

2017 Summary of Property Insurance

Arranged on behalf of Curtis Banks Limited

Insurance Programme

Arthur J Gallagher are the appointed broker for Curtis Banks Limited, and have arranged on their behalf a Property Owners Insurance Policy with QBE Insurance (Europe) Limited on a portfolio basis, which provides the following benefits compared to "stand alone" arranged insurance covers:

- Discounted premiums, providing value for money
- Wider cover with low levels of policy excess
- Enhanced policy limits
- Enhanced claims service; including a nominated loss Adjuster

All policies are regularly reviewed to ensure these maintain the widest levels of cover at competitive premiums.

Key Covers

The policy provides cover for "All Risks" of physical loss or damage, including Fire, Theft, Flood, Breakage of Fixed Glass, Subsidence, Landslip and Heave. On this basis of cover, effectively, the policy will respond in the event of Damage unless specifically excluded. General policy exclusions are as follows, but are not exhaustive:

- Faulty or defective design or materials
- Faulty or defective workmanship
- Gradual deterioration, wear and tear, corrosion, rust, wet or dry rot, loss of weight, dampness, dryness, marring scratching
- Shrinkage or Evaporation
- Vermin or Insects
- Collapse of buildings (this exclusion does not apply if the collapse is due to an insured peril / specified event)
- War Risks

The policy also provides cover following an act of terrorism for damage to properties in the UK (excluding Northern Ireland), and to loss of rental income, should damage lead to a loss of rent.

Property Owners Liability cover is provided up to a limit of liability of £20,000,000 any one loss to protect the property owners' legal liabilities.

This policy is not designed to cover Public Liability for the tenant's activities or operations, nor for the business in occupation and/or their own contents (unless negligence from the property owner is established).

Sums Insured

Your Certificate of Insurance will detail the sums insured in relation to the building reinstatement value, and whether any loss of rent is insured.

Policy Excess

The policy excesses specific to your property insured are noted on the Certificate of Insurance issued to you.

Additional Interests

The policy contains an "Other Interests" Clause which includes the interest of lessees and mortgagees.

Unoccupied Property

If a property becomes unoccupied in whole or in part the following precautions should be implemented:

- From 1st November to 31st March either the central heating system should be kept in full working condition with controls set and maintained at an adequate level to prevent freezing and water pipes storage tanks and cisterns in unheated or exposed parts of the building to be adequately lagged or trace heated to reduce the risk of freezing or, alternatively, the water supply should be turned off at the mains and all water systems drained, except sprinklers, with disconnection of the supply to be in such a way as to avoid easy reconnection by intruders)
- Wherever possible existing sprinkler protection should be maintained with weekly tests continued and from 1st November to 31st March the building heated
- The contents of silos and hoppers containing combustible material must be emptied and removed from the site
- The integrity of fences gates boundary walls must be maintained and site gates and entry and exit doors must be secured by good quality locks
- Letter boxes must be sealed and accessible windows and rooflights regardless of the level at which they are installed must be secured
- Existing intruder alarms should be operational and maintained in efficient working order during the period of unoccupancy with existing central station connections being maintained and existing maintenance contracts continued
- Internal and external inspections should be undertaken at least weekly to ensure that the building or unoccupied portion is secure and that no damage has occurred. Such inspections should be recorded in writing or full time 24 hour security to be in operation

If you are unable to comply with the above, please notify Curtis Banks as soon as possible.



Arthur J. Gallagher
BUSINESS WITHOUT BARRIERS™

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Claims Procedure

In the event of damage by any Insured Peril, details must be provided to the Insurers within 30 days. In respect of Riot, Malicious and Criminal Damage details must be provided within 7 days and the Police informed immediately.

Please notify your nominated Loss Adjuster, Crawford & Co using the following:

Contact Address: Crawford & Company
70 Mark Lane
London
EC3R 7NQ

Email: pou@crawco.co.uk

Telephone No: +44 (0) 127 322 4181

Emergency Helpline: 0800 606 1234

Property Damage

Damage to the buildings must immediately be reported to the Nominated Loss Adjusters.

Any claim involving Malicious Damage or Theft must also be reported to the Police within 7 days.

The nominated Loss Adjuster may attend the site to investigate the damage and discuss the scope of the repair works necessary.

Liability

In the event of any claim arising where a third party holds you responsible for damage to their property or for bodily injury to them, and such damage or bodily injury has or is alleged to have occurred as a result of the operation of the buildings, it must immediately be reported to the Nominated Loss Adjusters.

General Instructions

- Do not take any action which will prejudice the position of the insurer(s)
- Do not make any admission of liability, nor make any promise of payment
- Immediately forward any correspondence, unanswered, to the Nominated Loss Adjusters including any Writ Summons and any other legal documents served on you and any correspondence received from the third party or their representative
- No documents or correspondence of any type received from the third party or their representative should be answered
- If plant or machinery is involved in a bodily injury claim no adjustment or improvement should be made and any parts concerned should be preserved:
 - no inspection of any part of the plant or machinery should be permitted without the consent of the Insurer(s)
 - care must be taken to preserve any evidence which might be relevant in ascertaining liability

How Do I Complain?

If your complaint is about Arthur J. Gallagher and the service we have provided Arthur J. Gallagher will deal with the complaint

If your complaint is about the product you have been sold or a claim on your Policy, Arthur J. Gallagher will pass the details of your complaint to the relevant Claims Office to deal with the complaint

Name: Darren Ting

Address: The Walbrook Building, 25 Walbrook, London, EC4N 8AW

Tel: +44 (0) 20 7204 6000

Making a complaint doesn't affect your legal rights. If you're not happy with the way we handle your complaint, you can talk to the Financial Ombudsman Service at:

Insurance Division, Exchange Tower, London, E14 9SR

Tel: 0800 023 4567

complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Please Note: Referral to the Ombudsman will not affect your right to take legal action against the Insurer(s).

Please Note: Curtis Banks receives commission on the Property Owners Insurance Policy based on a percentage of total premium amounts paid to cover costs involved in arranging the insurance policy.

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