

POLICY SUMMARY

EXPLANATORY AND GUIDANCE NOTES

The “Removers & General” Policy is a dedicated insurance to cover your effects against most risks whilst they are in the custody and control of your Removal and Storage Contractor. The explanatory notes below are for guidance only, and do not form part of the insurance policy. If you purchase this policy, the full Terms and Conditions will accompany the Policy of Insurance. These Terms and Conditions form the basis of a legal contract between you and Insurers.

Who are the Insurers?

Loss and Accidental Damage cover under the Removers and General policy is backed by AXA Corporate Solutions Assurance. Fire & Perils cover during storage is underwritten by Royal & Sun Alliance Insurance plc.

Details of the cover under this insurance

The insurance covers loss or damage to your goods whilst in the care of your Removers during removal and/or storage, and for which you request cover. If you do not wish to arrange insurance, then any responsibility your Removers may have to you for loss or damage will be governed by their Trading Conditions on the reverse of their quotation/estimate which may limit both the circumstances and amounts available for compensation.

Where the Remover has not undertaken the entire transit from origin to store or destination, cover is limited to loss or damage from the following perils only:- Fire, Aircraft, Explosion, Riot, Malicious Damage, Storm, Flood, Burst Pipes and/or impact by vehicles

Significant features and benefits

The insurance is not “new for old” but on an indemnity basis. This means that you must insure your goods for their current used value taking into account their condition and age.

“Indemnity”

In the event of loss of or damage to goods, the basis of settlement shall be the current used value of the lost or damaged item, after deduction for age, wear and tear.

How do I arrange Insurance

This Product Summary together with the quotation that you have been given should provide you with enough information to enable you to make an informed decision as to whether to purchase this insurance. If you have any questions that are not answered in this summary, please ask your advisor. If you accept the quotation, you will be provided with a Policy of Insurance, together with the full Terms and Conditions of the insurance

How do I value my Goods?

You must insure your goods for their current used value taking into account their condition and age. If you do not declare a value then we will not be able to arrange insurance cover for your goods. It is essential that you do not under-insure your goods. Under-insurance may result in the settlement of any claim being reduced.

Please do not ask your Remover for guidance about your sum insured. They are not valuers, and the responsibility for declaring the sum insured is yours.

Significant exclusions or limitations

Every insurance policy has exclusions. There are certain goods that cannot be accepted for insurance and certain eventualities that are not insured. These exclusions and restrictions are clearly listed in the policy.

The following goods are not covered by this insurance (see Terms and Conditions “Property which is not insured” :-

- ➔ Furs over £100 in value, Jewellery, Watches, Precious Stones and Metals, Money, Coins, Deeds, Bonds, Securities, Stamps of all kinds, Manuscripts or other Documents or Electronically held Data Records, Mobile Telephones.
- ➔ Perfumery, Tobacco Products, Foodstuffs, Wine, Spirits and the like, Firearms and Explosives.
- ➔ Livestock, Plants or Perishable Goods of any kind.

Your attention is particularly drawn to the following exclusions and conditions, which :-

- ➔ Limit Insurer's liability for goods which you pack yourself (Exclusions 6 and 7).
- ➔ Excludes the unexplained failure of electrical, electronic or mechanical items unless they have also suffered external physical damage (Exclusion 8).
- ➔ Limits insurer's liability to the value of a damaged item without reference to its value within the pair or set of which it is part (paragraph 2 under "Conditions")
- ➔ The first £50.00 of any claim (The Policy Excess) (Exclusion 11).

What if I have a claim?

You should report any loss or damage to your Remover as soon as possible and no later than 7 days after taking delivery. You will be issued with a claim form to be returned (with estimates) to your Remover, who will send it with supporting documents to the insurers claims settling agents, Removal Claims Service*.

Your claim will be dealt with as quickly as possible. You can help by:

- Only claiming for items and loss or damage covered by the policy,
- Being realistic with the amounts you are claiming, and
- Submitting repair estimates with your claim form.

Claim notification period

The insurance requires that claims be notified to your Remover within seven days of delivery. Loss or damage noticed at the time of delivery should be notified at that time. Any other item of claim should be notified within seven days. However, if you arrange your own collection from store then any claim must be notified at the time of collection.

This notification period is important both for you and insurers. It is essential that a close link is maintained between a claim and the incident giving rise to that claim. Where a claim is notified late, it will be more difficult for insurers to connect your claim to the removal &/or storage, and your entitlement under the insurance may be affected.

How will my claim be assessed?

Your claim will be dealt with in accordance with the Terms and Conditions of the insurance.

Your "Right to Cancel"

If, once you have checked your policy, you decide not to proceed with our insurance, you have a statutory right to cancel the policy within 14 days, starting on the day you receive your policy documentation.

To cancel, please write to the Remover who issued your policy. On receipt of your notice and, where applicable, the return of your policy documentation, we will refund any premiums already paid, except where you have already made a claim under the policy or where such notice is not received by the Remover prior to delivery of the property insured at the destination described on the Policy.

Complaints Procedure

We aim to provide you with a first class service. If we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right. Initially please raise your concerns with the remover or **Removal Claims Service***. If your complaint is not resolved or you are not happy with our course of action proposed, you can progress your complaint to our Head of Corporate and Compliance. A separate investigation will then be carried out in an attempt to resolve your complaint and a final decision issued. However, if resolution is not possible they will issue a response within 8 week of your original complaint.

Head of Corporate and Compliance, AXA Corporate Solutions, 140 Fenchurch Street, London EC3M 6BL, or telephone us on: 0845 30 845 36.

If you are still not satisfied AXA Corporate Solutions is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them. Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Phone – 0845 0801800, E-mail – enquiries@financial-ombudsman.org.uk, Net – www.financial-ombudsman.org.uk

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedure referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

Financial Services Compensation Scheme (FSCS)

AXA Corporate Solutions is a member of the Financial Services Compensation Scheme (FSCS). This scheme provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claim under its policies. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met. For compulsory classes of insurance, 100% of the claim will be met without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS. This insurance is covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

* Removal Claims Service is a trading name of Basil E Fry & Co Ltd who are authorised and regulated by the Financial Services Authority. Basil E Fry & Co Ltd, Claire House, Bridge Street, Leatherhead, Surrey. KT22 8BZ