

POLICY SUMMARY

Please read carefully and retain



Professional Indemnity Insurance for Miscellaneous Error and Omissions



Intasure Professional Indemnity Insurance for Miscellaneous Error and Omissions Policy Summary

WHAT IS A POLICY SUMMARY?

This document provides key information about the Professional Indemnity Insurance. Please note that it does not contain the full terms and conditions of this insurance contract; these can be found in the Professional Indemnity Insurance for Miscellaneous Error and Omissions policy wording and its accompanying Schedule.

We strongly advise You to review your policy periodically to make sure it meets the insurance cover requirements you requested.

Your policy has many terms and conditions, some of which may only be relevant in specific circumstances. These terms may be amended in individual cases depending on the nature of the risks being insured and the cover You have requested. Your policy schedule shows the changes to the policy wording that apply to your cover and may also set out warranties to describe actions that You must take (or avoid) for your cover to be valid.

If you would like a copy of the full policy wording or have any questions, please contact us or you can download from www.intasure.com/business

Policy name: Professional Indemnity Insurance for Miscellaneous Error and Omissions

Type of insurance: Professional Indemnity

Underwritten by: Channel Syndicate 2015 at Lloyd's

DURATION OF CONTRACT

Insurance contracts normally run for a period of 12 months. Please speak to us if you require a different period. We strongly urge our customers to review their contract each year to ensure they have adequate cover in place.

YOUR INSURANCE QUOTATION

The quotation you receive gives a breakdown of the total price, including the amount we will receive, as well as any related fees, charges, expenses and taxes applicable. The quotation will be valid for a specified period.

Intasure is authorised and regulated by the Financial Conduct Authority.

Unless some other law is agreed in writing, this policy will be governed by the laws of England and Wales.

All communications, including the policy wordings, are written in plain English with no jargon to ensure you know exactly what is covered.

Any special conditions and terms that may apply will be found in your individual quotation and schedule.

COOLING OFF PERIOD

You have a legal right to cancel your policy, for any reason, subject to no claims or circumstances having occurred, after receiving your policy documentation following the inception of the contract.

The cancellation period is 30 days from the day after you receive this information, following the inception of the contract.

If a policy is cancelled outside this period, any premium refund may be subject to the deduction of the administration/transaction fees with a pro rata amount being charged for the period of cover.

You will need to provide us with a written request to cancel before the expiry of the 30 days to the following address:

Intasure, AMP House, Dingwall Road, Croydon, CR0 2LX

Insurer Cancellation Rights - We may cancel your policy or any part thereof by sending 30 days' notice by letter to you at your last known address. You shall thereupon become entitled to the return of a proportionate part of the premium corresponding to the unexpired period of insurance.

Where a claim has been made during the current period of insurance the full annual premium will still be payable despite cancellation of cover and no refund or credit of premium will be due. We reserve the right to deduct this from any claim payment.

HOW TO MAKE A CLAIM

To register a claim and obtain a claim form, please contact Intasure on 0345 111 0672.

HOW TO MAKE A COMPLAINT

If at any time you have a complaint about the services we provide for you, then you should in the first instance address your complaint in writing to:

The Managing Director
Intasure
AMP House
Dingwall Road
Croydon CR0 2LX

If following the above procedure your complaint has not been resolved you should write to:

The Channel Syndicate
10 Lime Street
London
EC3M 7AA

Tel: +44 (0)20 3535 5070

E-mail: Complaints@channel2015.com

In the event that you remain dissatisfied with us then you may refer the matter to the Complaints team at Lloyd's:

The address of the Complaints team at Lloyd's is:

Complaints
Lloyd's
One Lime Street
London EC3M 7HA

Tel No: 020 7327 5693

Fax No: 020 7327 5225

E-mail: complaints@lloyds.com

Website: www.lloyds.com/complaints

Should you remain dissatisfied, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS).

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (if calling from landline) or 0300 123 9 123 (if calling from a mobile)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk



**Intasure Professional Indemnity Insurance for
Miscellaneous Error and Omissions**
Policy Summary

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Channel Syndicate 2015 at Lloyd's is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim. Further information about the compensation scheme can be obtained from the FSCS website: www.fscs.org.uk.





Intasure Professional Indemnity Insurance for Miscellaneous Error and Omissions

Policy Summary

Significant Features & Benefits	Significant Exclusions or Limitations	Where Found	
<ul style="list-style-type: none"> Legal liability claims arising out of the conduct of your Business due to: <ol style="list-style-type: none"> a Wrongful Act committed by you, or any other person firm or company directly appointed by and acting for or on behalf of you; dishonest or fraudulent act/omission; libel/slander committed in good faith by you; unintentional breach of confidentiality; liability under Section 13 of the Data Protection Act 1998 for unintentional contravention of any of the requirements of the Data Protection Act 1998. 	<ul style="list-style-type: none"> No indemnity for any Document which is kept in magnetic or electronic form unless such Document is duplicated and the duplicate is stored separately as a back-up, off site or in a secure fire proof safe. GBP 2,500 excess each and every claim and each and every loss is applicable to Clause 1.2 Loss of Documents. No cover for circumstance(s) that a reasonable person would believe could give rise to a liability under this policy and which circumstance(s) was or were or ought to have been known to you prior to the Period of Insurance. 	Insuring Clauses 1.1	Insuring Clauses 1.2
<ul style="list-style-type: none"> Loss of Documents - cost incurred to repair, replace or reconstruct unintentionally destroyed, damaged, lost or mislaid documents. 	<ul style="list-style-type: none"> No cover for damage to or destruction or loss of any property (except as provided under insuring clause 1.2 Loss of Documents) including loss of use, unless such Claim arises directly from negligent advice and/or negligent design and/or negligent specification by you or by any other person, firm or company directly appointed by and acting for and on behalf of you in the course of your Business. 	Insuring Clauses 1.2	Excess 3.1
<ul style="list-style-type: none"> Defence costs and expenses arising out of the conduct of your Business for offences or alleged offences under the Data Protection Act 1998 or similar legislation. 	<ul style="list-style-type: none"> No cover for trading losses/liabilities incurred by you or any business managed by or carried out by or on behalf of you, including but not limited to any loss of client account and/or custom. 	Insuring Clauses 1.3	Exclusions 4.1
<ul style="list-style-type: none"> Defence Costs provided that they are incurred with the prior written and continuing consent of the Insurer. 	<ul style="list-style-type: none"> No cover for disciplinary investigations or proceedings (apart from the indemnity provided under insuring clause 1.3 Data Protection) or any fines, penalties, or penal, punitive, exemplary, or other non-compensatory or aggravated damages. No cover for fraudulent acts or omissions. No cover for Nuclear and War. No cover for pollution, contamination, asbestos, fungi and radioactivity. No cover for claims arising from the ownership, possession or use of any aircraft, watercraft, hovercraft, motor vehicle, trailer, or other means of transport, or any buildings, structures, premises or land or any property (mobile of immobile). No cover for breach of any obligation owed by you as an employer to any Employee or former Employee or applicant for employment. 	Insuring Clauses 1.4	Exclusions 4.3
			Exclusions 4.4
			Exclusions 4.5
			Exclusions 4.6
			Exclusions 4.8
			Exclusions 4.10
			Exclusions 4.11
			Exclusions 4.17

Intasure Professional Indemnity Insurance for Insurance Brokers

Terms of Business

The Financial Conduct Authority

The Financial Conduct Authority (FCA) is an independent watchdog that regulates financial services. It requires us to give you this document. Please use the information below to confirm that the service we are offering is right for you.

Whose Products do we offer?

We offer Professional Indemnity Insurance on behalf of Channel Syndicate 2015 at Lloyd's.

Which Services do we provide you with?

We do not specifically recommend products, however, we will ask you questions to determine that the product we are offering is applicable for your circumstances. You can then choose whether you wish to proceed.

What will you have to pay for our services?

For our services in providing this product we charge an annual administration fee of up to GBP 35.

This charge is for the provision of our services including all policy documentation, claims handling and renewal invitation.

There will be a uniform transaction charge of 2.5% of the total premium paid and on any additional adjustments made throughout the year (this transaction charge does not apply to any policy paid via direct debit).

No additional charges are made throughout the year for any additional documentation

A 30 day cancellation period is applicable to this policy from the day after receipt of the documentation.

Information On Our Remuneration

We may receive a commission which is paid to us by insurers. For each insurance contract, including any subsequent renewal, you have a right to request information regarding any remuneration that we may have received as a result of placing your insurance business.

Returned Premiums

These can arise after an insurance risk is reduced or the policy is cancelled.

If a policy is cancelled, any premium refund will be subject to the deduction of the administration fee as above. We will not issue a return premium fee if it is less than GBP 10.

Who Regulates Us?

Intasure is a trading name of Arthur J. Gallagher Insurance Brokers Limited which is authorised and regulated by the Financial Conduct Authority. Our FCA registration number is 311786.

Intasure's Professional Indemnity policy is underwritten by Channel Syndicate 2015 at Lloyd's who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Our permitted business is to provide an underwriting and claims service, arrange your insurance cover to meet your requirements and help you with ongoing changes you have to make to your policy.

You can check this on the FCA's Register by visiting the FCA's web site www.fca.org.uk/register Tel: 0800 111 6768

What to do if you have a Complaint

If at any time you have any questions or concerns about this insurance, a claim or the services provided to you, then you should contact:

Managing Director, Intasure, AMP House, Dingwall Road, Croydon, Surrey CR0 2LX

If following the above procedure your complaint has

not been resolved you should write to:

The Channel Syndicate
10 Lime Street
London
EC3M 7AA

In the event that you remain dissatisfied with us then you may refer the matter to the Complaints team at Lloyd's:

The address of the Complaints team at Lloyd's is:

Complaints
Lloyd's
One Lime Street
London EC3M 7HA

If you are not satisfied with the way a complaint has been dealt with you may refer the matter at any time to the Financial Ombudsman Service.

Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR

Tel: 0800 023 4567 (if calling from landline) or 0300 123 9 123 (if calling from a mobile)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

Channel Syndicate 2015 at Lloyd's is a member of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we cannot meet our obligations, depending on the circumstances of the claim. Further information about the compensation scheme can be obtained from the FSCS website: www.fscs.org.uk.

Your Duty of Disclosure

It is your responsibility to provide complete and accurate information to insurers when you take out your insurance policy, throughout the life of the policy and when you renew it.

It is important you ensure that all statements you make in a telephone application or on a web-based proposal form, claim form or other documentation are full and accurate.

Please note that if you fail to disclose any material information, or change of circumstances, to your insurers this could mean that part or all of a claim may not be paid.

We strongly recommend that the information provided is checked thoroughly prior to submission and that you keep a record of all correspondence supplied in relation to the arrangement of your insurance cover.

Settlement Terms

We will be responsible for requesting payment for all new and renewal premiums and mid-term alterations as soon as practicable but prior to inception or renewal of your policy.

We will hold premiums as agent of the insurer and remit premiums to insurers in accordance with the agreed terms of trade.

You will be responsible for paying promptly all of our payment requests for premiums, to enable us to make the necessary payments to insurers.

For the avoidance of doubt, we have no obligation to fund any premiums on your behalf, and have no responsibility for any loss which you may suffer as a result of insurers cancelling the policy or taking any other prejudicial steps as a result of the late payment of such sums if such delay is attributable to you.

In certain circumstances insurers may impose a

specific Premium Payment Term whereby they require payment of premium by a certain date. We must stress that breach of that term will entitle insurers to void the policy from inception of cover. You agree that the settlement of premiums in good time is your responsibility.

We normally accept payment by selected credit cards, debit cards or monthly instalments from bank accounts (full details are available upon request).

Policy Termination

Your policy may be terminated at any time, and for any reason, either by:-

- you giving notice in writing, or
- ourselves, giving at least 30 days' notice in writing to your last known address

In the event of terminating an insurance policy, any return premium will be calculated subject to any claims payments during the policy year and administration/transaction fees as set out above.

Policy Cancellation – your right to cancel following the inception of the contract.

You have a right to cancel your policy, for any reason, subject to no claims or circumstances having occurred, after receiving this information following the inception of the contract.

The cancellation period is 30 days from the day after you receive this information, following the inception of the contract.

If a policy is cancelled outside this period, any premium refund may be subject to the deduction of the administration fee with a pro rata amount being charged for the time that the property was on risk. You will need to provide us with a written request to cancel before the expiry of the 30 days to the following address:

Intasure, AMP House, Dingwall Road, Croydon, Surrey CR0 2LX

Governing Law

In respect of policies issued in England and Wales, these Terms and Conditions of Trading will be governed by, and construed in accordance with, the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales. In respect of policies issued in Scotland, these Terms and Conditions of Trading will be governed by, and construed in accordance with the Laws of Scotland and the parties submit to the exclusive jurisdiction of the courts of Scotland.

Language Used

The English language will be used for all communications, the contractual terms and conditions, and any information, we are required to supply to you, before and during the duration of the contract unless you are habitually resident in another EEA state and require the policy documentation in that EEA state official language.

Confidentiality and Data Protection

All personal information held by us in relation to you will be treated with the utmost confidence and, where appropriate, in accordance with data protection legislation, including the Data Protection Act 1998.

You confirm that we may use and disclose information that we have about you in the normal course of arranging and administering your insurance.

We shall assume the personal and sensitive data we hold about you is correct, unless we are notified of any changes, and it will be used to provide quotations when policies fall due for renewal.

In the interests of security and to improve our service, telephone calls you make to us may be monitored and/or recorded.

Intasure Professional Indemnity Insurance for Insurance Brokers

Terms of Business

We may pass information about you to credit reference agencies for the purposes of arranging payments by instalments, and may also pass to them details of your payment record with us.

Your Policy

Should you mislay your policy booklet a replacement will be issued upon request.