

POLICY SUMMARY MARINE

PLEASE READ THIS DOCUMENT CAREFULLY AS IT PROVIDES A SUMMARY OF COVER. IT DOES NOT SHOW ALL OF THE BENEFITS, EXCLUSIONS OR LIMITATIONS. PLEASE REFER TO THE CONFIRMATION OF INSURANCE FOR FULL DETAILS OF ALL TERMS, CONDITIONS AND EXCLUSIONS.

PLEASE NOTE THAT ALL REFERENCE BELOW TO 'CLAUSES' CAN BE FOUND IN THE FULL CONFIRMATION OF INSURANCE WORDING.

We have not provided you with a personal recommendation as to whether this insurance is suitable for your specific needs. If you do not have other insurance in place elsewhere which already covers this risk (for example, your Household insurance), this insurance product is designed to provide cover to meet the demands and needs of those who wish to insure loss of or damage to their property whilst stored with a Removal company.

PLEASE NOTE THAT IRRESPECTIVE OF WHETHER YOU DO OR DO NOT PURCHASE THIS INSURANCE THE LIABILITY OF THE REMOVAL COMPANY FOR ACTUAL PHYSICAL LOSS OF OR DAMAGE TO YOUR PROPERTY IS LIMITED BY THEIR TRADING CONDITIONS WHICH FORM PART OF THEIR CONTRACT WITH YOU.

Insurer

Fortis Corporate Insurance NV per Aon Risico Management

Type of insurance cover

This insurance will cover your household goods, personal effects and baggage for physical loss or damage, subject to the exclusions, and terms and conditions of the policy wording.

Features and benefits

- This insurance covers accidental loss or damage to your goods.
- This policy covers household goods being moved from any country in the world to any other country.
- This is a replacement as new policy, providing you have adequately insured your goods. *[Full policy wording The Clauses 4 - Valuation Clause.]*
- This insurance will cover your goods from the time they are collected by the removal company until they are ultimately delivered, providing you continue to extend the policy if your goods are stored.

Principal Exclusions Conditions and Limitations

- Excluded effects – This insurance has exclusions and restrictions of certain items. This means insurers will not pay a claim for loss or damage to these items. *[Full policy wording – The Clauses 19 – Excluded Property]*
- Pairs and Sets - This insurance has a condition for pairs and sets. This means that if one of a pair or set is lost or damaged, Insurers will only pay for the lost or damaged item. *[Full Policy Wording – Excluded Causes 10]*
This exclusion can be amended to include the reasonable and fair reduction in the value of the pair or set. [Full policy wording The Clauses 13]
- Mechanical, Electronic and Electrical Derangement – This insurance has an exclusion for mechanical and electrical derangement. This means that if an electrical or mechanical item does not function and there is not evidence of external damage to the item or its packaging insurers will not pay the claim. *[Full Policy Wording – Excluded Clauses 10]*
This exclusion can be deleted in respect of items, other than motor vehicles under six years old. [Full policy wording –Clause 13.]
- Under-insurance (average or co-insurance) – customers must declare their goods for their full replacement value as new at destination. If goods are not adequately insured any claim payment will be reduced by the amount of under-insurance. *[Full Policy Wording – The Clauses 9]*
- Claims must be notified in writing within 30 days of the date of delivery of the goods and full presentation of the claims not later than 30 days after the date of notice Any item, which is lost or damaged, must be reported within this time limit. *[Full Policy Wording – The Clauses 12]*
- We also draw your attention to the remaining exclusions and conditions in the reverse of the Confirmation of Insurance.

Policy Excess

The policy excludes the first £200.00 in respect to Deep Sea (Worldwide outside Europe). This is a client excess.

Right to cancel

You have the right to cancel this insurance without penalty at any time PRIOR TO THE COMMENCEMENT OF THE INSURANCE. Once the insurance has commenced, your right to cancel ceases and you will be charged the full premium for the insurance. Your rights to cancel are set out in Clause 6 of the Confirmation of Insurance.

Under the Private Customer Code, we have to give you certain information before you make your decision. If we have not given you this information when you buy your insurance (and you have not told us you do not want it) we will allow you a “cooling off” period of at least 14 days from the time you receive the information. If you do not want to continue the insurance, you may cancel your cover within this period and get all your money back (as long as you have not made any claims).

Duty of Disclosure

It is your responsibility, as set out in Clause 17, to ensure that all material facts have been disclosed to Insurers i.e. any facts which may affect Insurers’ view of the risk. If you are unsure of whether a fact which has not been detailed in the insurance proposal you have completed needs to be disclosed, it is recommended that details are provided to Insurers for consideration. Please also ensure that all the information provided by you in your proposal are correct as these details will form the basis of the insurance contract between us. If your circumstances change between the date you purchase the policy and the date when you require the policy to commence, please tell us. Incorrect information or failure to disclose all material facts could invalidate all or part of the cover and result in a claim being declined. An example of a material fact would be that you have previously been refused insurance because you have a criminal conviction.

Claims procedure & time limits for making claims

The claims procedure is clearly set out in the Confirmation of Insurance under Clauses 12 and 21 which tell you who to contact if you wish to make a claim.

Because of the nature of this insurance, time is of the essence. It is very important to notify any claim as soon as you become aware that loss or damage has occurred. In any event, the insurance requires, as set out in Clause 13, that you notify claims no later than 30 days after delivery or 30 days after scheduled delivery in the event of non-delivery, presentation of claim in its entirety after notice will be in a timely fashion not to exceed 60 days from the date of such notice.

Complaints procedure

If you feel you have not been offered a first class service, please write and tell us and we will do our best to resolve the problem.

You may alternatively, if preferred, contact the Insurance Administrator: Reason Global Insurance, Lydean house, 43-46 Queens Road, Brighton, BN1 3XB, United Kingdom Tel: +44 (0) 845 602 1775 Fax: +44 (0) 1273 733606

In the unlikely event you remain dissatisfied, please write to the following:-

The Compliance Manager, Fortis Corporate Insurance NV per Aon Risico Management, PO Box 518 3000 AM, 62 Admiraliteitskade, Rotterdam, Netherlands

In the event you wish to pursue matters further you may be able to refer the matter to the Financial Ombudsman Service. The Financial Ombudsman Service can normally deal with complaints from private individuals and from small businesses with an annual turnover of less than £1 million (for a group of companies, this means a group annual turnover of less than £1 million). The Financial Ombudsman Service can also help with complaints from charities with an annual income of less than £1 million; and from trusts with a net asset value of less than £1 million.

The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR Helpline: + 44 (0) 0845 080 1800 Switchboard: + 44 (0) 020 7964 1000 Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

Fortis Corporate Insurance NV is covered by the Financial Services Authority' Compensation Scheme. You may be entitled to compensation from the scheme if we are unable to meet our obligations to you under this contract. If you were entitled to compensation under the scheme, the level and extent of the compensation would depend on the nature of this contract.

Further information about the scheme is available from the Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portsoken Street, London, E1 8BN United Kingdom and on their website www.fscs.org.uk