keyfacts®

Office (Material Damage only) Policy Summary

Purpose of this Document
The purpose of this document is to provide you with a summary of the cover available under your Office (Material Damage Only) Insurance **Policy**. The information provided is "Key Information" you should read, it does not contain the full terms, conditions & exclusions. These are detailed in the **Policy** wording; a copy is available on request.

About the Insurer
Office (Material Damage only) is underwritten by AXIS Managing Agency Ltd – Syndicate 1686 at Lloyd's.

Period of Insurance
The period specified in the **Schedule** and any additional period agreed by **Underwriters** as provided in any **Endorsement**, or until cancelled.

The Standard Cover Available **Your Policy** is written on a package basis, the core sections are as follows:	**General Exclusions** General Exclusions Include:
▪ Buildings ▪ Contents ▪ Business Interruption ▪ Money ▪ Goods in Transit ▪ Book Debts	▪ Terrorism ▪ Asbestos ▪ Buildings Works Exclusion ▪ Electronic Data Exclusion ▪ War and Civil War ▪ Contamination & Pollution ▪ Radioactive Contamination ▪ Sonic Bangs ▪ Nuclear Energy Risks ▪ Micro-Organism ▪ Confiscation by Local Authority of Government ▪ Sanctions

Cancellation Rights
You may cancel this insurance within 14 days of the day **You** purchase this insurance or the day on which **You** receive the **Policy** wording, whichever is the later by contacting Commercial Express Quotes Limited via **Your** insurance advisor.

You may also cancel this insurance at any other time by contacting Commercial Express Quotes Limited via **Your** insurance advisor.

If this insurance is cancelled then, provided **You** have not made a claim, **you** will be entitled to a refund of any premium paid, subject to a deduction for any time for which **You** have been covered. This will be calculated on a proportional basis. For example, if **You** have been covered for six (6) months, the deduction for the time **You** have been covered will be half the annual premium.

If **You** cancel this insurance outside the 14 day cooling off period, there will be an additional charge, as stated in the **Schedule**, to cover the administrative cost of providing the insurance.

If **We** pay any claim, in whole or in part, then no refund of premium will be allowed.

If **You** cancel this **Policy** after the 14 day cooling off period and the **Premises** are occupied then a pro-rata return will be issued subject to a minimum time on risk charge of £75.00 + IPT + any administration fees that have been paid to Commercial Express Limited.

Features & Benefits	▪ Wide range of Insured Events that can be extended to include Accidental Damage & Subsidence ▪ **Buildings** cover includes **Debris Removal** & **Architects, Surveyors & Engineers fees** ▪ Claims settled on a reinstatement basis ▪ Denial of Access ▪ Accidental Damage to Underground Services ▪ Trace and Access ▪ Capital Additions: - **Buildings** 10% or £250,000 whichever is lower Trade fixtures and fittings 10% of £100,000 whichever is lower

Excess Applicable Unless otherwise stated you will be responsible for the following portion of each and every loss	▪ Building ▪ Contents ▪ BI ▪ Money ▪ Book Debts ▪ Subsidence	£250 £250 £250 £250 £100 £1,500

Law Applicable to Contract
The Parties are free to choose the law applicable to this Insurance Contract. Unless specifically agreed to the contrary this insurance will be subject to the laws of England and Wales and subject to the exclusives jurisdiction of the courts in England and Wales.

The Duty of Disclosure
In deciding to accept this insurance and in setting the terms and premium, **We** have relied on the information **You** have given **Us**. **You** must take care when answering any questions **We** ask by ensuring that all information provided is accurate and complete.
If **We** establish that **You** deliberately or recklessly provided **Us** with false or misleading information **We** will treat this insurance as if it never existed and decline all claims.

If **We** establish that **You** carelessly provided us with false or misleading information, it could adversely affect **Your** insurance and any claim. For example, **We** may:

- treat this insurance as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **We** provided **You** with insurance cover which **We** would not otherwise have offered; or
- amend the terms of **Your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **Your** carelessness; or
- charge **You** more for **Your** insurance or reduce the amount **We** pay on a claim in the proportion the premium **You** have paid bears to the premium **We** would have charged **You**; or
- cancel **Your** insurance in accordance with the "Cancellation" condition of this **Policy**.

We or **Your** insurance advisor will write to **You** if **We**:

- intend to treat this insurance as if it never existed; or
- need to amend the terms of **Your** insurance; or
- require **You** to pay more for **Your** insurance

Policy holder Conditions
There are conditions of the insurance **You** will need to meet as **Your** part of the contract. If **You** do not, a claim may be rejected, or payment could be reduced. In some circumstances **Your Policy** might become invalid.

Your Personal Information Notice
Who we are
We are the Lloyd's underwriter(s) identified in the contract of insurance and/or in the certificate of insurance.

The basics
We collect and use relevant information about **You** to provide **You** with **Your** insurance cover or the insurance cover that benefits **You** and to meet **Our** legal obligations.
This information includes details such as **Your** name, address and contact details and any other information that **We** collect about **You** in connection with the insurance cover from which **You** benefit. This information may include more sensitive details such as information about **Your** health and any criminal convictions **You** may have.
In certain circumstances, we may need **Your** consent to process certain categories of information about **You** (including sensitive details such as information about **Your** health and any criminal convictions **You** may have). Where **We** need **Your** consent, **We** will ask **You** for it separately. **You** do not have to give **Your** consent and **You** may withdraw **Your** consent at any time. However, if **You** do not give **Your** consent, or **You** withdraw **Your** consent, this may affect **Our** ability to provide the insurance cover from which **You** benefit and may prevent **Us** from providing cover for **You** or handling **Your** claims.

The way insurance works means that **Your** information may be shared with, and used by, a number of third parties in the insurance sector for example, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. **We** will only disclose **Your** personal information in connection with the insurance cover that **We** provide and to the extent required or permitted by law.

Other people's details you provide to us
Where **You** provide **Us** or **Your** agent or broker with details about other people, **You** must provide this notice to them.

Want more details?
For more information about how **We** use **Your** personal information please see **Our** full privacy notice(s), which is/are available online on **Our** website(s) or in other formats on request.

Contacting us and your rights
You have rights in relation to the information **We** hold about **You**, including the right to access **Your** information. If **You** wish to exercise **Your** rights, discuss how **We** use **Your** information or request a copy of **Our** full privacy notice(s), please contact **Us**, or the agent or broker that arranged **Your** insurance who will provide you with **Our** contact details at:

Commercial Express Quotes Limited
B1 Custom House
The Waterfront
Level Street
Brierley Hill
DY5 1XH
Telephone Number: 0800 978 8007

Complaints procedure
If **You** wish to make a complaint about the sales process or suitability of **Your Policy**, **You** should contact the Insurance advisor who arranged this **Policy** for **You**.

If **Your** complaint relates to any other matter including claims, **You** should contact:
The Complaints Manager
Commercial Express
B1 Custom House
The Waterfront
Level Street
Brierley Hill
DY5 1XH
Phone 0800 978 8007
Email: complaints@commercialexpress.co.uk

Alternatively, **You** can refer **Your** complaint to the Complaints team at Lloyd's at any time:
Complaints
Lloyd's
One Lime Street
London
EC3M 7HA
Tel: 020 7327 5693
Fax: 020 7327 5225
E-mail: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help", which is available from www.lloyds.com/complaints. **You** can also ask Lloyd's for a copy of this leaflet using the contact details shown above.

If **You** are dissatisfied with the outcome of **Your** complaint, **You** may have the right to refer **Your** complaint to an alternative dispute resolution body.

If **You** live in the United Kingdom or the Isle of Man, the contact information is:
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK)
Tel: 0300 123 9123 (calls to this number cost the same as 01 and 02 numbers on mobile phone tariffs in the UK)
Email: complaint.info@financial-ombudman.org.uk

If **You** live in the Channel Islands, the contact information is:
Channel Islands Financial Ombudsman
PO Box 114
Jersey
Channel Islands
JE4 9QG.
Tel: Jersey +44 (0)1534 748610; Guernsey +44 (0)1481 722218; International +44 1534 748610.
Fax +44 1534 747629
Email: enquiries@ci-fo.org
Website: www.ci-fo.org

If **You** purchased this insurance online, **You** can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: http://ec.europa.eu/odr

This complaints procedure does not affect **Your** right to take legal action.

Financial Services Compensation Scheme (FSCS)

Certain Underwriters at Lloyd's (AXIS Managing Agency Limited – Syndicate 1686) are covered by the FSCS. This means that **You** may be entitled to compensation from the scheme in the unlikely event that AXIS Managing Agency Limited cannot meet its obligations to **You** under this insurance. Further details about the scheme can be obtained from FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU Tel: 0207 741 4100 Fax: 0207 741 4101 or www.fscs.org.uk

Authorisation and Regulation

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Our Firm Reference Number(s) and other details can be found on the Financial Services Register at www.fca.org.uk