

Property Owners Insurance Policy Summary

The information provided in this Policy Summary is key information You should read.

This Policy Summary does not contain the full terms and conditions of Your Property Owners Insurance Policy. The full terms and conditions can be found in the policy document.

Your Insurers

This insurance is provided by DTW1991 Underwriting Limited on behalf of Syndicate DTW1991 at Lloyd's.

Syndicate DTW1991 at Lloyd's is managed by R&Q Managing Agency Limited

R&Q Managing Agency Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority. No 224442.

Period of Insurance

The policy period is detailed in Your Schedule. The policy is normally valid for 12 months and renewable annually.

The policy is a complex document and contains a large number of specific terms relevant in specific circumstances. Many of these terms may however be extended, curtailed or removed in individual cases, depending on the nature of the risks being insured and those covers requested.

The policy may also contain warranties describing actions that You must take or avoid for any cover to operate.

If the amount insured is not as much as the value of the items you are trying to insure, then any claim may not be payable in full.

Please use the following descriptions of cover with the corresponding sections in the full Policy wording. All sections are optional and are not included in the Policy unless selected.

Section 1 – Buildings and Contents

Significant Features and Benefits of Cover (if selected)

- Damage to Buildings and Contents by any Peril shown in the Schedule applicable to this Section during the Period of Insurance.
- The cost of replacement locks and keys following theft of keys to the Premises, up to £2,500 during any one Period of Insurance.
- Additional metered water charges incurred following Damage to the water installation at the premises, up to a maximum of £10,000 during any one Period of Insurance.
- Cover for tracing and making good leaking underground pipes and drains, subject to a limit of £1,000.
- Contents cover when temporarily removed for cleaning, renovation, repair or similar purposes.

Significant and Unusual Exclusions or Limitations

- The first part of any claim (the Excess)
- Damage caused by theft or attempted theft not involving forcible and violent entry or exit.

Section 2 – Rental Income

Significant Features and Benefits of Cover (if selected)

- Loss of Rental Income if the Buildings are unfit for occupation as a result of the Damage.
- Includes damage to property in the vicinity of the premises which prevents or hinders the use of the Premises or access thereto.

Significant and Unusual Exclusions or Limitations

- Losses included under Section 1 – Buildings and Contents.
- The Insurers liability shall not exceed 20% of the Sum Insured applicable to the residential Building or residential portion of the Building concerned.

Section 3 – Property Owners Liability

Significant Features and Benefits of Cover (if selected)

- Cover in the event of accidental injury to any person, loss of or accidental damage to property occurring during the Period of Insurance and arising in connection with your ownership of or responsibility for the Property insured by Section 1 of the Policy.
- Indemnity limits available of £1,000,000, £2,000,000, £5,000,000 or £10,000,000.

Significant and Unusual Exclusions or Limitations

- Liability arising directly from the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use or exposure to asbestos.
- Fungus, mildew, mould, spore(s) or allergens
- Any component building material that must be removed, encapsulated, or otherwise abated because its presence or release is a hazard to human health.
- Pollution or contamination other than incidents which are sudden, identifiable, unintended and unexpected which take place in their entirety at a specific moment in time and place during the Period of Insurance.

Section 4 – Employers' Liability

Significant Features and Benefits of Cover (if selected)

- Injury to any Person Employed arising out of and in the course of employment by the Insured and occurring during the Period of Insurance.
- The limit of indemnity is £10,000,000 any one occurrence, but limited to £5,000,000 any one occurrence in respects of acts of terrorism and for claims arising out of work involving asbestos.

Significant and Unusual Exclusions or Limitations

- The policy does not cover Injury to persons Employed that arises outside of Great Britain, Northern Ireland, the Isle of Man or the Channel Islands except in respect of temporary non-manual visits.
- Employers Liability as an extension to a Property Owners policy is generally restricted to caretakers, cleaners and domestic staff only.

Significant General Exceptions

It is a condition precedent to the liability of Underwriters that the Insured does not manufacture, mine, process, distribute, test, remediate, remove, store, dispose, sell or use asbestos, or materials/products containing asbestos.

Excess

The excess applicable to this Policy vary according to the different insured perils (e.g. fire, flood, theft) – please refer to your Schedule for the excess levels applicable to Your Policy.

Claims Procedure

In the event of a claim or any circumstance that is likely to result in a claim, notification must be immediately made to:

Woodgate & Clark Limited
The Red House
West Malling
Kent
ME19 6QT

Tel: 01732 848077
Email: new.claims@woodgate-clark.co.uk

The above must be provided with as much information as possible about the claim, including any information which may be required immediately upon request. No admission of liability or payment offer can be made by you without prior written consent of the Insurer.

Complaints Procedure

This Policy is insured 100% by Syndicate DTW1991 at Lloyd's. In the event that you wish to make a formal complaint you should contact the Compliance Officer at Syndicate DTW1991 via one of the following:

In writing: The Compliance Officer
Syndicate DTW1991
R&Q Managing Agency Limited
5th Floor, Fountain House
130 Fenchurch Street
London
EC3M 5DJ.

Via Email: complaints@dtw1991.com

Tel: +44 (0)20 7 977 0876

In the event that you remain dissatisfied you can refer the matter to Lloyd's via :

Policy Holder & Market Assistance
Lloyd's
One Lime Street
London
EC3M 7HA

Email: complaints@lloyds.com
Tel: +44 (0)20 7327 5693
Fax: +44 (0)20 7327 5225

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

If you remain dissatisfied after Lloyd's has considered your complaint you may have the right to refer your complaint to the Financial Ombudsman Service. Full contact details can be found in your Policy Wording.

Financial Services Compensation Scheme (FSCS)

Syndicate DTW1991 at Lloyd's are covered by the Financial Services Compensation Scheme (FSCS). In the unlikely event that we cannot meet our obligations, you may be entitled to compensation from this scheme. Further details can be found in your Policy Wording

Cancellation Rights

You have the right to cancel the insurance policy within 14 days of receiving the policy documentation and receive a full refund of any premium paid, provided that there have been no claims either paid, reported or outstanding. To exercise Your right to cancel, contact the Broker who arranged this cover for You.

Compensation

Your Insurers are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event that they cannot meet their obligations. Further details can be obtained from www.fscs.org.uk