



# FLATS

Your Policy Terms and Conditions  
September 2014 Edition

redefining / standards



## MIDWAY INSURANCE AMENDMENT CLAUSE

The following amendments are made to the Policy –

### Definitions

The Definition You/Your is deleted and replaced by the following

The person(s), firm, company, or organisation shown in your schedule as the Insured

### Extensions

#### Trace and Access

Extension 3 c) of Section 1- The Buildings is deleted and replaced by the following

the reasonable costs necessarily incurred by You in locating the source and subsequent making good of Damage under paragraph 2g) and paragraph 3b) but not:

- any amount in excess of £25,000 in
- We may however at our discretion and with your permission elect to re-route the pipework from which the escape of water has occurred. However we will not pay more than we would have done if we had elected to repair existing pipework.

#### Loss of Rent and Alternative Accommodation Expenses

Extension 3 e) of Section 1 – The Buildings is deleted and replaced by the following

1 Where the Policy covers the freeholder loss of ground rent and management charges You should pay or should have received but have lost

2 In respect of each individual Flat or Private Dwelling House where the policy extends to provide cover for long leaseholders being the owners of leases where the original lease was for a period of 21 years or more

- (i) The costs of reasonable alternative accommodation and temporary storage of furniture and the costs of reasonable accommodation in kennels or catteries for lessees dogs and cats

Or

- (ii) Loss of rent while the Flat or Private Dwelling House is unfit to live in or access to the Flat or Private Dwelling House is denied

As a result of Damage insured by this Policy but

- In respect of any one Private Dwelling House or Flat we will only pay a claim under either (i) or (ii) and not (i) and (ii) in respect of any one loss
- Not exceeding any amount in excess of 33.3% of the Sum Insured for the damaged Block of Flats or Private Dwelling House.

but in respect of each individual Flat or Private Dwelling House the payment made may be adjusted according to the percentage contribution made by each Flat or Private Dwelling House towards the total management charges and/or ground rent of the Block of Flats or housing development

#### Theft of Keys

The reference to £1,000 in Extension 3 g) of Section 1 – The Buildings is deleted and replaced by £2,500

#### Loss of Metered Water

The reference to £5,000 in Extension 3 h) of Section 1 – The Buildings is deleted and replaced by £25,000

#### Tree Felling or Lopping

The reference to £500 in Extension 3 k) of Section 1 – The Buildings is deleted and replaced by £1,000

Part 6 of Section 1 – The Buildings is deleted and replaced by the following

#### Empty Blocks of Flats/Unoccupied Private Dwelling Houses

- We must be notified immediately in writing whenever a Block of Flats or Private Dwelling House becomes empty
- We will not pay for any claim arising under paragraphs c) (Malicious Damage) g) (Escape of Water) h) (Damage to Water Installations) i) (Theft) of the Perils Insured and paragraph d) (Glass) of the Extensions if any Block of Flats or Private Dwelling House(s) is/are left without an occupant for more than 30 consecutive days unless:

#### i) Either

a) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the water system (including the central heating system) is drained

or

b) during the months of April to September (inclusive) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the central heating system is put into effective operation for at least a minimum of 4 hours in every 24 hours with those services not necessary for its operation turned off/drained

ii) The Block of Flats or Private Dwelling House(s) is/are visited and inspected internally and externally at least once during each week by You or on Your behalf

Special Clause f) is added to Section 1 – The Building as follows –

f) Joint Insured

Any lessee is indemnified as joint insured in respect of Section 1 – The Buildings but not unless there is a lease requirement for them to be joint Insured

Landlords Gardening Equipment

The reference to £1,000 in Extension c) of Section 2 – The Contents of Communal Parts is deleted and replaced by £10,000

Additional Persons Insured

The following is added to Extension 1 of Section 3 – Public Liability

d) the management company owned by the landlord and/or renting tenants and/or leasehold or freehold occupiers

The following is added to Section 3 – Public Liability

Extension - Managing Agents

At your request, we will cover the legal liability of your managing agent arising from the performance of duties under the terms of your agreement with the managing agent(s) in connection with the business.

The cover will apply only to the extent that it would have applied had the claim been made against you and we will not cover claims

1. for loss of or damage to property let or managed by the managing agent or any property for which the managing agent is responsible
2. caused by or arising from any breach of professional duty in relation to the letting or management of property

The amount payable by us in total, on behalf of all entitled to cover, shall not in any circumstances exceed the limit of indemnity shown in your schedule as a result of this endorsement.



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AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the FCA's register by visiting the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0800 111 6768

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## Your Policy

*The Company in consideration of the payment of the premium shall provide insurance against loss destruction damage or liability occurring at any time during the period of insurance (or any subsequent period for which the Company accepts a renewal premium) in accordance with the Sections of the Policy shown as operative in the Schedule subject to the exclusions, provisions and conditions of the Policy*

*The Policy and the Schedule should be read together as one contract and the Proposal Form/Statement of Fact made by You is the basis of the contract*

### **Important**

We recommend You read this Policy together with Your schedule to ensure that it meets with Your requirements. Should You have any queries please contact Us or Your insurance adviser

Your attention is drawn to the Complaints procedure (Making a Complaint) on page 29

### **The law applicable to this Policy**

You and We can choose the law which applies to this Policy. We propose that the Law of England and Wales apply. Unless We and You agree otherwise, the Law of England and Wales will apply to this Policy

## Important Helplines

|                           |                         |                                                                                                                                                                                                                                                                                     |
|---------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Glass Replacement Service | <b>0870 870 7171*</b>   | A quick and efficient repair/replacement service is available 24 hours a day 365 days a year                                                                                                                                                                                        |
| Legal and Tax Advice      | <b>0870 241 8178**</b>  | Our confidential legal and tax advice line. Please quote AXA Commercial when You call                                                                                                                                                                                               |
| Emergency Helpline        | <b>0870 241 8178***</b> | Our 24 hour emergency helpline. Please quote AXA Commercial when You call. We will provide details of reputable contractors who will be able to help<br><br>If connected to a potential claim please follow the Claims notification condition and Claims procedures condition first |

\* The Glass replacement service is provided by Glassolutions, Waterlands, Meadows Road, Brookfields Park, Manvers, Rotherham, S63 5DJ

\*\* The telephone legal and tax advice is provided on behalf of Arc Legal Assistance Ltd by Irwin Mitchell Solicitors and can advise on general UK law and taxation

\*\* Tax telephone advice provided by Irwin Mitchell Solicitors may involve the use of external accountants to provide tax telephone advice

\*\* Arc Legal Assistance Ltd make no additional charge for providing these services

\*\*\* The emergency assistance helpline is provided on behalf of Arc Legal Assistance Ltd by AXA Assistance UK. Arc Legal Assistance Ltd make no additional charge for providing these services

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Their Firm Reference Number is 305958

Irwin Mitchell LLP is a limited liability partnership registered in England and Wales, with number OC343987, and is authorised and regulated by the Solicitors Regulation Authority  
Telephone calls may be monitored and recorded

## Definitions

*Wherever the following words and phrases appear in the Policy they will always have these meanings*

### **Block of Flats**

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The building(s) of the Block(s) of Flats shown in the schedule including domestic outbuildings greenhouses landlords fixtures and fittings swimming pools and tennis courts squash courts walls gates fences hedges paved terraces patios paths and drives all on the same premises and in addition any private garages owned and used in connection with the Block of Flats

Unless shown differently in the schedule the Flats are of Standard Construction

### **Business**

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Owners of and/or the organisation and management of the Block of Flats or the Private Dwelling House

### **Contents of Communal Parts**

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Furniture and all other property belonging to You or for which You are responsible in or on the stairs halls and other communal parts of the Block of Flats but not the contents of individual Flats themselves

### **Damage**

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Loss destruction or damage

### **Private Dwelling House**

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A building shown on the schedule occupied solely as a private residential dwelling including domestic outbuildings greenhouses landlords fixtures and fittings swimming pools and tennis courts squash courts walls gates fences hedges paved terraces patios paths and drives all on the same premises and in addition any private garage(s) owned and used in connection therewith

Unless shown differently in the Schedule the Private Dwelling House is of Standard Construction

### **Employee**

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- a) Any person under a contract of service or apprenticeship with You
- b) Any person who is hired to or borrowed by You
- c) Any person engaged in connection with a work experience or training scheme
- d) Any labour master or person supplied by him
- e) Labour only sub-contractors and persons engaged by them
- f) Any self-employed person working on a labour only basis under Your control/ supervision
- g) Any voluntary helper

while working for You in connection with the Business

### **Flat**

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A self contained unit of residential accommodation forming part of the Block of Flats

### **Injury**

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Bodily injury death disease illness or nervous shock

### **Money**

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Cash bank or currency notes cheques personal bank cash guarantee and credit cards postal orders postage stamps which are not part of a collection trading stamps Premium Bonds National Savings stamps or certificates luncheon vouchers record book or similar tokens

### **Offshore**

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From the time of embarkation onto a conveyance at the point of final departure from land to any offshore rig or any offshore platform and until such time of disembarkation from any conveyance onto land upon return from any offshore rig or any offshore platform

### **Proposal**

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The Proposal Form/Statement of Fact You have completed and any other information given to Us by You or on Your behalf

This is the basis of the contract between You and Us

### **Resident**

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The owner lessee or tenant of any Flat or Private Dwelling House and any member of his/her family permanently residing with him/her

### **Standard Construction**

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Mainly brick stone or concrete built and mainly roofed with slates tiles metal asbestos asphalt or concrete

### **Non Standard Construction**

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Constructed of materials other than those detailed in the definition Standard Construction

### **Sum Insured**

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The amount of cover which represents:

In respect of Section 1 – the full cost of rebuilding the Block of Flats or Private Dwelling House in the same form style and condition as new plus a reasonable amount for architects surveyors and legal fees debris removal costs and other costs to comply with government or local authority requirements

It should be noted that the rebuilding cost in areas of high property values may be different from the market value

In respect of Section 2 – the full cost of replacement as new of the Contents of Communal Parts

### **Territorial Limits**

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Great Britain Northern Ireland the Channel Islands or the Isle of Man other than Offshore

### **AXA Insurance, Company, We, Us, Our**

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AXA Insurance UK plc

### **You/Your**

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The person people or manager on behalf of the individual owners shown in the schedule as the Insured

## Section 1 – The Buildings

### 1 What is Insured?

The Block of Flats or Private Dwelling House is insured against Damage by the following perils. If more than one Block of Flats or Private Dwelling House is insured by the Policy any exclusion or limitation applies separately to each Block of Flats or Private Dwelling House.

### 2 Perils Insured

- a) Fire smoke explosion lightning or earthquake
- b) Riot civil commotion labour and political disturbances and strikes
- c) Malicious damage and vandalism but not:
  - Damage by any Resident to the Flat or Private Dwelling House in which he/she resides
  - Damage by You any member of Your family or any Employee
- d) Impact by
  - i) aircraft or other aerial devices or anything dropped from them
  - ii) vehicles
  - iii) trains
  - iv) animals but not:
    - Damage by domestic pets
  - v) falling trees or branches
  - vi) falling aerials or masts
  - vii) falling television satellite dishes
- e) Storm or flood but not:
  - Damage by frost
  - Damage to outdoor swimming pools tennis courts paved terraces patios fences gates paths and drives
- f) Subsidence or heave of any part of the site on which the Block of Flats or Private Dwelling House stands or landslip but not:
  - Damage to outdoor swimming pools tennis courts paved terraces walls gates fences patios paths and drives unless the main building of the Block of Flats or Private Dwelling House is damaged at the same time by the same cause
  - Damage caused within ten years of construction by
    - i) the normal settlement or bedding down of new structures
    - ii) the settlement of made up ground or of materials brought to the site
  - Damage caused by
    - i) coastal or river erosion
    - ii) defective design or workmanship or the use of defective materials
  - Damage to solid floor slabs or Damage resulting from their movement unless the foundations beneath the outside walls of the main building of the Block of Flats or Private Dwelling House are damaged at the same time by the same cause
  - Damage resulting from
    - i) demolition construction structural alteration or repair of any property or
    - ii) groundworks or excavation at the Block of Flats or Private Dwelling House
- g) Bursting or leaking of water apparatus and the escape of water from or the freezing of any fixed domestic water or heating installation but not:
  - Damage caused by wet or dry rot rust corrosion or other wear tear and deterioration
- h) Damage to any fixed domestic water or heating installation caused by its own forcible and violent bursting but not:
  - Damage caused by rust corrosion or other wear tear and deterioration

- i) Theft or attempted theft but not:
  - Damage by You or Your family or any Employee
- j) Escape of oil from any fixed domestic oil heating installation
- k) Any other accidental loss or damage but not:
  - wear tear deterioration atmospheric or climatic conditions settlement shrinkage drying out wet or dry rot vermin woodboring insects fungus or any gradually operating cause
  - everything excluded under Perils Insured a)-j) and paragraph 3
  - cost of maintenance or routine decoration
  - faulty workmanship or design or the use of faulty materials
  - Damage to the buildings or any part of them arising from construction structural alteration or repair or demolition
  - sudden and unforeseen Damage to property which is insurable under an engineering insurance policy
- b) Pipes Cables and Drains
 

the cost of repairing accidental damage to cables underground pipes and drains (and their inspection covers) serving the Block of Flats or Private Dwelling House but not:

  - Damage which You are not legally responsible to repair
  - Damage caused by rust corrosion or other wear and tear
- c) Trace and Access
 

the reasonable costs necessarily incurred by You in locating the source and subsequent making good of Damage under paragraph 2g) and paragraph 3b) but not:

  - any amount in excess of £5,000 in respect of any one Block of Flats or Private Dwelling House
  - any amount in excess of £25,000 in any one year of insurance
- d) Breakage of Glass and Sanitary Fixtures
 

accidental breakage in the Block of Flats or Private Dwelling House of solar glass heating panels fixed glass and sanitary fixtures but not:

  - Damage which is not accidental and unforeseen

### **3 Extensions**

The Policy will pay for

- a) Additional Expenses
 

the necessary expenses You incur for rebuilding or repairing the Block of Flats or Private Dwelling House as a result of Damage insured by this Policy namely

  - i) architects surveyors and legal fees
  - ii) the costs of clearing debris from the site or demolishing or shoring up the Block of Flats or Private Dwelling House
  - iii) other costs to comply with government or local authority requirements
- e) Loss of Rent and Alternative Accommodation Expenses
  - i) rent (including ground rent and management charges) You should pay or should have received but have lost
  - ii) the costs of reasonable alternative accommodation and temporary storage of Your furniture
  - iii) the cost of reasonable accommodation in kennels or catteries for Your dogs and cats

while

  - iv) Your Flat or Private Dwelling House is unfit to live in or

- v) access to Your Flat or Private Dwelling House is denied  
as a result of Damage insured by this Policy but not:
- any amount in excess of 20% of the Sum Insured
- but in respect of each individual Flat or Private Dwelling House the payment made may be adjusted according to the percentage contribution made by each Flat or Private Dwelling House towards the total management charges and/ or ground rent of the Block of Flats or housing development
- f) Damage to Landscaped Gardens  
Damage done to landscaped gardens by the Emergency Services in attending the Block of Flats or Private Dwelling House due to Damage insured by this Policy but not:
- any amount in excess of £25,000 in any one year of insurance
- g) Theft of Keys  
the reasonable costs necessarily incurred in replacing external door locks at the Block of Flats or Private Dwelling House including external door locks for individual Flats following loss of keys by
- i) theft from the Block of Flats, individual Flats Private Dwelling House or Registered Office or from the home of  
or  
ii) theft following hold-up whilst such keys are in the personal custody of  
You or any Employee authorised to hold such keys  
but not:
- any amount in excess of £1,000 in respect of any one Block of Flats or Private Dwelling House
  - any amount in excess of £25,000 in any one year of insurance
- h) Loss of Metered Water  
the unit cost of metered water at the current rate per cubic metre consumed as a direct result of Damage arising under paragraph 2g) but not:
- any amount in excess of £5,000 in respect of any one claim
- i) Closed Circuit Televisions  
the cost of repairing accidental damage to closed circuit television systems at the Block of Flats or Private Dwelling House but not:
- any amount in excess of £5,000 in respect of any one claim
- j) Removal of Nests  
the cost of removing wasps or bees nests from the Block of Flats or Private Dwelling House  
but not:
- any amount in excess of £250 in respect of any one claim
- k) Tree Felling or Lopping  
the cost of felling or lopping trees at the Block of Flats or Private Dwelling House which are an immediate threat to the safety of life or property as a result of Damage by paragraphs a)-j) of the Perils Insured  
but not:
- any amount in excess of £500 in respect of any one claim
  - any amount in excess of £2,500 in any one period of insurance
- l) Unauthorised Occupation  
If during the period of insurance unauthorised persons take possession keep possession or occupy the Block of Flats Your Flat or Your Private Dwelling House

We will pay

- i) the costs You incur in terminating such unauthorised use
- ii) the cost of metered electricity gas or water for which You are legally responsible arising from such unauthorised use but not any amount
  - in excess of £5,000 in respect of any one Flat or Private Dwelling House
  - in excess of £25,000 in the aggregate in any one period of insurance

#### **4 Claims Settlement**

- a) If the Block of Flats or Private Dwelling House is damaged by any Peril Insured then We will either
  - i) pay for the rebuilding or repair or
  - ii) make a money payment instead provided that
  - iii) the Sum Insured when the Block of Flats or Private Dwelling House is damaged is sufficient to rebuild it
  - iv) the property has been maintained in a good state of repair
- b) In the event of Damage to matching sets groups and collections We will not pay for the cost of replacing an undamaged or unbroken item or parts of items forming part of a set suite or other article of uniform nature colour or design where Damage or breakage occurs within a clearly identifiable area to a specific part and replacements cannot be matched
- c) The maximum amount payable in any period of insurance in respect of Damage to the Block of Flats or Private Dwelling House by a)-j) of the Perils Insured plus Additional Expenses shall not exceed the Sum Insured shown in the schedule as adjusted in accordance with the Inflation Protection and Extensions and Alterations clauses and any amount excluded under the Perils Insured

#### **5 Maintenance**

You must keep the Block of Flats or Private dwelling House in a good state of repair

#### **6 Empty Blocks of Flats/ Unoccupied Flats/Unoccupied Private Dwelling Houses**

- We must be notified immediately in writing whenever a Block of Flats or Private Dwelling House becomes empty
- We will not pay for any claim arising under paragraphs c) (Malicious Damage) g) (Escape of Water) h) (Damage to Water Installations) i) (Theft) of the Perils Insured and paragraph d) (Glass) of the Extensions if any Flat(s) or Private Dwelling House(s) is/are left without an occupant for more than 30 consecutive days unless:
  - i) Either
    - a) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the water system (including the central heating system) is drained
    - or
    - b) during the months of April to September (inclusive) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the central heating system is put into effective operation for at least a minimum of 4 hours in every 24 hours with those services not necessary for its operation turned off/drained
  - ii) The Flat(s) or Private Dwelling House(s) is/are visited and inspected internally and externally at least once during each week by You or on Your behalf

## **7 Special Clauses**

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a) Extensions and Alterations

If during the period of insurance the value of the Block of Flats Your Flat or Your Private Dwelling House is increased because You have built an extension or have carried out other alterations We will automatically cover the value of these extensions and alterations provided they do not exceed 10% of the Sum Insured by this Section

We will not charge the extra premium during the period of insurance but You must advise Your broker or agent of the value of the extensions or alterations prior to the renewal date of the Policy

b) Reinstatement of Sum Insured

In the event of loss We will reinstate the Sum Insured from the date of any loss unless We give written notice to the contrary You may be required to pay some extra premium

c) Sale of Property Insured

If You have made a contract We will give the buyer the benefit of this Policy up to the date of completion provided the Flat Block of Flats or Private Dwelling House is not otherwise insured

d) Mortgage or Other Interests

The interest of the owner(s) mortgagee(s) lessor(s) or other interested parties in each individual Flat or Private Dwelling House insured by this Policy is noted You will be required to tell Us of these in the event of a claim

In addition We will protect the interest of the mortgagee(s) or lessor(s) in the event of any act or neglect of the mortgagor(s) or lessee(s) or occupier(s) of any Flat or Private Dwelling House where the risk of Damage is increased without the authority or knowledge of the mortgagee(s) or

lessor(s) provided the mortgagee(s) or lessor(s) shall tell Us in writing immediately they become aware thereof and pay any reasonable extra premium We may require

e) Inflation Protection

The Sum Insured on the Block of Flats or Private Dwelling House will be adjusted monthly in step with the Household Rebuilding Cost Index prepared by the Association of British Insurers We will not charge extra premium on monthly changes but when We invite You to renew We will do so for the final Sum Insured which will be based on the latest index figures available when the renewal invitation is prepared

In the event of a claim We will continue to adjust the Sum Insured during the period required to rebuild up to a maximum of three years provided that

- i) the Sum Insured at the date of loss is sufficient to rebuild the Block of Flats or Private Dwelling House
- ii) the rebuilding or repair is carried out without delay

## Section 2 – The Contents of Communal Parts

### 1 What is Insured?

The Contents of Communal Parts are insured against Damage by the Perils Insured but not:

- landlords fixtures and fittings which We insure under Section 1
- articles of gold silver or other precious metals jewellery or furs clothing and personal effects
- Money (other than Money covered in Extension 3(b)) bills of exchange and promissory notes securities or documents of any kind
- any one curio picture or other work of art valued in excess of £1,000
- property which is insured by another policy
- property in the open
- pets and livestock
- motor vehicles caravans boats trailers or accessories in them or attached to them
- property in individual Flats or Private Dwelling Houses

### 2 Perils Insured

- a) Fire smoke explosion lightning and earthquake
- b) Riot civil commotion labour and political disturbances and strikes
- c) Malicious damage and vandalism but not:
  - Damage by You or Your family a Resident or any Employee
- d) Impact by
  - i) aircraft or other aerial devices or anything dropped from them
  - ii) vehicles
  - iii) trains
  - iv) animals but not:
    - Damage by domestic pets

- v) falling trees or branches
  - vi) falling aerials or masts
  - vii) falling television satellite dishes
- e) Storm or flood
  - f) Subsidence or heave of the site on which the Block of Flats or Private Dwelling House stands or landslip
  - g) Escape of water from or the freezing of fixed domestic water or heating installations
  - h) Theft or attempted theft but not:
    - loss by deception unless entry is gained by deception
    - Damage by You or Your family a Resident or any Employee
    - Damage to any portion of the Block of Flats or Private Dwelling House used for business or trade purposes other than Your Business
  - i) Escape of oil from any fixed domestic heating installation
  - j) Any other accidental damage but not:
    - everything excluded under a)-i) of the Perils Insured and Paragraph 1
    - Damage caused by wear tear gradual deterioration cleaning dyeing restoring light or atmosphere parasites or vermin mechanical or electrical breakdown or derangement adjustment or repair to any machine or misuse
    - sudden and unforeseen Damage to property which is insurable under an engineering insurance policy

### **3 Extensions**

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The Policy will pay for

a) Accidental Breakage in the Communal Parts of

- i) fixed glass in furniture but not:
- glass in pictures and clocks

ii) fixed glass in mirrors

iii) glass tops to furniture and glass in shelves

b) Money

Loss from any cause of Money held by members of the Management Committee of the Residents Association for the benefit of individual flat/private dwelling house owners

i) whilst in any locked safe or locked drawer in any Flat in the Block of Flats or Private Dwelling House within a housing development

ii) whilst in transit within the Territorial Limits up to a maximum amount of £1,000

but not loss

- arising from fraud or dishonesty unless such loss is discovered within 14 clear days of the occurrence
- from unattended vehicles
- due to accounting or clerical errors

c) Landlords Gardening Equipment

Damage by the Perils Insured to landlords gardening equipment whilst in any locked outbuilding at the Block of Flats or housing development

but not:

- theft when entry is not gained or exit made by forcible and violent means
- any amount in excess of £1,000

### **4 Claims Settlement**

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If the Contents of the Communal Parts are damaged by any Peril Insured then We will pay the full cost of replacing the articles stolen or destroyed as new provided that the Sum Insured when the Contents of Communal Parts are damaged is sufficient to replace them as new

### **5 Inflation Protection**

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The amount of the Sum Insured in excess of £20,000 will be adjusted monthly in step with the rate of inflation

We will not charge You extra premium on monthly changes but when We invite You to renew We will do so for a Sum Insured based on the latest inflation figure available when the renewal invitation is prepared

## Section 3 – Public Liability

### 1 Who is Insured?

You are insured against all sums that You shall become legally liable to pay as damages and claimants costs and expenses arising out of

- a) accidental Injury to any person
- b) accidental loss of or Damage to material property

occurring during the period of insurance and happening in connection with the Business within the Territorial Limits

The most We will pay for claims for one accident or series of accidents from one cause is the Limit of Indemnity shown in the schedule plus other costs incurred with Our written consent, but not:

- Injury to any Employee
- Damage to property which is owned leased let rented hired or lent or which is the subject of a bailment to You
- Injury loss or Damage caused by or in connection with or arising out of the ownership possession or use by You or on Your behalf of
  - i) any vessel or craft (other than hand-propelled boats or pontoons) devised or intended to float on or in or to travel on or through water or air
  - ii) any mechanically-propelled vehicle or trailer attached thereto except use within the grounds of the Block of Flats or Private Dwelling House of any such vehicle not licensed for road use and not constructed for the conveyance of passengers

provided that no other policy covers the liability This exception shall not apply to liability for accidents arising beyond the limits of the carriageway or thoroughfare in connection with the bringing of the load to any vehicle for loading thereon or the taking away of the load from any vehicle after unloading therefrom by any person other than the driver or attendant of the vehicle

- liability arising from any agreement unless liability would have attached in the absence of such agreement

In addition We will pay

- a) all other costs and expenses incurred with Our written consent
- b) the legal costs and expenses incurred with Our written consent for the defence of prosecutions brought under Sections 36 or 37 of the Health and Safety at Work etc Act 1974 or any alleged offence as detailed in Section 33(1) (a) (b) or (c) of the Act or under Health and Safety at Work (Northern Ireland) Order 1978 under Article 31 including legal costs and expenses incurred with Our consent in an appeal against conviction arising from such proceedings provided that the proceedings relate to the health safety and welfare of persons other than Employees but not:
  - fines or penalties
  - legal costs or expenses insured by any other policy

**2 Extension 1 –  
Additional Persons Insured**

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We will also insure in the terms of this Section

- a) Your legal personal representatives in the event of Your death
- b) the owner or lessee of any Flat or Private Dwelling House
- c) if You so request any of Your directors or Employees as though each had been insured separately provided that
  - i) such persons observe the terms of the Policy insofar as they can apply
  - ii) We retain the sole conduct and control of all claims
  - iii) the most We will pay for claims for one accident or series of accidents from one cause is the Limit of Indemnity shown in the schedule plus other costs incurred with Our written consent, but not:
    - liability of any Resident incurred solely as occupier of his/her Flat or Private Dwelling House
    - liability of Your directors or Employees for which You would not have been covered if the legal action had been brought against You

**3 Extension 2 –  
Defective Premises Act**

---

We insure (subject otherwise to the terms of this Policy Section) Your liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in respect of

- i) the parts of any Block of Flats and any Private Dwelling Houses formerly owned or leased by You and occupied solely for private residential purposes
- ii) any private dwelling formerly owned or leased by the owner or lessee of any Flat provided that
  - a) at the time of the incident giving rise to the liability You have sold that private dwelling or Flat but not:
    - Damage to the premises disposed of
  - b) no other policy covers the liability

The cover under this extension continues for seven years from the date of disposal of the premises provided You do not have this cover under another policy

**4 Extension 3 – Cross Liabilities**

---

If more than one person is referred to in the schedule each person shall be considered as a separate and distinct entity and cover shall be construed as applying to each person as though each had been insured separately provided that

the most We will pay for claims for one accident or series of accidents from one cause is the Limit of Indemnity shown in the schedule plus other costs incurred with Our written consent

## Section 4 – Employers Liability

### 1 Who is Insured?

You are insured against all sums which You become legally liable to pay in respect of accidental Injury sustained during the period of insurance by any Employee and arising out of and in the course of employment by You in connection with the Business within the Territorial Limits or elsewhere in the world where any Employee may be working temporarily provided that any action for damages is brought against You in a Court of Law within the Territorial Limits, but not:

- so far as concerns
  - i) liability of any principal
  - ii) liability assumed by You under agreement and which would not have attached in the absence of agreement
- liability directly or indirectly arising from
  - i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - ii) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

The most We will pay under this Section for damages together with costs and expenses shown below in respect of any one claim against You or series of claims against You arising out of one event shall not exceed the amount shown in the Schedule Costs and expenses shall mean:

- 1) costs and expenses of claimants for which You are legally responsible
- 2) all other costs and expenses You have to pay provided that We have agreed to pay such costs and expenses in writing
- 3) the legal costs of defending in any court of summary jurisdiction any proceedings brought against You in respect of a breach or alleged breach of any statutory duty resulting in Injury that may be the subject of a claim
- 4) the legal costs and expenses incurred with Our written consent and costs awarded against You arising in connection with a prosecution (including an appeal against any conviction resulting from a prosecution) as a result of an alleged offence occurring during the period of insurance under the Health and Safety at Work etc Act 1974 or similar safety legislation of Great Britain Northern Ireland the Channel Islands or the Isle of Man provided that the proceedings relate to the health safety or welfare of any Employee but not:
  - fines or penalties
  - legal costs or expenses insured by any other policy

## **2 Additional Persons Insured**

---

We will also insure in the terms of this Section

- i) Your legal personal representatives in the event of Your death
- ii) any principal in respect of the liability of such principal arising out of the performance by You or any agreement entered into by You for the performance of work for such principal to the extent required by such agreement

and if You so request

- iii) the owner or lessee of any Flat or Private Dwelling House
- iv) any of Your directors or Employees
- v) any of Your directors or senior officials in respect of private work undertaken by any Employee for such director or senior official

provided that

- a) the claim relates to Injury to an Employee and is such that You would have been entitled to an indemnity had the claim been made against You
- b) such persons observe the terms of the Policy insofar as they can apply
- c) We retain the sole conduct and control of all claims

## **3 Recovery of Payments**

---

The cover provided under this Policy Section is in accordance with the provisions of any law relating to the compulsory insurance of liability to Employees within the Territorial Limits but You shall repay to Us all sums paid by Us which We would not have been liable to pay but for the provisions of such law

## **4 Vehicle Exclusion**

---

This Section does not provide an indemnity in respect of any liability for which compulsory motor insurance or security is required under the Road Traffic Act 1988 as amended by the Motor Vehicle (Compulsory Insurance) Regulations 1992 and the Road Traffic (Northern Ireland) Order 1981 as amended by the Motor Vehicle (Compulsory Insurance) Regulations (Northern Ireland) 1993 or any other compulsory Road Traffic Act legislation

## Section 5 – Terrorism

*Only applicable if this Section is shown as operative in the Schedule*

### **Terrorism Insurance**

In consideration of the payment of the Premium in respect of the Period of Insurance the cover provided under Sections 1 and 2 of this policy is extended to include Damage occasioned by or happening through or in consequence of Terrorism as hereinafter defined for the purposes of this Section

Terrorism is defined for the purposes of this Section only as

1. An act of any person(s) acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of any government de jure or de facto as certified by Her Majesty's Government or H M Treasury or any successor relevant authority

or

2. An act of any person(s) acting alone and not on behalf of or in connection with any organisation who carries out activities directed towards the overthrowing or influencing by force or violence of any government de jure or de facto and such act not being certified by Her Majesty's Government or HM Treasury or any successor relevant authority and in the event of any challenge to such non-certification the refusal to certify being upheld by a Tribunal ruling confirming such non-certification

Provided always that the insurance provided by this Section is:

- A) in respect only of the insurance provided by paragraph 1 of this Section not subject to the Policy Exclusions but is subject to the following War and Allied Risks exclusion:

Damage occasioned by riot civil commotion war invasion act of foreign enemy hostilities (whether war is declared or not) civil war rebellion revolution insurrection or military or usurped power nationalisation confiscation requisition seizure or destruction by the government or any public authority

- B) in respect only of the insurance provided by paragraph 2 of this Section not subject to Policy Exclusion 7 (Terrorism etc)

- C) subject to the following additional exclusions:

### **1 Electronic Risks Exclusion**

This insurance does not cover any losses whatsoever directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from Damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether Your property or not where such Damage is caused by Virus or Similar Mechanism or Hacking or Denial of Service Attack

For the purposes of this exclusion the following definitions shall apply

#### **Virus or Similar Mechanism**

Virus or Similar Mechanism means program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs data files or operations whether involving self-replication or not The definition of Virus or Similar Mechanism includes but is not limited to Trojan horses worms and logic bombs

**Hacking**

Hacking means unauthorised access to any computer or other equipment or component or system or item which processes stores transmits or retrieves data

**Denial of Service Attack**

Denial of Service Attack means any actions or instructions constructed or generated with the ability to damage interfere with or otherwise affect the availability of networks network services network connectivity or information systems Denial of Service Attacks include but are not limited to the generation of excess traffic into network addresses the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks

**2 Excluded Property**

---

This insurance does not cover any losses whatsoever directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from Damage in respect of:

- i) any property located outside England Wales and Scotland
  - ii) any nuclear installation or nuclear reactor
  - iii) any property which is specifically excluded elsewhere in this policy
  - iv) any property which is insured by or would but for the existence of this policy be insured by any form of transit aviation or marine policy
- D) subject to the following additional policy terms and conditions:
- 1) In any action or other proceedings where We allege that any Damage is not covered by this Section the

burden of proving that such Damage is covered shall be upon You

- 2) Except where otherwise indicated in this Section the insurance provided by this Section is subject to all the terms definitions exclusions conditions and provisions of this Policy Subject to any limits stated within this Section Our liability in respect of all losses arising out of any one occurrence and in the aggregate in any one period of insurance shall not exceed the limits as otherwise specified under this Policy

- E) in respect only of the insurance provided by paragraph 2 of this Section subject to the following additional policy term:

Our liability in respect of Damage directly or indirectly caused by contributed to by resulting from or arising out of or in connection with biological chemical or nuclear pollution or contamination will be subject to a limit of up to £25 million any one loss and in the aggregate during any one period of insurance

## Special Clauses

*Clause 1 applicable only if the Clause number is entered in the schedule Clause 2 applicable only if referred to in the schedule*

### **1 Temporary Cover**

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The first premium has been calculated to take into account the cost of temporary cover (in accordance with particulars lodged with Us) pending this Policy being issued

### **2 Long Term Agreement**

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The discount shown in the schedule is allowed off the net premiums on this Policy in consideration of You having given an undertaking expiring on the date stated in the schedule to offer annually the insurance under this Policy on the terms and conditions in force at the expiry of each period of insurance and to pay the premium annually in advance it being understood that

- a) We shall be under no obligation to accept an offer made in accordance with the above-mentioned undertaking
- b) the Sum Insured may be reduced at any time to correspond with any reduction in value

The above-mentioned undertaking applies to any policy (or policies) which may be issued by Us in substitution for this Policy and the same discount shall be allowed off the net premium on any substituted policy or policies issued by Us

Payment of the premium due at the expiry date shown in the schedule shall mean You accept the terms of this clause

## Exclusions

### **1 War and Nuclear Risks**

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Sections 1 2 and 3 of this Policy do not cover

- a) Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any legal liability of whatsoever nature directly or indirectly caused by or arising from
  - i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - ii) the radioactive toxic or explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- b) any contingency occasioned by or happening through war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

### **2 Date Recognition**

---

Sections 1, 2 and 3 of this Policy shall not apply to any claim directly or indirectly caused by or contributed to by or arising from the failure of any computer or other equipment data processing service product microchip micro processor integrated circuit embedded chip or similar device computer software program or process or any other electronic system or any design or advice in connection with any of the foregoing irrespective of ownership possession or use and whether occurring before during or after the Year 2000

- i) correctly to recognise any date as its true calendar date
- ii) to capture save or retain and/or correctly to manipulate interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date

- iii) to capture save or retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer software being a command which causes the loss of data or the inability to capture save retain or correctly to process such data on or after any date

but this shall not exclude in respect of Sections 1 (Buildings) & 2 (Contents) subsequent Damage not otherwise excluded which itself results from fire lightning explosion theft aircraft or other aerial devices or articles dropped therefrom riot civil commotion labour and political disturbances and strikes malicious damage earthquake storm flood escape of water from any tank apparatus or pipe or impact by any road vehicle train or animal provided such contingency is insured by the Section

### **3 Pressure Waves**

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Sections 1 and 2 of this Policy do not cover Damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds

### **4 Diminution of Value**

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Sections 1 and 2 of this Policy do not cover diminution of market value beyond the cost of repair or replacement

### **5 Pollution and Contamination**

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- a) Section 3 of this Policy excludes all liability in respect of Pollution or Contamination other than caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance

All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place

- b) Our liability under Section 3 of this Policy for all compensation payable in respect of all Pollution or Contamination which is deemed to have occurred during the period of insurance shall not exceed in the aggregate the Limit of Indemnity stated in the schedule
- c) For the purpose of this Exclusion Pollution or Contamination shall be deemed to mean
  - i) all Pollution or Contamination of buildings or other structures or of water or land or the atmosphere
  - and
  - ii) all loss or damage or injury directly or indirectly caused by such Pollution or Contamination

## **6 Pre existing Damage Liability or Injury**

This Policy does not cover Damage liability or Injury occurring before the cover under Your Policy started

## **7 Terrorism Exclusion**

**(Applicable to Sections 1 and 2)**

This Policy does not cover loss damage cost or expense of whatsoever nature directly or indirectly caused by resulting from or in connection with:

1. Any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
2. Any action taken in controlling preventing suppressing or in any way relating to any act of Terrorism
3. Civil commotion occurring in Northern Ireland

If We allege that by reason of this exclusion any loss damage cost or expense is not covered by this Section of the Policy the

burden of proving the contrary shall be upon You In the event any portion of this exclusion is found to be invalid or unenforceable the remainder shall remain in full force and effect

### **Definition – Terrorism**

For the purpose of this exclusion an act of Terrorism shall mean an act including but not limited to the use of force or violence and or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or governments(s) committed for political religious ideological or similar purposes including the intention to influence any government and or put the public or any section of the public in fear

### **War and Terrorism Cover Amendment Clause**

**(Applicable only to Section 3)**

The insurance provided by this Section is subject to the following:

1. Our liability under this Section for all damages costs and expenses payable in respect of all occurrences of Terrorism during any one Period of Insurance shall not exceed in the aggregate the sum of £2,000,000 or the Limit of Indemnity shown in the Schedule whichever is the lesser
2. Notwithstanding paragraph 1 above the indemnity will not apply to legal liability of whatsoever nature directly or indirectly caused or occasioned by or happening through or in consequence of Terrorism or any action taken in controlling preventing suppressing or in any way relating to Terrorism
  - a) arising by through or in connection with
    - i) the provision of police fire or security services of any kind

- ii) any public or private utility including telecommunications electricity gas water radio and television
  - iii) public transport services whether rail road sea or air
- b) arising out of the ownership operation or occupation of or work in at or on
  - i) airports airfields ports rail or underground stations freight or passenger terminals
  - ii) government military or local authority establishments
  - iii) buildings of more than 20 floors in height including basements and underground car parks
  - iv) facilities for the manufacture processing refining distribution or storage of liquid or gaseous fuel oil petrochemical chemicals explosives or ammunition
  - v) tunnels bridges viaducts aqueducts dams river or sea defences
  - vi) schools colleges universities or places of education or religious worship
  - vii) sports stadiums theatres or entertainment arenas amusement parks exhibition or conference halls

For the purpose of this Clause 'Terrorism' means an act or acts (whether threatened or actual) of any person or persons involving the causing or occasioning or threatening of harm of whatsoever nature and by whatever means made or claimed to be made in whole or in part for political religious ideological or similar purposes

**War and Terrorism Cover  
Amendment Clause**

**(Applicable only to Section 4)**

Our liability under this Section for damages costs and expenses payable in respect of any one claim against You or series of

claims against you arising out of one event shall not exceed £5,000,000 This limitation shall only apply in respect of any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from War Civil War Terrorism or Political Risk as defined

For the purposes of this Clause 'War Civil War Political Risk' means war invasion act of foreign enemies hostilities or warlike operations (whether war be declared or not) civil war mutiny civil commotion assuming the proportions of or amounting to popular rising military rising insurrection rebellion revolution military or usurped power martial law confiscation or nationalisation or requisition or destruction of property by or under the order of Government or public or local authority Terrorism or any action in controlling preventing suppressing or in any way relating to any of the above

For the purposes of this Clause 'Terrorism' means an act or acts (whether threatened or actual) of any person or persons involving the causing or occasioning or threatening of harm of whatsoever nature and by whatever means made or claimed to be made in whole or in part for political religious ideological or similar purposes

**8 Computers and other  
Equipment Components  
or Systems**

---

Sections 1 and 2 of this Policy do not cover

- a) Damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether Your property or not where such Damage is caused by programming or operator error Virus or Similar Mechanism or Hacking

- b) Loss of Rent and Alternative Accommodation directly or indirectly caused by or arising from any programming or operator error Virus or Similar Mechanism or Hacking including where this results from the actions of malicious persons other than thieves

For the purposes of this Section Exclusion the following Definitions apply:

**Definitions**

- a) Virus or Similar Mechanism shall mean program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs data files or operations whether involving self replication or not

This Definition of Virus or Similar Mechanism includes but is not limited to Trojan horses worms and logic bombs

- b) Hacking shall mean unauthorised access to any computer or other equipment or component or system or item which processes stores transmits or retrieves data

**9 Excess Clause**

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We shall not be liable under the Perils Insured shown below for the first £100 of each and every loss in respect of wholly concrete floored Block of Flats or Private Dwelling Houses (increased to £250 in respect of timber floored Block of Flats or Private Dwelling Houses) after the application of any condition of Average

Section 1 – c e g h i and k

Section 2 – c e g h and j

We shall not be liable under Section 1 Peril f for the first £1,000 of each and every loss after the application of any condition of Average This clause does not apply if a higher amount has already been excluded

# Policy Conditions

## **1 Policy Terms**

---

You and everyone else insured under this Policy agree to the terms of this Policy in respect of anything that should or should not be done and the statements made and the answers in the Proposal/Statement of Fact are true and complete

If You break this Condition We may refuse to meet any claim

## **2 Precautions**

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You will be required to take all reasonable precautions to prevent a claim and must keep all the Property Insured in good condition and repair

## **3 Cancellation**

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### **Statutory Cancellation Rights**

You may cancel this Policy during the 14 days from receipt of the policy documents (new business) or the renewal date by giving notice in writing during this period to Your Insurance Adviser at the address shown in their correspondence or to the AXA Insurance address shown on Your Policy Schedule

There is no refund of premium in the event of a total loss claim However in all other cases We will retain an amount of premium in proportion to the time You have been on cover and refund the balance to You

In the event of a total loss if You are paying by instalments You will either have to continue with the instalment payments until the policy renewal date or We may at Our discretion deduct the outstanding instalments due from any claim payment made

### **Cancellation Outside The Statutory Period Your Rights**

You may cancel this Policy at any time by providing prior written notice to Your Insurance Adviser at the address shown in their correspondence or to the AXA Insurance address shown on Your Policy Schedule

Provided that there have been

- no claims made under the Policy for which We have made a payment
- no claim made under the Policy which is still under consideration
- no incident likely to give rise to a claim but is yet to be reported to Us

during the current Period of Insurance We will retain an amount of premium in proportion to the time You have been on cover and refund the balance to You

If a claim has been submitted or there has been any incident likely to give rise to a claim during the current Period of Insurance no refund for the unexpired portion of the premium will be given

### **Our Rights**

We may at any time give 21 days notice of cancellation by recorded delivery to Your last known address Any premium refund will be calculated in accordance with the above

In the event of non payment of the Premium this Policy will be regarded as being cancelled from the date when payment was due or the default date where premium is paid by instalments

## **4 Policy Administration Fees Condition**

---

We may charge You an administration fee if We

- make any changes to the Policy on Your behalf
- agree to cancel the Policy, or
- are requested to print and re-send the Policy documents to You

We will not make a charge without informing You

## **5 Instalments Clause**

If the premium on this Policy is payable by the Company's Budget Plan and You do not pay each instalment on the due date all cover under the Policy is cancelled automatically from the date such instalment was due or where statute requires the giving of prior notice the day following the expiry of such notice

If the premium on this Policy is payable by the Company's Budget Plan and during the current period of insurance:

- a claim has been made under the Policy for which We have made a payment
- a claim has been made under the policy which is still under consideration
- an incident has occurred which is likely to give rise to a claim but is yet to be reported to Us

the annual premium remains due in full. In such case monthly collections must continue or a one off payment be agreed to settle the outstanding amount

Where a one off payment is not made to settle the outstanding amount You must continue with the instalment payments. Alternatively we may deduct any outstanding instalments from any claim payment that may be due to You or payable on your behalf

Any instalments payments legitimately taken prior to the notification of cancellation of the Budget Plan agreement will be retained. Any refund of premium will be in respect of any subsequent collections taken between the time of notification and cancellation

## **6 Claims Procedure**

If You wish to make a claim or if something happens which may lead to a claim You must notify Us as soon as possible either to Our branch whose address appears in the schedule or through Your broker or agent whose address also appears in the schedule

If there has been malicious damage theft or attempted theft You must also tell the police immediately

You will be required to complete the claim form We supply and return it to Us within 30 days of the incident with all the supporting documents and proofs We require for example written estimates

If You receive a writ summons or other legal process regarding a claim under the Policy You must send it immediately to Us

You must give Us all the help and information necessary to settle or resist a claim against You or to help Us take action against someone else

If the above procedure is not followed You will break a Condition of the Policy and We may not meet Your claim

## **7 Control of Claims**

Do not admit deny negotiate or settle a claim without Our written consent However You should make temporary repairs to the Block of Flats or Private Dwelling House to prevent further Damage

## **8 Our Special Rights**

We may enter any part of the Block of Flats or Private Dwelling House affected by a claim and take possession of it

You cannot abandon the Block of Flats or Private Dwelling House to Us We may in Your name and on Your behalf take complete control of legal action

We may take legal action in Your name against any other person to recover any payment We have made under the Policy We will do this at Our expense

## **9 Contribution**

If at the time of a claim there is any other Policy covering anything insured under this Policy We shall be liable only for a proportionate share

## **10 Arbitration**

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If We admit liability for a claim but You cannot agree with Us the amount to be paid the disagreement will be referred to an arbitrator appointed jointly by You and Us in accordance with the law in force at the time You will not be able to take action in law against Us over this disagreement until the arbitrator has made his award

## **11 Fraud**

---

If You or anyone acting for You:

1. knowingly make a fraudulent or exaggerated claim under Your Policy
2. knowingly make a false statement in support of a claim (whether or not the claim itself is genuine) or
3. knowingly submit a false or forged document in support of a claim (whether or not the claim itself is genuine)

We will:

- a) refuse to pay the claim
- b) declare the Policy void, treating it as if it had never existed without any refund of premium and
- c) recover any sums that we have already paid under the Policy in respect of the claim and any previous claims

We may also inform the police of the circumstances

## Making a Complaint

*AXA Insurance aims to provide the highest standard of service to every customer*

*If Our service does not meet Your expectations We want to hear about it so We can try to put things right*

*All complaints We receive are taken seriously. Following the steps below will help Us understand Your concerns and give You a fair response*

### **How to make Your complaint**

The majority of complaints can be resolved quickly and satisfactorily by the department You are dealing with. If Your complaint relates to a claim on Your Policy, please contact the department dealing with Your claim. If Your complaint relates to anything else, please contact the agent or AXA office where Your Policy was purchased. Telephone contact is often the most effective way to resolve complaints quickly

Alternatively You can write to Us at

AXA Insurance  
Commercial complaints  
AXA House  
4 Parklands  
Lostock  
Bolton  
BL6 4SD

Tel: 01204 815359

Email:  
commercial.complaints@axa-insurance.co.uk

When You make contact please tell Us the following information:

- Name address and postcode, telephone number and e-mail address (if You have one)
- Your policy and/or claim number, and the type of policy You hold
- The name of Your insurance agent/firm (if applicable)

\* free for people phoning from a 'fixed line' (for example, a landline at home)

\*\* free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02

- The reason for Your complaint

Any written correspondence should be headed 'COMPLAINT' and You may include copies of supporting material

### **Beyond AXA**

Should You remain dissatisfied following Our final written response, You may be eligible to refer Your case to the Financial Ombudsman Service (FOS)

The FOS is an independent body that arbitrates on complaints about general insurance products. The FOS can only consider Your complaint if We have given You Our final decision

You have six months from the date of Our final response to refer Your complaint to the FOS. This does not affect Your right to take legal action

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

Tel: 0800 023 4567\*

Tel: 0300 123 9123\*\*

Fax: 020 7964 1001

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

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### **Our promise to You**

We will

- Acknowledge written complaints promptly
- Investigate Your complaint quickly and thoroughly
- Keep You informed of progress of Your complaint
- Do everything possible to resolve Your complaint
- Learn from Our mistakes
- Use the information from complaints to continuously improve Our service

Telephone calls may be monitored and recorded

### **Financial Services Compensation Scheme (FSCS)**

AXA Insurance UK plc are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation in the unlikely event We cannot meet Our obligations to You. This depends on the type of insurance, size of the business and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk))

### **Legal and tax advice complaints**

If You have a complaint about the telephone legal or tax advice services You should contact Arc Legal Assistance Ltd who will liaise with Irwin Mitchell Solicitors:

Arc Legal Assistance Ltd  
The Gatehouse, Lodge Park  
Lodge Lane  
Colchester  
Essex  
CO4 5NE

Tel: 0844 770 9000

If You are unhappy with the written response from Arc Legal Assistance Ltd, You may contact the Legal Ombudsman at:

PO Box 6806  
Wolverhampton  
WV1 9WJ

Tel: 0300 555 0333

Web: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The Legal Ombudsman will only consider matters which have been submitted to it within the earliest of the following timescales:

- a) within one year from the act/omission complained of
- b) within one year from when the client should reasonably have known there was cause for a complaint, without taking advice from a third party and
- c) within six months of the client receiving a written reply from Arc Legal Assistance Ltd concerning the complaint

AXA is a world leader in wealth management and financial protection. We operate in over 50 countries and serve more than 50 million customers worldwide. We cater to a wide range of needs, providing advice and guidance to our individual and corporate customers on a variety of financial products and services. In addition to Business, Motor and Home Insurance we also offer Investments, Life Assurance, Retirement Planning, Long Term Care, Asset Management, Medical Insurance and Dental Payment Plans.

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**redefining / standards**



WPR202S/P-C (07/14) (2957674)