

# KINGSBRIDGE PROFESSIONAL RISKS COMBINED - SME

Effected through Kingsbridge Contractor Insurance a division of **Kingsbridge Risk Solutions Limited**

Underwritten by **Zurich Insurance plc**

**Kingsbridge Risk Solutions Limited is Authorised and Regulated by the Financial Conduct Authority.  
Its FCA reference number is 309149**

#### **Zurich Insurance plc**

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.



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## Preamble

This **Policy** is a contract between **You** and **Us**.

**We** will insure **you** under those parts/sections stated in the **Schedule** during any **Period of Insurance** for which **we** have accepted **Your Premium**.

**We** have agreed to insure **You** under the terms, conditions, limitations and exclusions in this **Policy** and any endorsements.

This **Policy** is a legal contract and it is important that **You** read it carefully to ensure that it meets with **Your** requirements. If it does not meet **Your** requirements then **You** should not proceed to purchase.

**We** would remind **You** that **You** must tell **Us** immediately of any facts or changes which might affect **Our** assessment or acceptance of this insurance.

This **Policy**, the **Schedule** (including any **Schedule** issued in substitution) and any endorsements, shall be considered one contract. However, each Section shall be considered to be a separate coverage subject to the specific terms, conditions, limitations and exclusions of that Section. Any wording or definitions to which a specific meaning has been attached in any Section shall bear such meaning within that Section only.

**Authorised Signature**

Name: Liam Green, Head of Underwriting, Kingsbridge Contractor Insurance

Any queries relating to **Your Policy** cover should be addressed to Kingsbridge Contractor Insurance, 9 Miller Court, Tewkesbury, Gloucestershire GL20 8DN.



## How we use your information

### WHO CONTROLS YOUR PERSONAL INFORMATION

This notice tells you how Zurich Insurance plc ('Zurich'), as data controller, will deal with your personal information. Where Zurich introduces you to a company outside the group, that company will tell you how your personal information will be used.

You can ask for further information about our use of your personal information or complain about its use in the first instance, by contacting our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN or by emailing the Data Protection Officer at [GBZ.General.Data.Protection@uk.zurich.com](mailto:GBZ.General.Data.Protection@uk.zurich.com).

If you have any concerns regarding our processing of your personal information, or are not satisfied with our handling of any request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

### WHAT PERSONAL INFORMATION WE COLLECT ABOUT YOU

We will collect and process the personal information that you give us by phone, e-mail, filling in forms, including on our website, and when you report a problem with our website. We also collect personal information from your appointed agent such as your trustee, broker, intermediary or financial adviser in order to provide you with the services you have requested and from other sources, such as credit reference agencies and other insurance companies, for verification purposes. We will also collect information you have volunteered to be in the public domain and other industry-wide sources.

We will only collect personal information that we require to fulfil our contractual or legal requirements unless you consent to provide additional information. The type of personal information we will collect includes; basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where you have requested other individuals be included in the arrangement, personal information about those individuals.

If you give us personal information on other individuals, this will be used to provide you with a quotation and/or contract of insurance and/or provision of financial services. You agree you have their permission to do so. Except where you are managing the contract on another's behalf, please ensure that the individual knows how their personal information will be used by Zurich. More information about this can be found in the 'How we use your personal information' section.



### **HOW WE USE YOUR PERSONAL INFORMATION**

We and our selected third parties will only collect and use your personal information (i) where the processing is necessary in connection with providing you with a quotation and/or contract of insurance and/or provision of financial services that you have requested; (ii) to meet our legal or regulatory obligations; or (iii) for our "legitimate interests". It is in our legitimate interests to collect your personal information as it provides us with the information that we need to provide our services to you more effectively including providing you with information about our products and services. We will always ensure that we keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest. Examples of the purposes for which we will collect and use your personal information are:

- to provide you with a quotation and/or contract of insurance;
- to identify you when you contact us;
- to deal with administration and assess claims;
- to make and receive payments;
- to obtain feedback on the service we provide to you;
- to administer our site and for internal operations including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- for fraud prevention and detection purposes.

We will contact you to obtain consent prior to processing your personal information for any other purpose, including for the purposes of targeted marketing unless we already have consent to do so.

### **WHO WE SHARE YOUR PERSONAL INFORMATION WITH**

Where necessary, we will share the personal information you gave us for the purposes of providing you with the goods and services you requested with the types of organisations described below:

- associated companies including reinsurers, suppliers and service providers;
- introducers and professional advisers;
- regulatory and legal bodies;
- survey and research organisations;
- credit reference agencies;
- healthcare professionals, social and welfare organisations; and
- other insurance companies

Or, in order to meet our legal or regulatory requirements, with the types of organisations described below:

- regulatory and legal bodies;
- central government or local councils;
- law enforcement bodies, including investigators;
- credit reference agencies; and
- other insurance companies

### **HOW WE USE YOUR PERSONAL INFORMATION FOR WEBSITES AND EMAIL COMMUNICATIONS**

When you visit one of our websites we may collect information from you such as your email address or IP address. This helps us to track unique visits and monitor patterns of customer website traffic, such as who visits and why they visit.

We use cookies and/or pixel tags on some pages of our website. A cookie is a small text file sent to your computer. A pixel tag is an invisible tag placed on certain pages of our website but not on your computer. Pixel tags usually work together with cookies to assist us to provide you with a more tailored service. This allows us to monitor and improve our email communications and website. Useful information about cookies, including how to remove them, can be found on our websites.



### **HOW WE TRANSFER YOUR PERSONAL INFORMATION TO OTHER COUNTRIES**

Where we transfer your personal information to countries that are outside of the UK and the European Union (EU) we will ensure that it is protected and that the transfer is lawful. We will do this by ensuring that the personal information is given adequate safeguards by using 'standard contractual clauses' which have been adopted or approved by the UK and the EU, or other solutions that are in line with the requirements of European data protection laws.

A copy of our security measures for personal information transfers can be obtained from our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN, or by emailing the Data Protection Officer at [GBZ.General.Data.Protection@uk.zurich.com](mailto:GBZ.General.Data.Protection@uk.zurich.com).

### **HOW LONG WE KEEP YOUR PERSONAL INFORMATION FOR**

We will retain and process your personal information for as long as necessary to meet the purposes for which it was originally collected. These periods of time are subject to legal, tax and regulatory requirements or to enable us to manage our business.

### **YOUR DATA PROTECTION RIGHTS**

You have a number of rights under the data protection laws, namely:

- to access your data (by way of a subject access request);
- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;
- a right of data portability, namely to obtain and reuse your data for your own purposes across different services;
- to object to direct marketing;
- not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you;
- to claim compensation for damages caused by a breach of the data protection legislation.
- if we are processing your personal information with your consent, you have the right to withdraw your consent at any time.

We will, for the purposes of providing you with a contract of insurance, processing claims, reinsurance and targeted marketing, process your personal information by means of automated decision making and profiling where we have a legitimate interest or you have consented to this.

### **WHAT HAPPENS IF YOU FAIL TO PROVIDE YOUR PERSONAL INFORMATION TO US**

If you do not provide us with your personal information, we will not be able to provide you with a contract or assess future claims for the service you have requested.

### **Fraud prevention and detection**

In order to prevent and detect fraud we may at any time:

- check your personal data against counter fraud systems
- use your information to search against various publicly available and third party resources
- use industry fraud tools including undertaking credit searches and to review your claims history
- share information about you with other organisations including but not limited to the police, the Insurance Fraud Bureau (IFB), other insurers and other interested parties.



If you provide false or inaccurate information and fraud is identified, the matter will be investigated and appropriate action taken. This may result in your case being referred to the Insurance Fraud Enforcement Department (IFED) or other police forces and fraud prevention agencies. You may face fines or criminal prosecution. In addition, Zurich may register your name on the Insurance Fraud Register, an industry-wide fraud database.

### **Claims history**

We may pass information relating to claims or potential claims to the Claims and Underwriting Exchange Register (CUE), where the data is controlled by the Motor Insurers' Bureau, and other relevant databases.

We and other insurers may search these databases when you apply for insurance, when claims or potential claims are notified to us or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.

### **Employers' Liability Tracing Office (ELTO)**

We are members of the Employers' Liability Tracing Office (ELTO), an independent industry body who maintains a centralised database that helps those who have suffered injury or disease in the workplace to identify the relevant Employers' Liability insurer quickly and efficiently.

It is important, for the services of ELTO to be fully effective, that you inform us of your ERN (Employer Reference Number also known as the Employer PAYE reference) and all subsidiary company names and their ERNs if applicable.

As members of ELTO we will forward details of your policy if it contains Employers' Liability cover to ELTO together with details of any ERNs you have supplied to us.



## Common Definitions

The following words will have the same meaning wherever they appear in this **Policy**, whether expressed in the singular or the plural, unless otherwise stated. To help identify these words they will appear in **bold** in the policy wording. Words in the masculine gender shall include the feminine.

### ACCIDENT

A sudden, unforeseen and fortuitous identifiable event and the word accidental shall be construed accordingly.

### ACCIDENTAL BODILY INJURY

Identifiable physical injury sustained by an **Insured Person** during the **Period of Insurance** and **Operative Time** which is caused by an **Accident** and which solely and independently of any other cause, except sickness directly resulting from, or medical or surgical treatment rendered necessary by such injury, occasions the death or disablement of the **Insured Person** within twelve (12) calendar months from the date of the **Accident**.

### BENEFIT PERIOD

The maximum period of temporary disablement, (not necessarily consecutive), in respect of any one **Accident**, for which a benefit may be payable.

### BODILY INJURY

Death, injury, illness, disease or nervous shock.

### BUSINESS

The professional activities stated in the **Schedule**.

### CLAIM

In respect of Section 1: Employers' Liability, Section 2: Public Liability, Section 3: Products Liability and Section 4: Professional Indemnity, Claim shall mean:

- a. a verbal or written notice of demand by a claimant for compensation or damages from **You** or the assertion of a right against **You**;
- b. any notice of intention, whether orally or in writing to commence legal proceedings against **You**;
- c. any writ, statement of claim, claim form, summons, application or other legal or arbitral process, cross-claim, counterclaim or third party or similar notice served on **You**.

In respect of Section 5: Directors' & Officers' and Company Reimbursement only, Claim shall mean:

- a. any writ or summons or other application of any description whatsoever or cross-claim or counter claim issued against or served upon any **Director and/or Officer** for any **Wrongful Act**; and/or
- b. any written communication alleging a **Wrongful Act** communicated to any **Director and/or Officer**.

In respect of Section 6: Personal Accident, Claim shall mean a request for payment under the **Policy**.

### CLEAN UP COSTS AND EXPENSES

The costs and expenses of remedying the effects of **Pollution** incurred by **You** or for which **You** are legally liable and which are imposed on **You** by any government or statutory authority responsible for implementing or enforcing environmental protection legislation or regulations.

### COLLATERAL WARRANTY AGREEMENT

A contract under which **You** warrant to a third party that **You** have complied with **Your** professional appointment, building contract or sub-contract with another party.





#### COMPUTER

Any computer or other electronic data processing device, equipment or system, any hardware, software, programme, instruction, data or component utilised or intended to be utilised therein or thereby, or any actual or intended function of or process performed by any of the foregoing.

#### COSTS AND EXPENSES

Reasonable legal costs and legal expenses incurred by **You** or on **Your** behalf with **Our** prior written and continuing consent (such consent shall not unreasonably be withheld) in relation to the investigation and defence of any **Claim** covered under this **Policy**, including any appeal issued in connection with a **Claim**. Costs and Expenses shall not include **Your** own Costs and Expenses, salaries, remuneration for **Employees** or any other internal expenses, overheads, fees or benefit of **Yours**.

#### DEFERMENT PERIOD

A period at the beginning of a period of **Temporary Total Disablement** in respect of any one **Accident** during which a benefit is not payable.

#### DIRECTOR AND/OR OFFICER

- a. Any natural person who was or is or during the **Period of Insurance** becomes a director or officer of **Your Business** or is construed so to be within the meaning of any applicable law or regulation governing such matters; and
- b. Any **Employee** to whom the Financial Conduct Authority has given its approval to perform one or more of controlled functions 1-30 for a company pursuant to Section 59 of the Financial Services and Markets Act of 2000 (as amended); and
- c. The estates, heirs or legal representatives of any person in a. or b. above who has died or become incapacitated but only in respect of a **Claim** against that person.

#### DOCUMENT

- a. All documents excluding stamps, currency, coins, bank notes and bullion, travellers cheques, cheques, drafts, postal orders, money orders, bills of exchange, promissory notes, securities, negotiable instruments and the like; and
- b. Separable programmes, instructions or data for physical incorporation into any **Computer** belonging to **You** or for which **You** are legally responsible, whilst in **Your** custody, or in the custody of any person to whom or with whom they have been entrusted, lodged or deposited by **You** in the ordinary course of **Your Business**.

#### EMPLOYEE

Employee shall mean any person under a contract of service or apprenticeship with **You** which shall be deemed to include:

- a. any labour master or labour only subcontractor or persons supplied by any of them
- b. self employed persons
- c. persons under work experience schemes
- d. any person hired or borrowed by **You** from another employer

working for **You** in connection with **Your Business**.

#### FALL-ARREST EQUIPMENT

Full body harness, shock absorbing lanyard and connecting hook which conform to CEN standards.

#### FUNGI

Any fungus or mycota or any by **Product** or type of infestation produced by such fungus or mycota including, but not limited to, mould, mildew, mycotoxins, spores or any biogenic aerosol.



#### **GROSS WEEKLY WAGE**

The Gross Weekly Wage will be the **Insured Person's** average weekly wage based upon the thirteen (13) weeks immediately preceding the date of the **Accidental Bodily Injury** and information for this calculation must be provided by **You** upon request. Failure to provide full information could affect the amount of benefit payable. Gross Weekly Wage shall be deemed to include wages, dividends and expenses for the purposes of this calculation.

#### **HIJACK**

Unlawful seizure or wrongful exercise of control of an aircraft or conveyance, or the crew thereof, on or in which an **Insured Person** is travelling as a passenger. Hijack shall be deemed to include illegal holding of an **Insured Person** hostage against his will.

#### **HOT WORKS**

Work of any kind that is, but not limited to, grinding, cutting, welding, use of blow lamps or torches, application of hot bitumen or any other operation involving heat or the application of heat or flame.

#### **INSURED PERSON**

The person named as the Insured Person in the **Schedule** and any **Employee** as defined above.

#### **LOSS**

In respect of Section 5 only; Loss shall mean the legal liability of the **Directors and/or Officers** to pay:

- a. damages or costs awarded against the **Directors and/or Officers**;
- b. settlements as agreed by **Us** (such agreement shall not unreasonably be withheld);
- c. **Costs and Expenses**.

#### **LOSS OF HEARING**

The total and irrecoverable loss of hearing.

#### **LOSS OF LIMB**

**Loss** by physical separation of a hand at or above the wrist or of a foot at or above the ankle and includes total and irrecoverable **Loss** of use of hand, arm or leg.

#### **LOSS OF SIGHT**

Shall be deemed to have occurred:

- a. in both eyes once the name of the **Insured Person** has been added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and **We** are satisfied that the condition is permanent and without expectation of recovery; or
- b. in one eye when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale (meaning seeing at three feet that which the **Insured Person** should see at sixty feet) and **We** are satisfied that the condition is permanent and without expectation of recovery.

#### **LOSS OF SPEECH**

The total and irrecoverable **Loss** of use of the power of audible and intelligible speech.

#### **MARINE VESSEL**

A vessel or craft designed to move across or through water.

#### **MEDICAL SERVICES**

All healthcare services provided by a surgical, medical or dental practitioner, nurse, midwife, ambulance personnel, and paramedic or by any other person acting under the control of or supervision of such persons. It is deemed that counsellors, social workers, speech therapists, occupational therapists and audiologists shall not fall within this definition.



### **OCCURRENCE**

One event or series of events attributable to an originating source or cause.

### **OFFSHORE**

From the time of embarkation by an **Insured Person** onto:

- a. conveyance at the point of final departure to an offshore rig, vessel, platform or installation until disembarkation by that **Insured Person** from a conveyance on to land upon return; or
- b. **Marine Vessel.**

### **OPERATIVE TIME**

Whilst in pursuit of **Your** normal occupational duties in connection with **Your Business** or whilst travelling directly between **Your** residence and place of employment.

### **PERIOD OF INSURANCE**

The period stated in the **Schedule**.

### **PERMANENT PARTIAL DISABLEMENT**

Disablement which, in **Our** opinion, will in all probability exist for the remainder of the life of the **Insured Person**, other than from **Loss of Hearing, Loss of Limb(s), Loss of Sight, Loss of Speech** or **Permanent Total Disablement** and, without reference to the occupation of the **Insured Person**, the benefit payable shall be assessed in accordance with the relevant percentage (shown in the Scale of Benefits below) of the sums insured shown in the **Schedule**:

### **SCALE OF BENEFITS**

I. Loss of one joint of thumb of either hand	30%
II. Loss of more than one joint of thumb of either hand	30%
III. Loss of one joint of forefinger	20%
IV. Loss of more than one joint of forefinger	20%
V. Loss of one joint of any other finger	10%
VI. Loss of more than one joint of any other finger	10%
VII. Loss of both joints of one big toe	15%
VIII. Loss of one joint of one big toe	15%
IX. Loss of both joints of any other toe	5%
X. Loss of one joint of any other toe	2%
XI. Permanent total loss of use of shoulder or elbow	25%
XII. Permanent total loss of use of wrist, hip, knee or ankle	20%
XIII. Removal by surgical operation of lower jaw	30%

If an **Insured Person** sustains disablement, which is not shown in the Permanent Partial Disablement Scale of Benefits, the benefit payable shall be calculated by assessing the degree of disability relative to the Scale of Benefits, without reference to the occupation of the **Insured Person**.

### **PERMANENT TOTAL DISABLEMENT**

Disablement which in the opinion of a **Qualified Medical Practitioner**, will in all probability entirely prevent the **Insured Person** from engaging in their usual occupation for the remainder of their life.

### **PLATFORM OR SCAFFOLDING**

Includes any access platform or scaffolding that has a main guard rail of at least 910mm above the edge, a toe board at least 150mm high and an intermediate guard rail or other barrier so that there is no gap more than 470mm.



#### **POLICY**

- a. All terms, provisions, exclusions, conditions and limits of indemnity set out in this **Document**;
- b. The **Schedule**, notices and other **Documents** attaching from time to time; and
- c. All endorsements incorporated and issued for incorporation in this **Document** all of which shall be read together and constitute the contract of insurance.

#### **POLLUTION**

The discharge, dispersal, release or escape of any solid, liquid, gaseous, or thermal irritant or contaminant including, but not limited to, smoke, vapours, soot, dust, fibres, **Fungi**, viruses, bacteria, fumes, acids, alkalis, chemicals and waste (including, but not limited to material to be recycled, reconditioned or reclaimed) and all **Loss**, damage or injury directly or indirectly caused by such pollution.

#### **PREMIUM**

The amount stated in the premium receipt plus all applicable taxes at the rates from time to time in force together with any additional premium agreed by endorsement.

#### **PRODUCTS**

Any tangible products or goods (including containers, labelling, instructions or advice provided in connection therewith) which are manufactured, sold, supplied, erected, repaired, altered, treated, designed, tested, installed, formulated, constructed or serviced by **You** in the course of the **Business**.

#### **PROPERTY**

Property which is both material and tangible.

#### **PROPOSAL**

The proposal bearing the date stated in the **Schedule** and containing particulars and statements given in writing and/or entered directly into the Kingsbridge website and/or the proposal answers provided verbally, together with any other information supplied to **Us**.

#### **QUALIFIED MEDICAL PRACTITIONER**

A doctor or specialist, who is registered or licensed to practice medicine or dentistry under the laws of the country in which they practice and who is not an **Insured Person**, the partner of an **Insured Person**, or a member of the immediate family of an **Insured Person**.

#### **SCHEDULE**

The schedule of insurance attaching to and forming part of this **Policy** together with any renewal schedule.

#### **SUBSTITUTE**

A replacement service provider who replaces **You** in the provision of the contracted services to **Your** client solely by virtue of a substitution clause in **Your** contract with the client.

#### **TEMPORARY TOTAL DISABLEMENT**

Temporary disablement which entirely prevents an **Insured Person** from undertaking their usual **Business** or occupation.

#### **TERRITORIAL LIMITS**

Worldwide excluding the United States of America and Canada.

#### **TERRORISM**

The use of force or violence and/or the threat thereof, by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear

#### **TRADE SECRET**

Information that is not generally known or readily obtainable via proper means by another person, and has actual or potential economic value.



**UNITED KINGDOM**

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

**UNLAWFUL ASSOCIATION**

This shall mean any organisation which is engaged in **Terrorism** and includes any organisation which at any relevant time is a proscribed organisation within the meaning of the **Terrorism** Act 2000 (UK) or any amendment or re-enactment thereof.

**WAR**

War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.

**WE/US/OUR**

The Insurance company providing this insurance namely Zurich Insurance PLC.

**WRONGFUL ACT**

Any actual or alleged wrongful act or omission committed by any **Director and/or Officer** arising from their performance of **Directors' and/or Officers'** duties solely in their capacity as **Your Director and/or Officer**.

Related or continuous or repeated or causally-connected wrongful acts shall constitute a single wrongful act.

**YOU/YOUR**

The person or entity named in the **Schedule**. You/Your shall not include any subsidiary or associated company.



## Section 1: Employers' Liability

### INSURING CLAUSE

Subject to the terms, conditions, limitations and exclusions of this **Policy**, **We** will indemnify **You** under this Section against, all sums which **You** shall become legally liable to pay as damages, and **Costs and Expenses**, in the event of **Bodily Injury** caused during the **Period of Insurance** and sustained by any **Employee** which arises out of and in the course of their employment by **You** in the **Business** provided that such **Bodily Injury** is caused:

- I. within the **United Kingdom**; or
- II. elsewhere in the world in respect of temporary non-manual visits by any **Employee** provided that such **Employee** is normally resident in the **United Kingdom**.

### EMPLOYERS' LIABILITY COMPULSORY INSURANCE CLAUSE

The indemnity provided by this Section is deemed to be in accordance with the provisions of any law enacted in the **United Kingdom** relating to compulsory insurance of liability to **Employees**.

If however **We** pay any sum which would not have been paid but for the provisions of such law then **You** shall repay such sum to **Us**.

### LIMIT OF INDEMNITY

- I. The maximum amount payable by **Us** under this Section shall in respect of any one **Occurrence** be the amount specified in the **Schedule** as the limit of indemnity.
- II. **Our** liability for all compensation payable to any one claimant or any number of claimants in respect of or arising out of any one **Occurrence** shall not exceed the limit of indemnity.
- III. The limit of indemnity shall be the maximum amount payable including **Costs and Expenses**.
- IV. Notwithstanding anything contained in limit of indemnity Clause I above, **Our** liability under this Section for damages including **Costs and Expenses** payable in respect of any one **Claim** arising out of any one event or all events of a series consequent on or attributable to one source or original cause and arising out of **Terrorism** shall not exceed GBP5,000,000.
- V. Notwithstanding anything contained in limit of indemnity Clause I above, **Our** liability under this Section for damages including **Costs and Expenses** payable in respect of any one **Claim** arising out of any one event or all events of a series consequent on or attributable to one source or original cause and arising out 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 shall not exceed GBP5,000,000.

### EXTENSIONS

- I. Unsatisfied Court Judgments

In the event that:

- a. a judgment for damages is obtained against any company or individual operating from premises within the **United Kingdom** by any **Employee** in respect of **Bodily Injury** caused during any **Period of Insurance** arising out of and in the course of their employment by **You** in the **Business**; and
- b. it remains unsatisfied in whole or in part six (6) months after the date of such judgment.

**We** will indemnify the **Employee** or their personal representative up to the limit of indemnity for the amount of damages and awarded costs which remain unsatisfied provided that:



- a. there is no appeal outstanding; and
- b. any payment made by **Us** shall only be in respect of **Bodily Injury** which would otherwise be within the scope of cover of this Section of the **Policy**; and
- c. any payment made by **Us** shall only be in respect of liability for which **You** would have been entitled to indemnity under this Section of the **Policy** if the judgment had been made against **You**; and
- d. **We** shall be entitled to take over and prosecute for **Our** own benefit any **Claim** against any other party and **You**, the **Employee** or their personal representatives shall give all information and assistance required.

**EXCLUSIONS SPECIFIC TO SECTION 1 EMPLOYERS' LIABILITY**

**We** will not indemnify **You** under this Section in respect of liability:

- I. for **Bodily Injury** to an **Employee** in circumstances where compulsory insurance or security is required by Road Traffic Act legislation;
- II. arising **Offshore**.



## Section 2: Public Liability

### INSURING CLAUSE

We agree, subject to the terms, conditions, limitations and exclusions of this **Policy** to indemnify **You** under this Section in respect of all sums for which **You** shall become legally liable to pay as damages, claimant's costs and **Costs and Expenses** arising out of or consequent upon:

- I. **Bodily Injury** to any person other than any **Employee**, and/or
- II. **Loss** of or damage to **Property** and/or,
- III. obstruction, **Loss** of amenities, trespass, nuisance or interference with any right of way, light, air or water,

occurring during the **Period of Insurance** and arising out of the **Business** within the **Territorial Limits**.

### LIMIT OF INDEMNITY

- I. The maximum amount payable by **Us** in respect of any one **Occurrence** shall not exceed the limit of indemnity specified in the **Schedule** irrespective of the number of claims or claimants.
- II. **Costs and Expenses** are payable in addition to the limit of indemnity specified in the **Schedule**.
- III. Should liability arising from the same originating cause form the subject of indemnity under both Section 2: Public Liability and Section 3: Products Liability each section shall be subject to its own limit of indemnity provided always that the maximum amount payable by **Us** shall not exceed the greater limit of indemnity provided under either one of those sections.

### EXTENSIONS

These Extensions are subject to all other terms of this **Policy** insofar as they can apply unless otherwise stated.

#### I. **Defective premises**

We will indemnify **You** in respect of liability for **Bodily Injury** or **Loss** of or damage to **Property** arising in respect of any premises disposed of by **You**.

This indemnity does not apply to any costs or expenses incurred in repairing, replacing or making any refund in respect of any such premises.

#### II. **Leased premises**

We will indemnify **You** in respect of liability for **Loss** of or damage to premises (or fixtures or fittings therein) which are leased to **You**.

This indemnity does not apply in respect of liability for:

- a. **Loss** or damage if the liability is assumed under any tenancy or other agreement and would not have attached in the absence of such an agreement; or
- b. the first GBP250 of such **Loss** or damage.

#### III. **Contingent liability (non-owned vehicles)**

We will indemnify **You** in respect of legal liability for **Bodily Injury** and **Loss** of or damage to **Property** arising out of the use of any motor vehicle which is not **Your Property** or leased or hired to **You** and is not provided by **You** whilst being used in connection with the **Business**.





This indemnity does not apply in respect of:

- a. **Loss** of or damage to such vehicle;
- b. **Bodily Injury** or **Loss** of or damage to **Property** while such vehicle is being driven by **You**;
- c. liability arising from circumstances in which it is compulsory for **You** to insure or provide security in respect of such **vehicle** as a requirement of relevant Road Traffic Act legislation; or
- d. a vehicle being used outside the **United Kingdom**.

**IV. Overseas personal liability**

When any **Insured Person** is temporarily visiting a country outside the **United Kingdom**, **We** will provide indemnity to such **Insured Persons** and to any spouse or child of such **Insured Persons** accompanying them against liability incurred in a personal capacity for **Accidental Bodily Injury** or **Loss** of or damage to **Property** occurring during such visit.

**V. Data Protection legislation**

**We** will provide an indemnity to **You** against legal liability to pay damages and **Costs and Expenses** for damage or distress as described in Section 13 of the Data Protection Act 1998.

However this Extension shall not apply in respect of:

- a. the payments of fines or penalties;
- b. the costs of replacing, reinstating, rectifying or erasing any personal data;
- c. liability arising from or caused by a deliberate act or omission of any person eligible for an indemnity by this Extension if the result thereof could reasonably have been expected by **You** or any other person having regard to the nature and circumstances of such act or omission;
- d. claims which arise out of circumstances notified to previous insurers and known to **You** at inception of this Extension;
- e. liability where indemnity is provided by any other insurance.

**VI. Car park and cloakroom liability**

**We** will provide indemnity against legal liability in respect of accidental **Loss** of or damage to vehicles or personal effects of other persons which **You** hold in trust or in **Your** custody or control as long as:

- a. they are not being stored by **You** for a fee or other consideration; and
- b. they are not held in trust by **You** or in **Your** custody or control for the purpose of work being carried out on such **Property**.

**VII. Consumer Protection Act and Food Safety Act**

**We** will provide indemnity to **You** up to the limit of indemnity in respect of:

- a. costs of prosecution awarded against **You**; and
- b. legal fees and expenses incurred with **Our** consent in the defence of and arising from criminal proceedings brought or in an appeal against conviction in respect of breach of Part II of the Consumer Protection Act 1987 or of Part II of the Food Safety Act 1990 as long as the proceedings relate to an offence committed or alleged to have been committed during the **Period of Insurance** and in the course of the **Business**.

The indemnity will not apply:

- a. to fines or penalties of any kind; or
- b. where indemnity is provided by any other insurance; or
- c. in respect of proceedings consequent upon any deliberate act or omission.



#### VIII. **Pollution**

Notwithstanding Common Exclusion **Pollution** **We** will indemnify **You** under this Section of the **Policy** against liability in respect of **Bodily Injury** or **Loss** of or damage to **Property** caused solely by **Pollution** which results from a sudden, identifiable, unintended and unexpected incident and such incident takes place in its entirety at a specific and identified time and place during the **Period of Insurance** provided that:

- a. all **Pollution** which arises out of any one incident shall be deemed to have occurred at the time such incident takes place;
- b. **We** shall not indemnify **You** against liability in respect of **Pollution** happening anywhere in the United States of America or Canada;
- c. nothing in these provisos shall increase **Our** liability to pay damages, costs, fees and expenses in excess of the limit of indemnity in the **Schedule** in the aggregate in respect of any one **Period of Insurance**.

#### IX. **Clean up costs**

Notwithstanding Common Exclusion **Pollution**, **We** will indemnify **You** under this section of the **Policy** against liability in respect of any **Clean Up Costs and Expenses** caused solely by a sudden, identifiable, unintended and unexpected release of contaminants into watercourse for which **You** are responsible and where such release takes place during the **Period of Insurance** subject to the following:

- a. **We** shall not indemnify **You** against liability in respect of **Clean Up Costs and Expenses** happening anywhere in the United States of America or Canada.
- b. **We** shall not indemnify **You** in respect of any award of punitive, aggravated or exemplary damages whether as fines, penalties, multiplication of compensatory awards or damages or in any other form whatsoever.
- c. **Our** liability to pay **Clean Up Costs and Expenses** shall be limited in the aggregate in respect of any one **Period of Insurance** to GBP50,000.

#### **EXCLUSIONS SPECIFIC TO SECTION 2 PUBLIC LIABILITY**

**We** will not indemnify **You** under this Section against liability:

- I. for **Loss** of or damage to **Property** belonging to **You** or in **Your** custody or control other than:
  - a. **Property** including motor vehicles belonging to a visitor;
  - b. any premises including contents (not being premises leased to **You**) which are temporarily occupied by **You** for the purpose of carrying out work in or to such premises.
- II. arising directly or indirectly from **Your** ownership, possession, control or use of any mechanically propelled or controlled vehicle, aircraft, watercraft, vessel or plant equipment of any kind.
- III. arising from any **Products** after they have ceased to be in **Your** custody or control other than food or drink for consumption on **Your** premises.
- IV. caused by or arising out of:
  - a. advice, design or specification given by **You** for a fee; or
  - b. professional services rendered by **You** or on **Your** behalf.
- V. for the costs incurred by anyone in:
  - a. recalling or making refunds in respect of any **Products**;
  - b. contract works executed by **You** or on **Your** behalf;
  - c. remedying any defects or alleged defects in land or buildings or structures or other premises disposed of by **You**.
- VI. for the first amount of each **Occurrence** arising out of damage stated as the excess in the **Schedule**.



## Section 3: Products Liability

### INSURING CLAUSE

**We** agree, subject to the terms, conditions, limitations and exclusions of this **Policy** to indemnify **You** under this Section in respect of all sums for which **You** shall become legally liable to pay as damages, claimant's costs and **Costs and Expenses**, arising from or consequent upon:

- I. **Bodily Injury** to any person other than an **Employee**; or
- II. **Loss** of or damage to **Property**;

occurring within the **Territorial Limits** during the **Period of Insurance** and caused by any **Products** after they have ceased to be in **Your** custody or control.

### LIMIT OF INDEMNITY

- I. The maximum amount payable by **Us** under this Section in any one **Period of Insurance** shall not exceed the limit of indemnity specified in the **Schedule**.
- II. **Costs and Expenses** are payable in addition to the limit of indemnity specified in the **Schedule**.
- III. Should liability arising from the same originating cause form the subject of indemnity under both Section 2: Public Liability and Section 3: Products Liability of the **Policy** each Section shall be subject to its own limit of indemnity provided always that the maximum amount payable by **Us** shall not exceed the greater limit of indemnity provided under any one of those Sections of the **Policy**.

### EXTENSIONS SPECIFIC TO SECTION 3: PRODUCTS LIABILITY

#### I. **Pollution**

Notwithstanding Common Exclusion **Pollution We** will indemnify **You** under this Section of the **Policy** against liability in respect of **Bodily Injury** or **Loss** of or damage to **Property** caused solely by **Pollution** which results from a sudden, identifiable, unintended and unexpected incident and such incident takes place in its entirety at a specific and identified time and place during the **Period of Insurance** provided that:

- a. all **Pollution** which arises out of any one incident shall be deemed to have occurred at the time such incident takes place;
- b. **We** shall not indemnify **You** against liability in respect of **Pollution** happening anywhere in the United States of America or Canada;
- c. nothing in these provisos shall increase **Our** liability to pay damages, costs, fees and expenses in excess of the limit of indemnity in the **Schedule** in the aggregate in respect of any one **Period of Insurance**.

#### II. **Clean up costs**

Notwithstanding Common Exclusion **Pollution, We** will indemnify **You** under this **Policy** against liability in respect of any **Clean Up Costs and Expenses** caused solely by a sudden, identifiable, unintended and unexpected release of contaminants into watercourse for which **You** are responsible and where such release takes place during the **Period of Insurance** subject to the following:

- a. **We** shall not indemnify **You** against liability in respect of **Clean Up Costs and Expenses** happening anywhere in the United States of America or Canada,
- b. **We** shall not indemnify **You** in respect of any award of punitive, aggravated or exemplary damages whether as fines, penalties, multiplication of compensatory awards or damages or in any other form whatsoever.
- c. **Our** liability to pay **Clean Up Costs and Expenses** shall be limited in the aggregate in respect of any one **Period of Insurance** to GBP50,000.



### EXCLUSIONS SPECIFIC TO SECTION 3: PRODUCTS LIABILITY

We shall not indemnify You against liability:

- I. for **Loss** of or damage to **Property** belonging to **You** or in **Your** custody or control.
- II. caused by or arising out of any **Products** which:
  - a. to **Your** knowledge are for delivery or use in the United States of America or Canada; or
  - b. are sold, supplied, erected, repaired, altered, treated, installed in or for use in any aircraft, aerospace device, hovercraft or waterborne craft or for marine or aviation purposes.
- III. for the costs incurred in the repair, reconditioning, replacement, removal or breaking out of any **Products** or part thereof.
- IV. arising out of **Loss** of or damage to **Products**.
- V. for the costs incurred by anyone in recalling or making refunds in respect of any **Products**.
- VI. for the first amount of each **Occurrence** arising out of damage specified as the excess in the **Schedule**.

### EXTENSIONS APPLICABLE TO SECTIONS 1, 2 AND 3

These Extensions are subject to all other terms of this **Policy** so far as they can apply unless otherwise stated.

#### I. **Contractual liability / Indemnity to Principal**

Notwithstanding Common Exclusion Contractual Liability, **We** will indemnify **You** under these Sections of the **Policy** in respect of liability arising out of or consequent upon **Bodily Injury** or **Loss** of or damage to **Property** as follows:

To the extent that any contract or agreement entered into by **You** with any principal so requires, **We** will indemnify **You** against liability assumed by **You** in respect of liability which arises out of the performance by **You** of such contract or agreement provided that:

- a. the conduct and control of claims is vested in **Us**; and
- b. the indemnity granted by Section 1 – Employers' liability shall apply only in respect of liability to any **Employee**; and
- c. nothing in this Extension shall increase **Our** liability to pay any amount in excess of the limit of indemnity under any Section of this **Policy**.

For the purpose of this Extension, "principal" means the other party to a contract or agreement for whom **You** are undertaking work or services or providing **Products** where such party is responsible for setting out the terms of the contract or agreement.

#### II. **Cross liabilities**

If **You** comprise of more than one party, **We** will treat each party as though a separate **Policy** had been issued to each of them.

However, nothing in this Extension shall increase **Our** liability to pay any amount in excess of the one limit of indemnity under any Section of this **Policy**, regardless of the number of parties covered under this **Policy**.

#### III. **Compensation for court attendance**

In the event of any **Insured Person** attending court as a witness at **Our** request in connection with a **Claim** in respect of which **You** are entitled to indemnity under this **Policy**, **We** will provide compensation at the following rates for each day on which attendance is required:

- a. any **Director or Officer** GBP200 per day;
- b. any **Employee** GBP100 per day

subject to a maximum aggregate limit in the **Period of Insurance** of GBP5,000.



IV. **Legal expenses arising from Health and Safety legislation**

In the event of:

- a. any act or omission or alleged act or omission leading to criminal proceedings brought in respect of a breach of the Health and Safety at Work Act 1974, Corporate Manslaughter and Corporate Homicide Act 2007 or similar legislation in the **United Kingdom**; or
- b. an incident which results in an enquiry ordered under the Health and Safety Inquiries (Procedure) Regulations 1975.

**We** will provide indemnity up to the limit of indemnity as specified in the **Schedule** against legal fees and expenses incurred in representing **You** in such proceedings, including appeals against the results of such proceedings, as long as the proceedings relate to an act, omission, incident or alleged act, omission or incident which has been committed during the **Period of Insurance** within the **United Kingdom** and in the course of the **Business**.

This indemnity will not apply:

- a. in respect of fines or penalties of any kind;
- b. to proceedings consequent upon any deliberate act or omission on **Your** part;
- c. where **You** have effected a legal expenses insurance **Policy** to persons other than **You**.

V. **Waiver of Subrogation**

Notwithstanding Common Exclusion Contractual Liability, where any contract or agreement entered into by **You** so requires **We** will waive rights of subrogation against any party specified in the contract or agreement provided that **You** shall arrange for such parties as may be indemnified by any such contract or agreement, to observe and fulfil the terms and conditions of this **Policy** so far as they can apply.

This shall take precedence over Common Conditions – Subrogation.



## Section 4: Professional Indemnity

### INSURING CLAUSE

We agree, subject to the terms, conditions, limitations and exclusions of this **Policy** to indemnify **You** under this Section in respect of:

- I. damages and claimants' costs for which **You** shall become legally liable to pay in connection with any **Claim** first made against **You** and notified to **Us** during the **Period of Insurance** arising out of any civil liability whatsoever or whensoever arising incurred in the conduct of **Your Business** within the **Territorial Limits**;
- II.
  - a. **Costs and Expenses**;
  - b. the reasonable and necessary costs of repair, replacement and/or reconstitution of any **Document** which has been unintentionally destroyed, damaged beyond reasonable use, lost or mislaid during the **Period of Insurance** and which after diligent search cannot be found.

### LEGIONELLA

We agree, subject to the terms, conditions, limitations and exclusions of this **Policy** to indemnify **You** under this Section of the **Policy** in respect of any **Claim** first made against **You** and notified to **Us** during the **Period of Insurance** arising out of Legionella Pneumophila or any mutant, derivative or variation thereof provided that such **Claim** arises directly from a negligent act, error or omission committed by **You** in the provision of any technical or engineering advice, design, specification, plan or formulae or in the provision of risk management advice and/or consultancy.

We shall not be liable to indemnify **You** in respect of any **Claim** directly or indirectly caused by, contributed to by or arising from **Your** faulty or defective workmanship.

### COLLATERAL WARRANTY

We agree, subject to terms, conditions, limitations and exclusions of this **Policy** to extend the cover under Section 4 - Professional Indemnity of this **Policy** to **You** if **You** agree to a **Collateral Warranty Agreement**.

However, **We** shall not indemnify **You** for any **Claim** or part thereof that relates to any of the following:

- a. any express acceptance of, or guarantee of fitness of purpose, or similar provision;
- b. any express guarantee including any relating to the performance and/or time period of the project;
- c. any acceptance of liability for liquidated damages;
- d. any financial obligation assumed by **You** under contract; or
- e. any acceptance of liability for any work that was not directly performed by **You**;

unless such liability would have attached to **You** if **You** had not agreed to such **Collateral Warranty Agreement**.

### LIMIT OF INDEMNITY

The limit of indemnity stated in the **Schedule** is our monetary limit and applies to any one **Claim** including all **Costs and Expenses**. All claims against one or more of **You** arising from:

- a. one act or omission
- b. one series of related acts or omissions
- c. the same act or omission in a series of related matters or transactions
- d. similar acts or omissions in a series of related matters or transactions
- e. one matter or transaction

will be regarded as one **Claim**.



#### **EXCESS**

**We** shall only be liable in excess of GBP500, which retention shall apply to each and every **Claim** and shall be inclusive of **Costs and Expenses**.

#### **EXCLUSIONS SPECIFIC TO SECTION 4 PROFESSIONAL INDEMNITY**

**We** shall not be liable to indemnify **You** in respect of any **Claim** or **Costs and Expenses**:

- I. **Dishonest And Malicious Acts**  
which results, directly or indirectly, from any dishonest, fraudulent, criminal or malicious act or omission of **Yours**.
- II. **Property**  
which results, directly or indirectly, from the ownership, possession or use by or on behalf of **You** of any land, buildings, aircraft, watercraft, vessel or mechanically propelled vehicle.
- III. **Products**  
which results, directly or indirectly, from goods or **Products** sold, supplied, repaired, altered, manufactured, constructed, installed or maintained by **You** or by any person, acting for or on **Your** behalf.
- IV. **Trading loss**  
which results, directly or indirectly, from any trading losses or liabilities or debts incurred by any **Business** managed by or carried on by **You**.
- V. **Insolvency/Bankruptcy**  
which results, directly or indirectly, from **Your** insolvency or bankruptcy.
- VI. **Patent Infringement and Trade Secrets Disclosure**  
alleging infringement of any patent or disclosure of another's **Trade Secret**.
- VII. **Financial Interest**  
made against **You** by:
  - a. any other person falling within the definition of **You**; or
  - b. any parent or Subsidiary of **Yours**; or
  - c. any person or entity having a financial, executive or controlling interest in **Your Business**; or
  - d. any company or entity in which **You** have a financial, executive or controlling interest unless such **Claim** is for indemnity or contribution in respect of a **Claim** made by an independent third party against such company, person or entity and directly results from breach of a professional duty owed by **You** to that third party.
- VIII. **Loss Of Data**  
under Insuring Clause II. b. which results, directly or indirectly, from the failure or inefficacy of any programme, instruction or data for use in any **Computer** occasioned other than through its physical destruction or damage.
- IX. **Computer Viruses And Unauthorised Use**  
which results, directly or indirectly, from, in consequence of or in any way involving **Computer** viruses or the failure to prevent unauthorised use of or access to any **Computer**.
- X. **Toxic Mould**  
which results, directly or indirectly, from, in consequence of or in any way involving any **Fungi** in whatever form or quantity.



XI. **Medical Services**

arising from the provision of **Medical Services**

XII. **Financial Services**

arising from the provision of any financial insurance or investment advice or services provided by **You** acting as an independent financial adviser or as an agent of any bank, building society, insurance company or any other financial institution.

XIII. **Aircraft**

arising from **You** performing **Your Business** on any aircraft or aerospace device or part thereof and either:

- a. results in a **Bodily Injury**, mental injury, mental anguish, shock or death sustained by any person or **Loss**, damage or destruction of material and tangible **Property** of any kind (including use thereof); or
- b. arises from any work performed by **You** that has not been approved and signed off by the client or another independent person who has been granted such authority by the client.

XIV. **Surveys and Valuations**

arising, directly or indirectly, from, in consequence of or in any way involving the valuation of or the surveying of the physical and/or structural condition of any commercial or residential building.

XV. **Marine Surveyors**

arising, directly or indirectly, from, in consequence of or in any way involving any structural or condition survey of any **Marine Vessel** performed by **You**.

XVI. **Injury and Damage**

directly or indirectly caused by or contributed to or arising from:

- a. **Bodily Injury**, mental injury, mental anguish, shock or sickness sustained by any person (other than emotional distress arising from any libel, slander or defamation); or
- b. **Loss** of, damage to or destruction of **Property**, including **Loss** of use thereof (other than as provided by Insuring Clause II. b. of Section 4: Professional Indemnity);

unless such **Bodily Injury** or **Loss** of, damage to or destruction of **Property** directly results from a breach of a professional duty owed by **You** to a third party.





## Section 5: Directors' & Officers' and Company Reimbursement

### INSURING CLAUSE

We agree, subject to the terms, conditions, limitations and exclusions of this **Policy**:

- I. to pay on behalf of any **Director and/or Officer** the **Loss** arising from any **Claim** made against such **Director and/or Officer** and notified to **Us** during the **Period of Insurance**; and
- II. to pay on **Your** behalf the **Loss** arising from any **Claim** first made against any **Director and/or Officer** and notified to **Us** during the **Period of Insurance** when and to the extent that **You** have indemnified such **Director and/or Officer**;

where such **Claim** alleges a **Wrongful Act**.

### LIMIT OF INDEMNITY

The maximum amount payable by **Us** under both Insuring Clauses I and II above together shall not exceed in the aggregate the limit of indemnity specified in the **Schedule** and shall be inclusive of all **Costs and Expenses**.

### TAKEOVER AND MERGER

In the event of the takeover or merger of **Your Business** by or with any other organisation any payment with respect to **Loss** arising from a **Claim** hereunder is amended to apply only to any **Loss** by reason of **Wrongful Acts** committed by any **Director and/or Officer** prior to the date of such takeover or merger.

### EXCLUSIONS SPECIFIC TO SECTION 5

We shall not pay any **Loss** arising from any **Claim**:

- I. **Financial Advantage**  
brought about by or contributed to by or consequent upon the gaining of any financial advantage to which the **Director and/or Officer** was not entitled, including the repayment of any wrongfully received monies.
- II. **Pension Liability**  
arising, directly or indirectly, from, in consequence of or in any way involving any pension scheme or superannuation scheme or programme.
- III. **Breach of Professional Duty**  
arising, directly or indirectly, from, in consequence of or in any way involving any breach of or failure to provide professional duties.
- IV. **Fraud**  
brought about by or contributed to by or consequent upon the dishonesty, fraud or deliberately criminal conduct of any **Director and/or Officer**.



## Section 6: Personal Accident Insurance

### INSURING CLAUSE

**We** agree subject to the terms, conditions, limitations and exclusions of this **Policy** to insure **You** under this section in the event that any **Insured Person** sustains **Accidental Bodily Injury**, **We** shall pay a benefit to **You**, in accordance with the sums insured shown in Personal Accident **Schedule**, subject to any maximum sum insured.

### EXTENSIONS

#### I. **Disappearance**

If within the **Operative Time**, an **Insured Person** disappears and after a period of twelve (12) calendar months has elapsed it is reasonable for the police or registration authorities to believe that the **Insured Person** has sustained **Bodily Injury** resulting in death, **We** shall pay a benefit to **You**, in accordance with the appropriate sum insured shown in Personal Accident **Schedule**, provided that, **You** provide a signed undertaking that if the belief is subsequently found to be incorrect, such death benefit shall be refunded to **Us**.

#### II. **Hijack**

If within the **Operative Time**, an **Insured Person** is the victim of a **Hijack**, or any attempt of a **Hijack**, cover shall remain in force for a period not exceeding twelve (12) months from the date of the **Hijack**.

### EXCLUSIONS SPECIFIC TO SECTION 6

**We** shall not pay for any **Claim** directly or indirectly resulting from or consequent upon:

- I. sickness, disease, any naturally occurring condition or gradually operating cause or post traumatic stress disorder other than as a direct result of **Accidental Bodily Injury** occurring within the **Operative Time**;
- II. an **Insured Person** committing or attempting to commit suicide or intentionally inflicting self injury;
- III. an **Insured Person** engaging in aviation as a pilot of a fixed wing or rotary propelled aircraft;
- IV. an **Insured Person** engaging in active service in any of the Armed Forces of any nation;
- V. an **Insured Person** who has attained the age of eighty (80) years, unless such **Accidental Bodily Injury, Loss** or expense occurs in the **Period of Insurance** in which the **Insured Person** attains the age of eighty (80) years;
- VI. pregnancy, childbirth or an **Insured Person's** own pre-existing condition, physical or mental defect, infirmity or sickness for which such **Insured Person** has received medical treatment or advice in the twelve (12) months before the inception of this insurance;
- VII. the **Insured Person** deliberately exposing themselves to exceptional danger (except in an attempt to save human life);
- VIII. the **Insured Person** being involved in a motor **Accident** where such **Insured Person** is subsequently found to have been driving at the time of the **Accident** with a level of alcohol in his blood above that permitted under prevailing legislation;
- IX. the **Insured Person** being involved in drug abuse or taking drugs not prescribed by a registered **Qualified Medical Practitioner**.



#### CONDITIONS SPECIFIC TO SECTION 6

In addition to the Common Conditions, the following Conditions shall apply to this Section:

- I. A benefit shall not be payable under more than one of the benefits shown in the **Schedule** in respect of the same **Loss**, except where a benefit is payable under one of the benefits shown in the **Schedule** following a period of **Temporary Total Disablement** or a benefit is payable under both **Permanent Partial Disablement** and **Temporary Total Disablement** in respect of the same **Loss**.
- II. The payment of a benefit under **Temporary Total Disablement** shall immediately cease once a **Claim** under any of the benefits A1 to A5, excluding **Permanent Partial Disablement**, shown in the **Schedule** becomes payable in respect of the same **Loss**.
- III. Any **Loss** covered under more than one of the benefits (A1 to A5) shown in the **Schedule** shall be payable under the benefit with the higher sum insured only.
- IV. Where an **Insured Person** is employed by **You** on a contract of fixed duration, the **Benefit Period** shall cease at expiry of the contract
- V. In respect of an **Insured Person** under sixteen (16) years of age not gainfully employed by **You**, the sum insured shown in the **Schedule** for Accidental Death shall not exceed £20,000.
- VI. The total amount payable under the **Permanent Partial Disablement** Scale of Benefits shall not exceed the amount shown under the sum insured shown in the **Schedule**.
- VII. The payment of a benefit under **Temporary Total Disablement** shall be £500 per week or 75% of the **Insured Person's** average **Gross Weekly Wage**, whichever the lesser.
- VIII. The total amount payable under both **Permanent Partial Disablement** and **Temporary Total Disablement** in respect of the same **Loss** shall not exceed £50,000.
- IX. Where any **Loss** is as a result of manual labour activity undertaken by **You**, the benefits provided by this **Policy** in respect of any **Claim** shall be reduced by 50%. For the avoidance of doubt all sums insured shown in Personal Accident **Schedule**, and any maximum sum insured or limits stated above shall be reduced by 50%.



## Common Exclusions

Unless stated otherwise, the following Exclusion shall apply to ALL Sections of the **Policy** in addition to the Section Specific Exclusions.

This **Policy** shall not provide any indemnity, reimbursement or **Costs or Expenses** in respect of liability:

I. **Asbestos**

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 or in any other way relates to asbestos whether or not there is another cause of **Loss** which may have contributed concurrently or in consequence to a **Loss**.

This Exclusion does not apply to Section 1: Employers' Liability

II. **Employment Liability**

- a. for **Bodily Injury** sustained by any **Employee** other than as provided for under Section 1: Employers' Liability and Section 6: Personal Accident.
- b. attaching to **You** under any workmen's compensation, unemployment compensation or disability benefits law or under any similar law.
- c. for any breach of any obligation owed by the **You** as an employer or potential employer to any **Employee** or prospective **Employee**.

III. **Circumstances Known At Inception**

which results, directly or indirectly, from any circumstances existing prior to or at the inception of this **Policy** and which **You** knew or ought reasonably to have known might give rise to a **Claim** or to the incurring of **Costs and Expenses**.

IV. **Contractual Liability**

which results, directly or indirectly, from any liability assumed by **You** under any express warranty (except warranty of authority), agreement or guarantee unless such liability would have attached to **You** notwithstanding such express warranty, agreement or guarantee.

This Exclusion does not apply to Section 5: Directors' & Officers' and Company Reimbursement

V. **Deliberate Acts**

directly or indirectly caused by or contributed to or arising from any wilful or reckless breach of any statute, regulation, contract or duty by **You**.

VI. **Nuclear and Radioactive**

directly or indirectly caused by or contributed by or arising from:

- a. ionising radiation 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;
- c. any weapon of **War** employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.



However, in respect of liability arising out of or consequent upon **Bodily Injury** for which indemnity is provided under Section 1: Employers' Liability, this Exclusion shall only apply in respect of liability:

- a. of any party to whom indemnity is granted by way of Extension 1 or their personal representative; or
- b. assumed by **You** by agreement which would not have attached in the absence of such agreement.

**VII. Taxes and Fines/Penalties**

in respect of any tax, fine or penalty, punitive, exemplary, restitutionary or non-compensatory damages (other than exemplary damages in respect of libel, slander or defamation) or multiplication of compensatory awards or damages or in any other form whatsoever.

**VIII. USA and Canadian Legal Actions**

made in any court within the United States of America or Canada or any of their overseas territories or elsewhere to enforce a judgement obtained in any such courts unless **You** have requested that there shall be no such exclusion and have accepted the terms offered by **Us** in granting such coverage which offer and acceptance must be signified by specific endorsement to this **Policy**.

**IX. War and Terrorism**

which results, directly or indirectly, from, in consequence of or in any way involving:

- a. **War**; or
- b. **Terrorism**; or
- c. Any unlawful, wanton or malicious act committed by a person or persons acting on behalf of or in connection with any **Unlawful Association**

regardless of any other cause or event contributing concurrently or in any other sequence to the **Claim** or **Loss**.

Also excluded is **Loss**, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to a. and/or b. and/or c. above.

If **We** allege by reason of this Exclusion that any **Loss**, damage, cost or expense is not covered by this **Policy** the burden of providing the contrary shall be upon **You**.

In the event that any part of this Exclusion is found to be invalid or unenforceable, the remainder shall still be of full force and effect.

**X. Pollution**

which results, directly or indirectly, from, in consequence of or in any way involving **Pollution**.

This Exclusion does not apply in respect of the indemnity provided under the **Pollution** Extensions applicable to **Policy** Sections 2 and 3.

**XI. Abuse exclusion**

directly or indirectly arising out of, results from or in any way relates to any actual or alleged abuse of a sexual or physical nature.



## Common Conditions

The following Conditions shall apply to ALL Sections of the **Policy** unless specifically stated to the contrary.

I. **Asbestos**

**You must** not manufacture, mine, process, distribute, test, remediate, remove, store, dispose of, sell or use asbestos or materials or **Products** containing asbestos.

II. **Cooling off Provision**

Within the first fourteen (14) days of the **Period of Insurance** **You** have the right to cancel this **Policy**. In the event that **You** invoke cancellation under this cooling off provision then all **Premium** will be refunded to **You** (by the original payment method) and the **Policy** will be cancelled ab initio – that is, no cover will have ever been in force and **You** shall have no rights to any indemnity under the **Policy** at any time. After this period cancellation will be as per the clause below.

III. **Cancellation**

This **Policy** may be cancelled by **Us** or on **Our** behalf by giving **You** thirty (30) days' notice in writing to the last known address and the **Premium** hereon shall be adjusted on the basis of **Us** receiving or retaining pro rata **Premium** provided always that no **Claim** has been made and no circumstance that may give rise to a **Claim** has been notified prior to such cancellation.

In the event that **You** elect to cancel the **Policy** giving thirty (30) days' notice in writing it should be noted that the **Premium** is a minimum and deposit amount and shall not be returnable and shall be deemed fully earned at cancellation, and if **You** elected to pay by instalments then the balance of sums due must be paid in full.

IV. **Change of Circumstances**

**You** must notify **Us** as soon as possible during the **Period of Insurance** if there is any change in circumstances or to the material facts previously disclosed by **You** to **Us** or stated as material facts by **Us** to **You** which increases the risk of **Accident**, injury, **Loss**, damage or liability.

Upon notification of any such change **We** will be entitled to vary the **Premium** and terms for the rest of the **Period of insurance**. If the changes make the risk unacceptable to **Us** then **We** are under no obligation to agree to make them and may no longer be able to provide **You** with cover.

If **You** do not notify **Us** of any such change **We** may exercise one or more of the options described in clauses c. i), ii) and iii) of condition VIII. - Fair Presentation of the Risk but only with effect from the date of the change in circumstances or material facts.

V. **Choice of Law and Jurisdiction**

This **Policy** shall be governed by the laws of England and Wales and any dispute in connection herewith shall be submitted to the exclusive jurisdiction of the English Courts.

VI. **Compulsory Insurance**

**You** must repay **Us** any amounts which **We** are required by compulsory insurance legislation to pay out under this **Policy** to the extent that **We** would not otherwise have been liable to make such payments on account of a breach of any of the terms or conditions of this **Policy**.



#### VII. **Fair Presentation of the Risk**

At inception and renewal of this **Policy** and also whenever changes are made to it at **Your** request **You** must:

- a. disclose to **Us** all material facts in a clear and accessible manner; and
- b. not misrepresent any material facts.

If **You** do not comply with clause a. of this condition **We** may:

- a. avoid this **Policy** which means that **We** will treat it as if it had never existed and refuse all **Claims** where any non-disclosure or misrepresentation by **You** is proven by **Us** to be deliberate or reckless in which case **We** will not return the **Premium** paid by **you**; and
- b. recover from **You** any amount **We** have already paid for any **Claims** including costs or expenses **We** have incurred.

If **You** do not comply with clause a) of this condition and the non-disclosure or misrepresentation is not deliberate or reckless this **Policy** may be affected in one or more of the following ways depending on what **We** would have done if **We** had known about the facts which **You** failed to disclose or misrepresented:

- a. if **We** would not have provided **You** with any cover **We** will have the option to:
  - I. avoid the **Policy** which means that **We** will treat it as if it had never existed and repay the **Premium** paid; and
  - II. recover from **You** any amount **We** have already paid for any **Claims** including costs or expenses **We** have incurred
- b. if **We** would have applied different terms to the cover **We** will have the option to treat this **Policy** as if those different terms apply. **We** may recover any payments made by **Us** on **Claims** which have already been paid to the extent that such **Claims** would not have been payable had such additional terms been applied
- c. if **We** would have charged **You** a higher **Premium** for providing the cover **We** will charge **You** the additional **Premium** which **You** must pay in full.

Where this **Policy** provides cover for any person other than **You** and that person would if they had taken out such cover in their own name have done so for purposes wholly or mainly unconnected with their trade, **Business** or profession **We** will not invoke the remedies which might otherwise have been available to **Us** under this condition if the failure to make a fair presentation of the risk concerns only facts or information which relate to a particular **Insured Person** other than **You**.

Provided always that if the person concerned or **You** acting on their behalf makes a careless misrepresentation of fact **We** may invoke the remedies available to **Us** under this condition as against that particular person as if a separate insurance contract had been issued to them leaving the remainder of the **Policy** unaffected.

#### VIII. **Fraudulent Claims**

If **You** or anyone acting on **Your** behalf:

- a. makes a fraudulent or exaggerated **Claim** under this **Policy**; or
- b. uses fraudulent means or devices including the submission of false or forged **Documents** in support of a **Claim** whether or not the **Claim** is itself genuine; or
- c. makes a false statement in support of a **Claim** whether or not the **Claim** is itself genuine; or
- d. submits a **Claim** under this **Policy** for **Loss** or damage which **You** or anyone acting on **Your** behalf or in connivance with **You** deliberately caused; or



- e. realises after submitting what **You** reasonably believed was a genuine **Claim** under this **Policy** and then fails to tell **Us** that **You** have not suffered any **Loss** or damage; or
- f. suppresses information which **You** know would otherwise enable **Us** to refuse to pay a **Claim** under this **Policy**

**We** will be entitled to refuse to pay the whole of the **Claim** and recover any sums that **We** have already paid in respect of the **Claim**.

**We** may also notify **You** that **we** will be treating this **Policy** as having terminated with effect from the date of any of the acts or omissions set out in clauses a. to f. of this condition.

If **We** terminate this **Policy** under this condition **You** will have no cover under this **Policy** from the date of termination and not be entitled to any refund of **Premium**.

If any fraud is perpetrated by or on behalf of an **Insured Person** and not on behalf of **You** this condition should be read as if it applies only to that **Insured Person's Claim** and references to this **Policy** should be read as if they were references to the cover effected for that person alone and not to the **Policy** as a whole.

**IX. Automatic renewal**

**Your** payment details will be securely stored to enable continuous payment authority. **We** may use these details to automatically renew **Your Policy** next year. This applies to payments by Direct Debit, Debit or Credit card. If **We** elect to use automatic renewals **We** will ensure that **You** are sent a renewal invitation before taking any payment. It is **Your** responsibility call **Us** if **Your** circumstances change or **You** do not wish **Us** to automatically renew **Your Policy**.

**X. Subrogation**

**We** shall be subrogated to all **Your** rights of recovery against any person to the extent of any payment made under this **Policy** and **You** shall take all steps necessary to preserve **Our** rights of subrogation and shall give all such assistance in the exercise of rights of recovery as **We** may require.

It is agreed that **We** shall not seek to exercise any such rights against **You** unless the **Claim** is brought about or contributed to by the dishonest, fraudulent, criminal or malicious act or omission of **You**.

**XI. Reasonable Precautions**

**You** shall take all reasonable precautions to:

- a. prevent any circumstances or to cease any activity which may give rise to liability under this **Policy**; and
- b. maintain all buildings, furnishings, ways, works, machinery, plant and vehicles in sound condition; and
- c. remedy any defect or danger upon discovery thereof and take such additional precautions as the circumstances may require.

**XII. Interlocking Clause**

Where indemnity is requested under Sections 2, 3, 4 and 5 of the **Policy** or any combination thereof for any **Claim, Loss** or **Occurrence** then the maximum indemnity afforded by the **Policy** shall be limited to the highest remaining limit of indemnity applicable under the Sections where indemnity is requested.





### XIII. Hot Works Condition

**You** must fully comply with the following precautions each time **You** perform, arrange or supervise any **Hot Works**:

- a. the area where the work is to be completed must be cleared of all combustibles;
- b. combustible floors and other combustible **Property** which cannot be moved, must be protected by non-combustible material and where welding, cutting or grinding equipment is being used, this must extend to at least six (6) metres from or beneath the work area;
- c. where there is a danger of ignition either directly, or by conduction of heat, through any partitions or walls, the area on the other side must be inspected and combustible material must be removed;
- d. fire extinguishers, of a type suitable for the use required, must be kept adjacent to the work or task and ready for immediate use;
- e. no heat producing equipment is to be left out of view of its operator or firewatcher whilst lighted or powered or whilst hot;
- f. a thorough safety check for signs of fire or combustion around, above or below the work area must be made at regular intervals and for at least thirty (30) minutes after completion of each period of work;
- g. blow lamps and blow torches are to be lit strictly in accordance with Manufacturers' instructions, are not be left unattended while alight and are to be extinguished immediately after use;
- h. blow lamps must only be filled in the open;
- i. combustible floors and fixtures in the work area are protected with overlapping sheets of non-combustible materials or covered with sand;
- j. the stub ends of welding rods do not come into contact with combustible materials;
- k. gas cylinders not being used for the work at hand are kept outside the building in or on which the work is carried out and away from any fire hazard.

### XIV. Working at height

**You** must wear **Fall-arrest Equipment** each time **You** work at heights exceeding five (5) metres above ground other than whilst working on a **Platform or Scaffolding** or with void protection safety netting installed and tested to standard EN 1263-1 and/or ISO1806.

### XV. Substitution

In respect of Sections 1, 2, 3 and 4 this **Policy** will extend to cover **You** in the event of a **Substitute** being used, provided that **You** advise **Us**, within seven (7) days of providing such substitution, of the details of the **Substitute** and the expected duration of such substitution. In addition, **You** will keep **Us** regularly informed of **Your** expected return to work on the contract.

### XVI. Sub contractors

In respect of sections 2, 3 and 4 **We** shall not pay any **Claim** or be liable for any **Loss** arising directly or indirectly from any act, error or omission committed or allegedly committed by any sub contractor of the **Insured** unless:

- a. The **Insured** uses no more than 3 bona fide subcontractors all to be operating in the same line of work as the **Insured** (i.e. no multidisciplinary activity); and
- b. Such sub contractor has their own insurance in place maintaining the same levels of cover as the **Insured** for Public & Products Liability and Professional Indemnity, and proof of this has been obtained by the Insured; and
- c. all rights of subrogation against such sub-contractor have been maintained in contract

In any such event the **Policy** will indemnify the liabilities of the **Insured** and not the liabilities of such sub contractor.



## Common Claims Conditions

The following Claims Conditions shall apply to ALL Sections of the **Policy** (unless stated otherwise):

### CLAIMS NOTIFICATION

- I. **You** shall give written notice as soon as reasonably practicable to Kingsbridge Contractor Insurance Limited [at 9 Miller Court, Severn Drive, Tewkesbury Business Park, Tewkesbury, Gloucestershire GL20 8DN] of any:
  - a. **Claim**; and/or
  - b. **Loss**; and/or
  - c. **Occurrence** or other circumstance of which **You** become aware which may give rise to a liability for which indemnity is provided under this **Policy**; and/or
  - d. **Loss** of, or damage to or destruction of any **Documents**; and/or
  - e. **Accidental Bodily Injury** sustained by an **Insured Person**; and/or
  - f. **Wrongful Act**.
- II. In respect of Section 4: Professional Indemnity and Section 5: Directors' & Officers' and Company Reimbursement only – any **Claim** arising from a circumstance notified to **Us** during the **Period of Insurance** shall be deemed to have been made during the **Period of Insurance** in which such circumstance was first notified.
- III. In respect to Section 6; as soon as is practicable, but in no case more than 90 days after an **Insured Person** sustains **Accidental Bodily Injury** which may be the subject of **Temporary Total Disablement** compensation under this **Policy** the **Insured Person** shall give notice to **Us** and supply without cost to **Us**, such certificates or evidence which thereafter may reasonable be required by **Us**.
- IV. In respect of Section 6: Personal Accident Insurance only – **You** will allow **Us** at **Our** expense within thirty (30) days after the circumstance or **Occurrence** or within such further time as **We** give, all assistance **We** may reasonably require including, but not limited to, agreement with all reasonable arrangements for medical and other advisors of **Ours** to examine **You**, in respect of which a **Claim** has been made.
- V. **You** shall not admit liability for or settle or attempt to settle any **Claim** or incur any **Costs and Expenses** in connection with any **Claim** without **Our** prior written consent (such consent not to be unreasonably withheld).
- VI. **We** shall be entitled, but not obliged, at any time to take over and conduct in **Your** name the defence or settlement of any **Claim** or to prosecute in **Your** name for **Our** benefit any **Claim** for payment, indemnity or damages or otherwise against any third party. **We** shall be entitled to nominate a solicitor and, if appropriate a barrister or an attorney, to represent **You**.
- VII. **You** shall give **Us** such information (including any **Claim** form, impending prosecution, inquest or fatal **Accident** enquiry **Claim**, writ, summons or process and all related **Documents**) and co-operation as **We** may reasonably require including all reasonable assistance in identifying locations and securing the co-operation of any appropriate individual to sign a Statement of Truth or any other **Document** necessary to comply with the Civil Procedure Rules current at the material time.
- VIII. **You** will provide to **Us** all such proofs and information relating to the **Claim** as may reasonably be required by **Us** for the purpose of investigating or verifying the **Claim**.
- IX. **You** shall not be required to contest any **Claim** unless Leading Counsel (to be mutually agreed upon by **You** and **Us** or, in default of agreement, to be appointed by the President for the time being of the Law Society) shall advise that such **Claim** should be contested.



- X. **We** shall not settle any **Claim** without **Your** consent. If however **You** refuse to consent to any settlement recommended by **Us** and shall elect to contest a **Claim**, then **Our** liability for such **Claim** (including **Costs and Expenses**) shall not exceed the amount for which the **Claim** could have been settled inclusive of **Costs and Expenses** incurred with **Our** consent up to the date of such refusal, and then only up to the limit of indemnity stated in the **Schedule**.

#### **OTHER INSURANCE**

**We** will not make any payment under this **Policy** where **You** would be entitled to be paid under any other insurance if this **Policy** did not exist except in respect of any amount in excess of the amount that would have been payable under such other insurance had this **Policy** not been effected.

#### **THIRD PARTY RIGHTS**

The parties to this **Policy** are **Us** and **You**. 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 other than by virtue of the Act.

#### **SANCTIONS**

Notwithstanding any other terms of this **Policy** **We** will be deemed not to provide cover nor will **We** make any payment or provide any service or benefit to **You** or any other party to the extent that such cover, payment, service or benefit would violate any applicable trade or economic sanctions law or regulation.

#### **WAIVER**

Any waiver by **Us** of any provision of this **Policy** will not prevent **Us** from relying on such provision, term or condition in the future.

#### **BREACH OF CONDITION**

Where **Your** breach of or non-compliance with any condition of this **Policy** has resulted in prejudice to **Us**; in the handling or settlement of any **Claim**, the amount of any **Loss** sustained by **You** or in the obtaining of reimbursement from any source, then the amount of cover afforded (including liability for claimant's costs) shall be reduced to such sum as in **Our** reasonable opinion would have been payable by **Us** in the absence of such prejudice.

If any payment on account of any such rejected or reduced **Claim** has already been made **You** will immediately repay to **Us** all such payments which **We** determine should not have been made.



## Complaints Procedure

### OUR COMMITMENT TO CUSTOMER SERVICE

We are committed to providing a high level of customer service. If you feel we have not delivered this, we would welcome the opportunity to put things right for you.

### WHO TO CONTACT IN THE FIRST INSTANCE

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with:-

Kingsbridge Contractor Insurance

9 Miller Court

Tewkesbury

Gloucestershire GL20 8DN

Website – [www.kingsbridge.co.uk](http://www.kingsbridge.co.uk)

Telephone – 01242 808740

If your problem cannot be resolved in this way, Kingsbridge Contractor Insurance will then advise you of our complaint handling procedure.

### MANY COMPLAINTS CAN BE RESOLVED WITHIN A FEW DAYS OF RECEIPT

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

### NEXT STEPS IF YOU ARE STILL UNHAPPY

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can also contact them as follows:

**Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**Telephone:** 08000 234567 (free on mobile phones and landlines)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

### THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.