complainants equally and fairly.

The FOS may not be able to consider a complaint if you:

- have not provided us with the opportunity to resolve it
- are a business with 10 or more employees and a group annual turnover of more than €2 million
- are a charity with an annual turnover of more than £1 million
- are a trustee of trust that has net asset value of more than £1 million

Following this complaint procedure does not affect your rights to take legal action.

COMPENSATION SCHEME

Builders Direct S.A. is covered by the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if we are unable to meet our liabilities. For compulsory insurance you may be entitled to compensation up to 100% of the claim

For all other types of insurance you may be entitled to compensation of up to £2,000 for the first part of the claim and 90% of the remainder of the claim

Further information about compensation scheme arrangements is available from the FSCS or you can visit their website at www.fscs.org.uk

Financial Services Compensation Scheme 10th Floor Beaufort House 15 St Botolph Street London EC3A 7QU T: 0207 741 4100 or 0800 678 1100

PRIVACY NOTICE BY CHOICE INSURANCE AGENCY (THE INTERMEDIARY ACTING ON BEHALF OF THE INSURER)

The parties identified in **Your** Policy and the **Schedule** to the Policy, may hold and process personal data supplied by **You** where it is necessary to underwrite, administer, and fulfil obligations under the Policy including with regard to claims. Each of the parties are data controllers and/or processors with respect to the personal data they hold. We, and the parties, will always act in accordance with relevant data protection legislation and the rights of data subjects under such legislation. Where **You** provide Us with personal data **You** are confirming to Us that **You** are entitled to do so and have lawfully obtained the data.

Personal data will not be passed to any other third party except where **Your** consent has been given or where permitted by law. The parties will ensure that personal data is kept secure, is used only for the purpose for which it was supplied by **You**, and is retained only for as long as necessary.

If any person whose personal data was supplied pursuant to this policy would like further information please go to <http://www.choiceinsuranceagency.co.uk/privacy-policy>

We will respond to any such enquiry as promptly and fairly as possible providing contact details for any other party that may hold the personal data enabling the data subject to make further enquiries of those parties.