

Local Authority Property Owners

Summary of cover

Policy number: **F-19H061-0291**

Insurer: Zurich Municipal

Policyholder: **Basildon Borough Council**

Period of Insurance From: 01 August 2019

To: 31 July 2020

This is a summary of the significant features, benefits and limitations for the cover provided to occupiers by Zurich Municipal's Property Owners policy. The full terms, conditions or exclusion are shown in the Policy Document, which can be obtained from Zurich Municipal.

Type of insurance and cover

Indemnity against the following events: fire, lightning, explosion, aircraft, malicious persons, earthquake, storm, flood, escape of water, impact own vehicle, sprinkler leakage, theft, subsidence, ground heave and landslip, accidental damage.

Significant features and benefits

1. Additional costs incurred to comply with government or local authority requirements.
2. Professional fees.
3. Removal of debris.
4. Contracting Purchaser's Interest.
5. Capital Additions (Buildings) – Limit £2,500,000.
6. Drains and Gutters.
7. Tenants Subrogation Waiver.
8. Trace and Access – Limit £5,000.
9. Loss of rent (where specified).

Significant or unusual exclusions or limitations

1. Excess

- A £250 excess applies each and every loss in respect of malicious persons, storm, flood, escape of water, impact own vehicle, theft, accidental damage.
- Nil excess applies in respect of fire, lightning, explosion, aircraft, earthquake, sprinkler leakage.

2. Storm or Flood

- Damage caused by frost.
- Damage to movable property in the open, fences and gates
- Damage attributable to change in the water table level.

7. General Insurance Exclusions

Loss or damage caused by:

- Radiation.
- War Risks or Government or Public Authority Order.
- Sonic Bangs
- Pollution.
- Terrorism.

3. Escape of Water

- Damage or Consequential Loss caused by an automatic sprinkler installation.
- Any building that is unoccupied

4. Theft (where applicable)

- Not involving forcible and violent entry or exit
- By any person lawfully on the premises
- Property loss due to fraud, trick or false pretence
- Fixtures, fitting and property in the open.

5. Subsidence, Ground Heave and Landslip (Where applicable)

- The first £1,000 of each and every loss
- Damage to yards car parks roads pavements walls gates and fences unless also affecting an insured Building.
- Damage to or resulting from normal bedding down of new structures
- The settlement or movement of made up ground.
- Coastal or river erosion.
- Defective design or workmanship or the use of defective materials.
- Damage attributable to change in the water change level.

6. Limit of Liability (by endorsement)

- £15,000,000.

Other Interests

The Policy contains a blanket admission of interest clause, applicable where the Policyholder so intends. This will apply in respect of interests such as that of shared owner, freeholder, building society or mortgagee, with the nature of such interest to be disclosed in the event of loss.

Claim notification

If you want to make a claim, please contact the Policyholder at their address. Claims are to be notified as soon as possible, with full details to be provided within 30 days of the claim (7 days in respect of riot or malicious damage) including supporting evidence in writing. The Police must be notified as soon as possible in the event of theft or malicious damage.

Cancellation Rights

This policy does not entitle you to a cooling-off period.

Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

Our Complaints Procedure

We are committed to providing a high level of customer service. If you have any cause for complaint please get in touch with your usual contact at Zurich as they will generally be able to provide you with an immediate response to your satisfaction. (Contact details will be provided on correspondence that we or our representatives have sent you.)

If you are not happy with the outcome of your complaint, or we have not provided you with a final decision within 8 weeks of receiving your complaint, you can ask the Financial Ombudsman Service to review your case. You will need to contact them within 6 months of the date of our decision letter.

The ombudsman can help with most complaints if you are a consumer, a business employing fewer than 10 person that has an annual turnover or balance sheet that does not exceed €2 million, a charity with an annual turnover of less than £1million, a trustee of a trust with a net asset value of less than £1million. The service they provide is free and impartial and they can be contacted as follows:

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
Telephone: 08000 234567 (free on mobile phones and landlines)
Email: complaint.info@financial-ombudsman.org.uk
Website: <http://www.financial-ombudsman.org.uk>

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 0800 678 1100 or further information is available at www.fscs.org.uk.

Zurich Municipal

Zurich Municipal is a trading name of Zurich Insurance plc.

A public limited company incorporated in Ireland Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park. Dublin 4, Ireland.

UK Branch registered in England and Wales, Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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