



**MANCHESTER
UNDERWRITING
MANAGEMENT**

Property Owners Insurance

POLICY SUMMARY

This is a summary only and you should refer to the full terms and conditions in your policy documents or consult your broker for more information.

Product name: Property Owners' Insurance Policy (MUM PO 02 19)

Type of Insurance: Property Owners

Underwritten By: Manchester Underwriting Management Ltd

WHAT IS INSURED?

Insuring Clauses	Limit
<p>Section 1 – Material Damage to Buildings and Contents Fire, Perils, Theft, Accidental Damage, Earthquake, Subterranean Fire and Extensions</p> <p><u>Principal Extensions automatically included</u></p> <p>Alternative Accommodation Archaeological Discoveries Business Rates Capital Additions Contract Works Eviction of Squatters Failure of Third Party Insurances Fly Tipping Inadvertent Omission to Insure</p> <p>Index Linking Loss of Metered Supplies Managing Agents Munitions of War New Acquisitions Storm and Flood Resilience Storm and Flood Protection</p>	<p>Up to the sum insured agreed. MUM can provide a Total Sum Insured of up to £50M any one premises.</p> <p>Included within the Sum Insured unless stated otherwise</p> <p>30% of declared value and 36 months indemnity period</p> <p>20% of the Sum Insured or £5M, whichever is the lesser £500,000 any one contract £50,000 any one claim and £100,000 in all The Sum Insured or £5M, whichever is the lower £25,000 any one claim and £100,000 in all The Sum Insured or £5M, whichever is the lower</p> <p>£50,000 any one claim and £250,000 in all</p> <p>The Sum Insured or £5M, whichever is the lower</p>
<p>Section 2 – Business Interruption Loss of rent receivable following Damage</p> <p><u>Principal Extensions automatically included</u></p> <p>Accountants and Legal Fees Book Debts Buildings awaiting sale</p> <p>Capital Additions</p> <p>Denial of Access</p> <p>Disease, Vermin Defective Sanitary Arrangements, Murder Suicide</p> <p>Failure of Supplies</p> <p>Inadvertent Omission to Insure</p> <p>Loss of Attraction</p>	<p>200% of the Sum Insured for Rent Receivable in respect of each Premises</p> <p>Included within the Section 2 Sum Insured for Rent Receivable unless stated otherwise</p> <p>In all, during the Period of Insurance, 10% of the Sum Insured for Rent Receivable on the Premises or £250,000, whichever is the lower The lesser of :</p> <ul style="list-style-type: none"> • 20% of the Sum Insured for Rent Receivable; • £500,000 in respect of any Unoccupied Premises and £5M in respect of any other Premises <p>10% of the Sum Insured for loss of Rent Receivable or £5M whichever is the lesser</p> <p>10% of the Sum Insured for loss of Rent Receivable or £1M whichever is the lesser</p> <p>10% of the Sum Insured for loss of Rent Receivable or £1M whichever is the lesser</p> <p>For each Premises the lesser of:</p> <ul style="list-style-type: none"> • 20% of the Sum Insured for Rent Receivable shown in the Schedule; • £500,000 in respect of any Unoccupied Premises and £5M in respect of any other Premises <p>£250,000 for all losses or series of losses arising directly or indirectly from the same operating cause</p>

<p>Loss of Investment Income Managing Agents Premises</p> <p>New Acquisitions</p>	<p>10% of the Sum Insured for Rent Receivable shown in the Schedule or £500,000, whichever is the lesser</p> <p>£500,000 in respect of any Unoccupied Premises and £3M in respect of any other Premises</p>
<p>Section 3 – Loss of Money, Personal Accident and Assault Loss of money from safes etc. Accident and Assault</p>	<p>The Sum Insured</p> <p>Varying amounts according to injury</p>
<p>Section 4 – Employer’s Liability Your liability and Costs and Expenses in respect of Injury to any Employee arising in the course of their employment</p> <p><u>Principal Extensions automatically included</u></p> <p>Additional Persons Corporate Manslaughter</p> <p>Health and Safety at Work Etc. Act 1974 Compensation for Court Attendance</p>	<p>£10M but £5M for Terrorism or if related to asbestos</p> <p>Included within the Limit of Indemnity unless stated otherwise</p> <p>£5M in any one Period of Insurance which is a sub-limit that is part of the Limit of Indemnity</p> <p>£500 per day</p>
<p>Section 5 – Property Owners Liability Your liability and Costs and Expenses arising from accidental injury to a third party or their property</p> <p><u>Principal Extensions automatically included</u></p> <p>Contingent liability (non-owned vehicles) Cross Liabilities Additional Persons Defective Premises Act 1972 Health and Safety at Work Data Protection Act Compensation for Court Attendance Corporate Manslaughter</p> <p>Consumer Protection Act 1987 and Food Safety Act 1990 Legionella</p> <p>Libel Slander</p> <p>Overseas Personal Liability Managing Agents Financial Loss</p>	<p>The Limit of Indemnity stated in the Schedule. MUM can provide up to £25M.</p> <p>The Limit of Indemnity for Asbestos-related or Terrorism-related claims is the lower of the Limit of Indemnity stated in the Schedule or £5M, which is a sub-limit that is part of the Limit of Indemnity. MUM can consider increased limits for Terrorism up to £25M.</p> <p>Included within the Limit of Indemnity unless stated otherwise</p> <p>£500 per day</p> <p>£5M in any one Period of Insurance, which is a sub-limit that forms part of the overall Limit of Indemnity</p> <p>£5M or the Limit of Indemnity stated in the Schedule, whichever is the lesser, which is a sub-limit that forms part of the overall Limit of Indemnity</p> <p>£500,000 in the aggregate, which is a sub-limit that forms part of the overall Limit of Indemnity</p> <p>£1M in the aggregate, which is a sub-limit that forms part of the overall Limit of Indemnity</p>
<p>Section 6 – Terrorism Damage to buildings and loss of rent as a consequence of any Act of Terrorism</p>	<p>The Sum Insured in the aggregate</p>
<p>Section 7 – Commercial Legal Protection</p> <p>Employee Disputes and Compensation Awards Legal Defence Contract Disputes Debt Recovery Property Protection Tax Protection Commercial and Residential Leased and Let Property Cover</p>	<p>£100,000 or such lesser amounts as are stated in the Policy, and £1M in the aggregate</p>

PERIOD OF COVER

The Period of Insurance is typically 12 months but can be more or less – refer to the policy Schedule for the Period of Insurance applicable.

GEOGRAPHICAL SCOPE

The United Kingdom but not offshore.

PRINCIPAL EXCLUSIONS & CONDITIONS

All Sections

Principal Exclusions

- Sonic Booms
- Pollution and Contamination unless arising from a Defined Peril
- Electronic Risks

Principal Conditions

- You must advise us of alterations in risk
- This policy is governed by the law of England and Wales
- We will not pay claims that are exaggerated or fraudulent
- Fire extinguishing appliances must be kept in good working order
- The interests of third parties (e.g. lenders) are automatically noted, subject to you informing us as soon as possible
- You must make a fair presentation of the risk to us at inception, renewal and variation of this policy
- You must take reasonable steps to minimise claims, you must maintain the premises and machinery, equipment, contents etc. in a good state of repair, you must take care in the selection and supervision of employees and you must comply with all relevant legal or regulatory obligations
- You must comply with all survey risk improvement requirements within the set timescales that we require
- If we require a survey and it reveals that things are not satisfactory then we may alter the premium and/or the policy terms, restrict cover, impose risk improvement requirements or cancel the policy
- The policy sets out things that you must do if any premises or part thereof becomes unoccupied
- The policy sets out details of how we must contact each other

Section 1 – Material Damage

Principal Exclusions

Consequential loss

Contract Works, other than under Extension 9

Principal Conditions

- You must have flat roofs inspected by a specialist at least once every 24 months and undertake any remedial works
- You must inform us of any works being carried out on any site adjoining the premises (we may amend cover)
- We will reduce the amount that we pay if you do not buy enough cover (average) unless you have obtained regular RICS revaluations and adjusted your declared value/s and unless you have amended declared value/s annually to account for inflation

Section 2 – Business Interruption

Principal Exclusions

- Alterations, additions and improvements to **Premises** made after commencement of the **Period of Insurance**, other than under Extension 6
- Damage to buildings acquired by **You** after commencement of the **Period of Insurance**, other than under Extension 16
- We will reduce the amount that we pay if the sum insured for rent receivable is inadequate (average)

Section 3 – Loss of Money, Personal Accident and Assault

Principal Exclusions

- Benefits for longer than 104 weeks of Temporary Total Disablement or Temporary Partial Disablement
- Any benefits unless the Death, Loss of Sight, Loss of Limb or Disablement occurs or commences within 24 months of the date of the Accident or Assault
- More than one benefit for each Insured Person arising out of the same Accident or Assault
- Death, Loss of Sight, Loss of Limb or Disablement caused directly or indirectly by illness, disease or psychiatric injury

Section 4 – Employer's Liability

Principal Exclusions

- In circumstances where compulsory insurance or security is required by Road Traffic Act legislation
- Any Injury which occurs Offshore

Section 5 – Property Owners Liability

Principal Exclusions

- Arising out of pollution or contamination, other than when 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
- Arising out of the ownership or use of any mechanically propelled vehicle
- Arising out of the supply, installation, erection, manufacture, repair, alteration or treatment of any products, goods, buildings or other property
- Arising out of the ownership, possession or use by You, or anyone on Your behalf, of any vessel or craft
- Arising out of professional negligence, wrongful or inadequate treatment, examination, prescription or advice
- For Damage to any property belonging to You, or in Your charge or control
- Arising out of the ownership, possession or use of any buildings or premises, other than those insured under Section 1 (Material Damage) unless stated otherwise
- Judgments or awards in the USA or Canada
- Deliberate acts

Conditions

- Asbestos cover is limited to £5M or the Limit of Indemnity in the Schedule, whichever is the lesser, inclusive of costs and expenses
- Terrorism cover is limited to £5M for each event or series of events arising from one cause or the Limit of Indemnity in the Schedule, whichever is the lesser
- Pollution cover is limited to £5M or the Limit of Indemnity in the Schedule, whichever is the lesser, in the aggregate during the Period of Insurance

Section 6 – Terrorism

Principal Exclusions

- War, riot etc.
- Cyber exposures as more fully defined in Section 6 Exclusion 2
- Nuclear risks

Section 7 – Commercial Legal Protection

Principal Exclusions

- If there are not Reasonable Prospects
- If the Date of Occurrence is not during the Period of Insurance
- Legal proceedings or incidents outside the Countries Covered
- and as more fully described in Section 7

Principal Conditions

- If representation is necessary, we will appoint a preferred law firm or tax consultancy. You may use your own choice of representative, who must co-operate with us at all times, but we will not pay them any more than we would have paid if they had agreed to our standard terms of appointment
- You must co-operate fully with us and give the appointed representative any instructions that we ask you to
- You must tell us if anyone offers to settle a claim and must not negotiate or agree to any settlement without our written consent
- If you do not accept a reasonable offer to settle a claim, we may refuse to pay further costs and expenses
- We may pay you the reasonable value of the claim that you are claiming or that is being claimed against you instead of starting or continuing legal action; if this happens then you must allow us to make such recoveries as we deem necessary
- If you settle or withdraw a claim without our agreement then we can withdraw cover and reclaim what we have paid
- We may require you to get an opinion from an expert approved by us at your expense; we will pay the cost of the opinion if it indicates that it is more likely than not that you will recover damages or make a successful defence
- You must keep to the terms of the policy and take reasonable steps to avoid claims or incurring costs

CANCELLATION

You may cancel the policy within 14 days of receiving it. We will refund the premium provided that you have made no claims. Thereafter, you may cancel the policy by giving us 14 days' notice, in which case we will refund the premium adjusted on a pro rata basis for the unexpired period provided that you have made no claims.

We may cancel the policy by giving you 21 days' notice in writing, in which case we will refund the premium adjusted on a pro rata basis for the unexpired period provided that you have made no claims.

CLAIMS PROCESS

For Commercial Legal Protection claims, refer to Section 7 of the Policy. Otherwise, notice of a claim or circumstance should be given in writing to Quadra Claims Services Limited, 86 Deansgate, Manchester M3 2ER
Tel.: +44 (0)161 696 3652 (business hours) or 0161 838 6600 (out of hours)
Email: manchesterunderwriting@quadraclaims.co.uk

COMPLAINTS

For Commercial Legal Protection claims, refer to Section 7 of the Policy. Otherwise, complaints must be referred in the first instance to:

In connection with the handling of a claim:

Quadra Claims Services Limited, 86 Deansgate, Manchester M3 2ER

Tel.: +44 (0) 161 838 6600

Email: manchesterunderwriting@quadraclaims.co.uk

In connection with all other matters, **MUM**:

The Complaints Manager, Manchester Underwriting Management Limited whose address is Link House, St. Mary's Way, Chesham, Buckinghamshire HP5 1HR

Tel.: +44 (0)1494 770700

E-mail: complaints@manchesterunderwriting.com

If **You** remain dissatisfied after **We** have considered **Your** complaint, or if **You** have not received a written final response within eight weeks from the date that **MUM** received **Your** complaint, **You** may be entitled to refer **Your** complaint to the Financial Ombudsman Service who will independently consider **Your** complaint free of charge. Their contact details are:

Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: 0800 023 4567 (calls to this number are now free on mobile phones and landlines) or 0300 1239123 or from outside the UK: +44 (0) 20 7964 0500 Fax: +44 (0)20 7964 1001

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

Website: www.financial-ombudsman.org.uk

Please note:

- **You** must refer **Your** complaint to the Financial Ombudsman Service within six months of the date of the final response
- The Financial Ombudsman Service will normally only consider a complaint from a business that has an annual turnover or annual balance sheet which does not exceed 2 million Euros and has fewer than 10 employees.

