

POLICY SUMMARY

Please read carefully and retain



Property Insurance for Commercial Property Owners



Intasure Property Insurance for Commercial Property Owners Policy Summary

GENERAL

This insurance is designed to provide you with a wide range of Standard Cover in connection with owning and letting a commercial property.

This cover includes but is not restricted to:

- Buildings
- Rental Income

In addition, there are Optional Covers available in respect of:

- (a) Property Owners Liability
- (b) Employers Liability
- (c) Contents (Landlord's)

This Prospectus provides you with a general summary of the cover provided by our Commercial Property Owners policy. For precise details of cover, including the conditions and exclusions that apply, the policy document itself should be referred to. A copy will be supplied on request.

COVERED PERILS

The policy provides cover for loss or destruction of, or damage to, Buildings and/or Contents (Landlord's) as a result of:

- (a) fire and specified perils - these comprise fire, lightning, explosion, aircraft, earthquake, riot, malicious damage, storm, flood, escape of water, impact, theft or attempted theft.
- (b) subsidence, ground heave or landslide
- (c) accidental loss, destruction or damage other than by a peril referred to above.

EXCESS

Under certain covers you will have to bear the first amount of each and every claim.

Details of the excesses that apply to the policy are provided in the Policy Wording.

TERRORIST DAMAGE

The ever-present threat of terrorist activity has resulted in the insurance industry and government representatives working together to maintain the availability of cover for such acts. We will always endeavour to offer an indemnity for such loss or damage in line with standard market practice, but the level of insurance obtainable will vary from time to time. If you wish to establish the full extent of cover we are able to provide for acts of terrorism,

please request a quotation from Intasure.

INDEX LINKING

The sums insured on Buildings and Contents will be increased during each period of insurance to help counter the effects of inflation.

The increase will be given free of charge, but at each renewal the sum insured will be increased in line with inflation and the premium calculated accordingly.

THE LAW THAT GOVERNS THIS POLICY

The parties to this contract are free to choose the law applicable to the contract. Unless specifically agreed to the contrary this insurance policy shall be subject to English law.

THE INSURER

The Insurer for the insurance described herein is Channel Syndicate 2015 at Lloyd's.



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STANDARD COVER

Buildings

Loss or destruction of, or damage to buildings, including, but not restricted to, landlords fixtures and fittings, outbuildings, extensions, annexes and gangways, walls, gates and fences, yards and carparks, telephone, gas, water and electric installations, piping, ducting, cables, wires and associated control gear and accessories extending to the public mains where you are responsible to repair or reinstate.

Additionally, cover includes:

the cost of removing debris after a loss

- professional fees incurred in reinstating the Buildings
- additional costs incurred, following a loss, to comply with public authority requirements, building or other regulations.

An excess of £250 applies, other than in respect of claims for subsidence, ground heave or landslip, when an increased excess of £1,500 will apply for normal risks.

Cover also extends to include:

- (a) Trace and access - the reasonable costs incurred in locating the source of damage caused by escape of water or oil, up to £10,000 any one claim.
- (b) Glass, sanitaryware and underground services - accidental damage to glass and sanitaryware and underground service pipes and cables for which you are responsible.
- (c) Landscaped gardens - damage to landscaped gardens by the Emergency Services whilst attending the premises as a result of the operation of an insured event, subject to a limit up to £2,500 in any one period of insurance.
- (d) Cost of metered water or oil - the cost or value of metered water or domestic heating oil lost following accident to fixed water or heating installations at the premises, up to £10,000 in any one period of insurance, unless the buildings are unoccupied or not in use.
- (e) Clearance of drains - the cost of clearing drains, gutters, sewers, drain inspection covers or similar underground service areas for which you are responsible in consequence of the operation of an insured event, up to £2,500 any one claim.
- (f) Replacement of locks - the cost of replacement of locks following theft of keys to the premises following a hold up accompanied by violence or threat of violence, whilst such keys are in your personal custody or any of your directors, partners or authorised employees.

- (g) Rental Income - in the event of damage for which the insured are liable under Section 1 of the policy, the Insurers will indemnify you against loss of gross rentals and additional expenditure up to 20% of the building sum insured over a 12 month period or for an amount or period specifically agreed by the Underwriters.

OPTIONAL COVER

Liability at law for compensation together with Costs and Expenses for accidental injury to any person, loss of or accidental damage to material property, accidental loss of amenities, nuisance, trespass or interference with any right of way, air or water - arising in connection with your ownership of or responsibility for the premises insured. The liability of the Insurers will not exceed the limit of indemnity stated in the schedule for any one claim or series of claims, arising from one source or original cause. Please see Policy Wording for exclusions to this section.

Contents (Landlords)

Contents in the common areas of the Premises consisting of furniture and furnishings, the property of the Insured or for which they are legally responsible. This section excludes money and personal effects, computers and computer systems, curiosities, records, audio-visual equipment, business books and documents, rare books, works of art, antique furniture exceeding £500 in value unless specified, china/fragile/brittle objects exceeding £500 unless specified or other property exceeding £1,000 in value per item unless specified.

EMPLOYERS LIABILITY

Covers your legal liability for death, bodily injury, illness, disease or shock sustained by employees during the course of their employment with you, in connection with the buildings insured by this policy.

The limit of liability provided is £10,000,000 and includes legal costs and expenses, as well as any compensation you may be liable to pay.

Cover extends to include your legal costs and expenses in defending any prosecution, or appealing against a conviction, under the Health and Safety at Work etc. Act 1974.



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CANCELLATION

You have the right to cancel the insurance Policy 30 days from the day after receipt of the documentation and receive a full refund of any premium paid, provided that there have been no claims either paid, reported or outstanding. For the purpose of this cancellation clause, it will be deemed that you will have received the Policy documents upon the day following the date it was emailed/posted to you.

Once cover has commenced outside the 30 day period, you may cancel your policy at any time and will receive a pro-rata refund. The pro-rata refund will consist of a deduction for the period of cover and any fees paid. This will also be subject to no claims having either been paid, reported or outstanding.

We may cancel this 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 no refund or credit of premium will be due.

HOW TO MAKE A CLAIM

To register a claim on your property insurance and obtain a claim form please contact Intasure on 0345 073 7147.

HOW TO MAKE A COMPLAINT

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service.

If you have any questions or concerns about your insurance or the handling of a claim, you should contact:

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

Tel: +44(0)345 111 0670

Policy Queries E-mail: admin@intasure.com

Claims Email: claims@intasure.com

In the event that you remain dissatisfied and wish to make a complaint, you can do so by referring the matter to the Complaints team at Lloyd's:

Complaints
Lloyd's
Fidentia House
Walter Burke Way

Chatham Maritime

Kent, ME4 4RN

Tel No: +44 (0)20 7327 5693

Fax No: +44 (0)20 7327 5225

Email: complaints@lloyds.com

Website: www.lloyds.com/complaints

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

If you remain dissatisfied, you may refer the matter at any time to the Financial Ombudsman Service which is an independent body that arbitrates on complaints. They can be contacted at the following address:

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

Tel: 0800 023 4567 (for landline users)

0300 123 9123 (for mobile users)

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

Website: www.financial-ombudsman.org.uk

COMPENSATION

We are covered by 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.

Initial Disclosure Document

Please read this document carefully, if you have any questions regarding the contents of this document then please contact us immediately. Please retain this with your policy documentation.

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

2. Whose products do we offer?

We can only offer products from a single insurer for commercial property insurance.

3. Which service will we provide you with?

We will be acting on a 'non-advised' basis, which means that we are happy to offer you information about the features and benefits of our service, so you can decide which of these best suits your requirements. In these circumstances we are acting as the agent of the insurer and this is why we will not be making a recommendation to you about which insurance you should select.

4. What will you have to pay us for our services?

Any charges that we may levy, in addition to the premium charged by the insurer, for arranging, amending, renewing or cancelling any policy, will be advised to you before you purchase the policy.

Where there is an option to pay your premium by direct debit there will be a charge for the credit provided by the finance company. This will be detailed in the payment options offered to you.

If a policy is cancelled outside the cooling off period, then any premium refund will be subject to the deduction of any charges as referred to above.

5. 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.

Registered address: Spectrum Building, 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Our FCA registration number is 311786.

Our permitted business is assisting in the administration and performance of non-investment contracts of insurance.

You can check this on the Financial Conduct Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing: Write to Managing Director, Intasure, AMP House, Dingwall Road, Croydon, CR0 2LX

Tel: 020 8274 6777

Email: complaints@intasure.com

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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

Tel: 0800 023 4567 (if calling from landline) or 0300 123 9123 (if calling from a mobile)

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

Website: www.financial-ombudsman.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS.

Website: www.fscs.org.uk

Address: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU

Tel: 0800 678 1100

8. How do we handle your money?

We may hold money on your behalf, either paid by you to be passed on to insurers or paid to us by your insurers, to be passed on to you. For your protection, money received from you, or to be paid to you will be held by us in accordance with the Financial Conduct Authority rules.

In most cases, we hold money as agent of the insurer under a 'risk transfer' process. Under risk transfer, we have an agreement with your insurer to hold money as their agent. Money we receive, either from you or from the insurer will therefore be the property of the insurer whilst we hold it. Therefore, if you pay money to us, it is treated as having been received by the insurer and if we do not pay it over to the insurer your policy will not be affected. Similarly, if the insurer pays claims money or a return premium to us for onward transmission to you and we do not pay you, then the insurer will still be liable to you. Where we do not use 'risk transfer', we will notify you separately.

We will deduct any commission entitlements before paying premiums to insurers.

Any interest earned on money held by us in relation to this insurance will be retained by us for our own use.

9. How we use your data?

We are registered under the Data Protection Act 1998 (the "Act"). By accepting this Statement you consent to us using and processing your personal and sensitive personal data (where this is necessary, for example criminal convictions) for the purpose of procuring insurance policies and handling claims, if any. Where you provide us with personal or sensitive personal information that relates to anyone other than you, you must obtain the explicit consent of the person to whom the information relates both to the disclosure of such information to us and its use by us as set out below.

We may disclose your personal and sensitive personal data to third parties involved in providing products or services to us or the insurer, service providers we have retained to perform services on our behalf this includes; group companies, affinity partners, (re) insurers, other insurance intermediaries, insurance reference bureaus, fraud detection agencies, loss adjusters, solicitors/barristers, accountants, Premium Credit Limited if you have chosen to pay by direct debit, parties involved in the claims handling process and/or service providers where necessary to provide and administer our products, services and/or who may provide ancillary services, reinsurance companies and insurance regulatory authorities, and as may be required by law. Your information may also be used for offering renewal, research and statistical purposes. Your personal data may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for policy and systems administration.

In assessing any claims made, the insurer or its agents may undertake checks against publicly available information (such as electoral roll, county court judgements, bankruptcy orders or repossessions).

The Act entitles you to receive details of personal and/or sensitive data held about you by us. You have the right to apply for a copy of your information, for which we may charge an administration fee of £10, and to have any inaccuracies corrected

The information provided will be treated in compliance with the Act.

For the purposes of the Act, the Data Controller in relation to any personal data you supply is Arthur J. Gallagher Insurance Brokers Limited.

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