

Important Information

Contract Certainty

For the purposes of Contract Certainty, it is agreed that where policy cover incepts but the basis of cover is not determined prior to the inception date, cover will commence on the renewal date on the same terms and conditions that applied to the prior year cover for each renewing insurance product.

Should you wish to alter the basis of policy cover post renewal date; a policy cover declaration will need to be agreed with Zurich Municipal prior to the issue of policy documents.

It is stated that should a claim arise in the period from renewal date to the issue of policy documents, it is the basis of cover formed by the above contract certain agreed that will be applied in the handling of any claim. The decision to allow a cover change following handling of any claim rests with the insurer.

Claims Information

In the event that you should need to make a claim, the following contact details are supplied for your assistance:

Property Claims

Address: Zurich Property Claims Unit, Zurich House, PO Box 108, 2 Gladiator Way, Farnborough, Hampshire, GU14 6GB

Tel: 0800 335 500

Fax: 0800 232 1917

Email: farnboroughpropertyclaims@uk.zurich.com

Liability Claims

Address: Zurich Municipal Casualty Claims, Zurich House, PO Box 314, 2 Gladiator Way, Farnborough, Hampshire, GU14 6GB

Tel: 0800 335 500

Fax: 0800 232 1917

Email: farnboroughnewliabilityclaims@uk.zurich.com

Out of hours / Emergency Property Losses - 0800 028 0336

Financial Services Compensation Scheme (FSCS)

Zurich Insurance plc is covered by the FSCS. You may be entitled to compensation (subject to eligibility, as defined in COMP 4 of the FCA Handbook) should we be unable to meet our obligations. Further information is available on www.fscs.org.uk or you may contact the FSCS on 020 7892 7300.

Helplines

Did you know.....our Select Policy includes free Helpline advice for the following areas:

- Commercial Legal Advice
- Business Assistance
- Tax Advice
- Claims Reporting
- Counselling Service

For the above services please ring DAS Legal Expenses on 0117 976 2030, and for our Counselling service please ring 0117 934 2121.

General Notes

1. Fair Presentation of the Risk

This renewal quotation is provided on the understanding that all material facts have been disclosed to us in a clear and accessible manner and have not been misrepresented to us.

If you do not comply with the above and any such non-disclosure or misrepresentation by you is:

- a) proven by us to be deliberate or reckless we may:
 - i. avoid the policy which means that we will treat it as if it had never existed and refuse all claims, in which case we will not return the premium paid by you; and
 - ii. recover from you any amount we have already paid for any claims including costs or expenses we have incurred

- b) not deliberate or reckless, the policy may be affected in one or more of the following ways depending on what we would have done if we had known about the facts which you failed to disclose or misrepresented:
 - i. if we would not have provided you with any cover we will have the option to:
 - a) avoid the policy which means that we will treat it as if it had never existed and repay any premium paid; and
 - b) recover from you any amount we have already paid for any claims including costs or expenses we have incurred
 - ii. if we would have applied different terms to the cover we will have the option to treat the policy as if those different terms apply. We may recover any payments made by us on claims which have already been paid to the extent that such claims would not have been payable had such additional terms been applied
 - iii. if we would have charged you a higher premium for providing the cover we will charge you the additional premium which you must pay in full.

A “material fact” would be a circumstance or representation that would influence our judgement in determining whether to take the risk and, if so, on what terms. If you are in any doubt where a particular fact is material you should declare it.

2. How we use personal information

We hold personal information in accordance with the Data Protection Act 1998. The information supplied to us by you may be held on computer and passed to other insurers and reinsurers for underwriting and claims purposes. You should show this to anyone whose personal information may be processed to administer this policy including handling any claims.

We use a variety of security technologies and procedures to help protect personal information from inappropriate use, and we will continue to revise procedures and implement additional security features as new technology becomes available.

We may use personal information for underwriting and claims purposes, statistical analysis, management information, market research, audits on the handling of claims, systems integrity testing, and risk management. We will only share personal information as described in this notice or where we are required or

allowed to do so by law.

We may record or monitor telephone calls for security and regulatory purposes.

3. Cancellation

All insurance policies run for a fixed period of time. The Insured can terminate an insurance contract verbally or in writing at any time. No refund will legally be due for any unused period of cover outside of the 'cooling off period' for consumer customers or following initiation for organisations and businesses. The Insurer may cancel the policy by giving 30 days notice in writing. In such an event the insured will be entitled to a return of premium in respect of the unexpired portion of the period of insurance.

4. Complaints Procedure

We value the opportunity to look into any concerns you may have with the service we have provided and we are committed to handling all complaints fairly, consistently and promptly. All of our policy documentation includes full details of our complaints procedure.

5. Motor Insurance Database

Information relating to your insurance policy will be added to the Motor Insurance Database (MID) managed by the Motor Insurers' Bureau (MIB). MID and the data stored on it may be used by certain statutory or authorised bodies including the police, the DVLA, the DVANI, the Insurance Fraud Bureau and other bodies permitted by law for purposes not limited to but including:

- a) electronic licensing
- b) continuous insurance enforcement
- c) law enforcement (prevention, detection, apprehension and or prosecution of offenders)
- d) the provision of government services or other services aimed at reducing the level and incidence of uninsured driving.

If a vehicle of yours is involved in a road traffic accident (either in the United Kingdom, the European Economic Area or certain other territories), insurers or the MIB may search the MID to obtain relevant information.

Persons (including their appointed representatives) pursuing a claim in respect of a road traffic accident (including citizens of other countries) may also obtain relevant information which is held on the MID.

It is vital that the MID holds correct registration numbers for your vehicles. If incorrect details for any of your vehicles are shown on the MID you are at risk of having the relevant vehicle seized by the police. You can check that correct registration number details for your vehicles are shown on the MID at www.askmid.com

6. Claims History

When you tell us about an incident or circumstance we may pass information relating to it to the Claims and Underwriting Exchange Register (CUE), run by Insurance Database Services Ltd (IDSL) Motor Insurance Anti-Fraud and Theft Register (MIAFTR), run by the Association of British Insurers (ABI) or other relevant database.

We and other insurers may search these databases when you apply for insurance, in the event of any incident, circumstance or claim or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim. This helps to check information provided and prevent fraudulent claims.

7. Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- a) share information about you with other organisations including the police
- b) conduct searches using publicly available databases
- c) undertake credit searches
- d) check and share your details with fraud prevention and detection agencies.

If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering for example when:

- a) checking details on applications for credit and credit related or other facilities
- b) managing credit and credit related accounts or facilities
- c) recovering debt and tracing beneficiaries
- d) checking details on proposals and claims for all types of insurance
- e) checking details of job applicants and employees.

Please contact us if you want to receive details of the relevant fraud prevention agencies. We and other organisations may access and use from other countries the information recorded by fraud detection agencies.

8. Sanctions

Notwithstanding any other terms of any policy we issue, such policy will be deemed not to provide cover nor will we make any payment or provide any service or benefit to you or any other party to the extent that such cover, payment, service or benefit would violate any applicable trade or economic sanctions law or regulation.

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 subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. These details can be checked on the FCA's Financial Services Register via their website www.fca.org.uk or by contacting them on 0800 111 6768. 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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