

HOWDEN PROFESSIONALS – CIVIL LIABILITY INSURANCE

SUMMARY OF COVER

This Civil Liability policy is designed to respond to the needs of individual professionals to protect themselves against civil liability claims arising from their professional activities.

Your Cover

Cover is underwritten by Dual Corporate Risks Ltd acting for Arch Insurance Company (Europe) Ltd. The policy will indemnify you in the event of a claim being made against you for civil liability arising from your professional services.

Civil Liability includes Professional Indemnity, Public Liability, Products Liability and Libel & Slander. The policy will indemnify you subject to its terms conditions and exceptions, up to the selected indemnity limit for any amount you may have to pay as compensation plus legal costs.

Automatic Extensions

The policy provides additional cover, the most significant of which are detailed below

Fidelity

Your direct financial loss from the dishonesty of employees where there is a clear intention to cause you loss or damage and obtain a personal financial gain over and above any salary, up to a maximum amount of £25,000.

Non Payment or Requests for Refund of Fees

Should one of your clients have reasonable grounds for being dissatisfied with your professional services and refuses to pay or requests a refund of any or all your fees and threatens to bring a claim against you for more than the amount owed, the insurer will reimburse you for the amount owed to you, if they believe that by your withdrawal of your demand for fees to be paid this will avoid a legitimate claim for a greater amount.

Release of Confidential Information

In the event that a court or tribunal shall require you to release or disclose notes of a confidential nature the insurer will pay up to £5,000 in respect of additional costs and expenses incurred in connection with the release of such information.

Complaint Investigation

In the event of a complaint of misconduct to a professional body against you in respect of Professional Services that may lead to disciplinary proceedings the insurer will pay up to £750 in respect of costs and expenses incurred in preparing the response to the professional body.

Death, Retirement, Career Break

In the event of your ceasing to practise you would normally need to purchase what is known as run-off cover at the expiry of your insurance to provide cover for any claims that may arise in the future from work that you had previously done. This policy will provide run-off cover free of charge for a period of three years from the expiry date of the policy in the event of your death, retirement or taking a career break. If we are notified of these events we will write and confirm cover and send notification of its expiry before the end of the three year period.

Directors & Officers

In the event that as a director, officer or senior employee a personal allegation is made against you for an negligent act, or an act outside your agreed level of authority, the policy will provide cover for defence costs and any damages that are awarded against you, this would include a situation where you act as a trustee for a charitable organisation. The maximum payable for this extension is £50,000.

Treatment of Animals

Provided that you act in accordance with the Veterinary Surgeons Act 1996 the policy will indemnify you for claims arising from the treatment of animals.

Where you are covered

The policy will cover you as a resident of Great Britain Northern Ireland the Isle of Man the Channel Island or the Republic of Ireland whilst working in these territories and whilst working temporarily anywhere in the world.

When you are covered

The policy is issued on a 'claims made' basis and will respond to a claim if the policy is in force at the time a claim is made against you, irrespective of the date when the events giving rise to the claim are alleged to have occurred. **Provided that**

1. when you took out the policy you were not aware of any circumstances that may give rise to a claim. (see Significant Exclusions below)
2. you tell us immediately (and in any event within 30 days of the expiry of the policy period) if you become aware of any claim being made against you or circumstances that might give rise to a claim being made against you as in both these cases any actual claim that subsequently arises will be considered as being made in the policy period in which you report it

It is important that you bear these points in mind before allowing your policy to lapse because once you are aware of a claim or circumstance that might lead to a claim it can only be dealt with in the policy period in which you first became aware of it.

To notify us of a claim or any circumstances which may give rise to a claim contact Howden on 0113 251 5011.

Significant Exclusions

The policy will not cover you in respect of:

Prior Knowledge

Any claim arising from circumstances that you knew or ought reasonable to have known prior to the commencement of the policy could give rise to a claim.

Any claim that was first made, threatened or intimated against you prior to the commencement of the policy or for which notice has been or reasonably should have been under any previous insurance.

Liability to Employees

In respect of any claim made against you by employees arising directly or indirectly out of or in the course of their employment.

Deliberate Acts

Any injury loss or damage deliberately intended by you.

Controlling Interests

Any claim arising from or brought by a firm, company or organisation in which you have a controlling interest.

Legal Helpline

Cover includes a 24 hour legal helpline which provides extensive advice across a broad range of both business and personal legal issues.

The helpline operated by Capita Insurance Services includes a team of approximately 40 experienced solicitors, barristers and legal executives.

The legal helpline service delivers advice to callers in England, Scotland, Wales, Northern Ireland and the Channel Islands. The majority of calls are handled in the main call centre in Colchester, with calls regarding Scottish Law being handled by a legal team in Scotland.

The service offers extensive multilingual capabilities, currently including; French, Gujarati, Greek, Hindi, Italian, Spanish, and Urdu and can also provide "type talk" facility for callers with hearing difficulties.

This document provides only a summary of the cover provided and the significant exclusions. It is provided so that you have sufficient information to enable you to make an informed choice. A full copy of the policy wording will be issued on commencement of cover. If you require further details of anything contained in this document please call us on 0113 251 5011.

OUR REGULATORY STATUS

This insurance is underwritten by DUAL Corporate Risks Limited (Company No. 4160680) on behalf of Arch Insurance Company (Europe) Limited and distributed by Howden Insurance Brokers Limited trading as Howden acting as their agents. Both DUAL Corporate Risks Limited and Arch Insurance Company (Europe) Limited are authorised and regulated by the Financial Services Authority. These details may be checked by visiting the Financial Services Authority website at www.fsa.gov.uk/register. Alternatively the Financial Services Authority may be contacted on 0845 606 1234.

Both DUAL Corporate Risks Limited and Arch Insurance Company (Europe) Limited are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance. This depends upon the type of business and the circumstances of the claim. Further Information about the compensation scheme arrangements is available from the FSCS or by visiting the FSCS website at www.fscs.org.uk.

HOW TO COMPLAIN

The intention is to provide an excellent service to *You*; however, *We* recognise that there may be occasions when *You* feel that this has not been achieved. If *You* are unhappy with any aspect of the service that *You* receive, please contact

The Compliance Officer

Howden

Bevis Marks House

24 Bevis Marks

London

EC3A 7JB

Please state the nature of *Your* complaint, the *Policy* and/or claim number. If after taking this action *You* are still unhappy with the response please write to:

The Managing Director

DUAL Corporate Risks Limited

8-11 Lime Street

London

EC3M 7AA

If after taking this *You* are still unsatisfied please write to:

Chief Executive Officer

Arch Insurance Company (Europe) Limited

6th Floor Plantation Place South

60 Great Tower Street

London

EC3R 5AZ

Having taken this action, if *You* feel that *Your* complaint has not been handled satisfactorily, *You* may seek assistance from The Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Telephone – 0845 080 1800

Email – enquiries@financial-ombudsman.org.uk

Website – www.financial-ombudsman.org.uk

The Financial Ombudsman Service will become involved if *You* are an eligible complainant as defined by the rules of the Financial Services Authority.

The existence of this complaints procedure does not affect any right of legal action *You* may have against DUAL Corporate Risks Limited or Arch Insurance Company (Europe) Limited.