

Property Owners: NPA Property - Policy Summary

This policy summary does not contain the full terms and conditions of the insurance policy, which can be found in the policy document. A copy of the policy document is available on request.

The insurance policy is underwritten by the NPA Insurance Ltd.

An insurance policy usually provides cover for 12 months, but can be for a longer or shorter period of time as shown in your quotation. You should make sure that your policy remains up to date to match your insurance needs.

Questions and answers about the policy

Provided no claims have been made and the premiums have been paid in full by you during the previous five years, this Policy will be renewed, WITHOUT CHARGE, every sixth year of insurance.

What are the key features of the policy?

Key Features	Limit
Damage to your Building including professional fees, additional costs incurred in complying with public authority by-laws and 25% inflation provision.	Sum Insured
Contents belonging to you or for which you are responsible	Sum Insured
Loss of rent whilst the damage to your buildings is repaired.	Sum Insured
Property Owners Liability - covers your legal liability as owner of the property including liability for maintenance, decoration, minor alterations and repair to the buildings.	£1,000,000 any one claim
Gross Rentals - covers you for a reduction in rent as a result of loss or damage to you Buildings and the delay or cancellation of sale as a result of damage to any building awaiting sale.	Sum Insured
Interruption as a result of a bomb scare or unlawful occupation at the Premises.	Sum Insured Optional
Interruption to your business as a result of damage at the premises of your managing agents.	£50,000 Optional
Damage to Glass, the surrounding frame, fixed mirrors, ornamental glass, lettering, silvering and window alarm foil.	Unlimited
Employer's Liability	£10,000,000 (including costs)

What are the key exclusions or limitations of the policy?

Key exclusions or limitations

Damage to your Buildings and loss of rent caused by:

- a. the weather to fences, gates or moveable property in the open
- b. riot, civil commotion or other disturbances in Northern Ireland or the Republic of Ireland
- c. malicious damage and escape of water and oil if the premises are left empty for more than 30 consecutive days
- d. Subsidence, landslip or heave, resulting from:
 - i) coastal or river erosion, inadequate or defective foundations, demolition, structural alterations or structural repair
 - ii) normal settlement or shrinkage and settlement of newly made-up ground
 - iii) compaction or inadequate infill

Damage to property in the course of construction or erection.

The first £1000 of every claim for subsidence and £200 any other loss including claims for Glass. Only one excess will be deducted per claim.

A bomb scare incident lasting less than 48 hours.

Liability arising from:

- a. the ownership or occupation of any building that isn't insured under this policy
- b. demolition, excavation, site clearance, construction works, structural repairs and extensions
- c. the giving of advice or treatment or the design of products

Scratching or chipping of glass, unless it extends through the whole of the glass

Liability in respect of your employees:

- a. where motor insurance should have been in force
- b. involving work on any offshore oil or gas installation.

Underinsurance - any claims payment will be reduced proportionately if your sums insured at the time of damage are less than the value of your property.

And other specified exclusions

Can I change my mind?

If you do not wish to accept your new cover you may cancel the cover in writing within 14 days of receiving the policy or amendment to an existing policy. We may charge pro rata for the cover provided.

How can I contact NPA Insurance Ltd to make a claim?

To report an incident that may give rise to a claim on your policy, please contact our Customer Service Centre, NPA Insurance Ltd, PO Box 2152, Gloucester GL3 4AD, or telephone **0845 603 9725**

What do I do if I want to complain?

NPA Insurance Ltd strives to provide its customers with the highest level of service and to ensure that claims are paid promptly and fairly within the terms of the policy.

Should you wish to make comments of any kind about our service, please write to: Customer Service Manager, NPA Insurance Ltd Customer Service Centre, PO Box 530, Wakefield, WF1 9DL, or telephone **0800 496 0426**.

If you are not satisfied with the Customer Service Manager's reply, please write to the Chief Executive at: NPA Insurance Ltd, Mallinson House, 38 - 42 St. Peter's Street, St Albans, Hertfordshire AL1 3NP.

In the unlikely event that you remain dissatisfied, the Financial Ombudsman Service may be prepared to review your complaint. You can find out more at www.financial-ombudsman.org.uk or by calling **0845 080 1800**.

Am I entitled to compensation?

We are covered by the Financial Services Compensation Scheme (FSCS), which means that you may be entitled to compensation from the Scheme if we cannot meet our obligations. This depends on the type of policy you have and the circumstances of the claim. You can find out more at www.fscs.org.uk or by calling **0207 892 7300**.

Additional Information

The Law

You and NPA Insurance Ltd are entitled to choose the law applicable to the insurance policy. NPA Insurance Ltd proposes to choose English Law as the law applicable to the insurance policy.

The contract and the relationship between NPA Insurance Ltd and you shall be governed by, and interpreted in accordance with, English Law. The contract shall be subject to the non-exclusive jurisdiction of the English Courts.

Statutory Status

You can check our statutory status on the Financial Services authority's Register at www.fsa.gov.uk/register or by contacting the FSA on **0845 606 1234**. Our FSA registration number is 202791.

Termination Rights

If you do not cancel the policy or any policy amendments in 14 days, you have accepted the policy including its terms and conditions. If you subsequently decide to cancel, notice in writing should be addressed to your insurance advisor.

If you default under our Credit Agreement to pay the premium, cover under your policy will cease in accordance with the conditions of the Credit Agreement unless we agree otherwise in writing.

We may cancel your policy by giving you 14 days notice at your last known address.

Language

The contract and other documents are drawn up in the English language. We will communicate with you in English throughout the duration of the policy.

Claims Handling Process

If anything happens which may give rise to a claim, you must tell us as soon as possible, giving your name and policy number.

If a claim is being made against you:

- do not respond to any writ, letter, claim or other documentation;
- send any writ, letter, claim or other documentation to us without delay;
- do not admit, repudiate or negotiate any claim.

NPA Insurance Ltd Registered in England No. 64269.

Registered Office: Mallinson House, 38-42, St. Peter's Street, St. Albans, Herts, AL1 3NP.

Authorised and regulated by the Financial Services Authority.

A member of the Association of British Insurers.

For security and training purposes, telephone calls may be recorded and monitored.