

Flood Excess Insurance

Policy Summary

INTRODUCTION

Some important facts about your Flood Excess Insurance Policy are summarised below. This summary does not contain the full terms and conditions. Full terms and conditions are contained in your policy wording document so please ensure you read it carefully to make sure you understand the cover provided by the policy and that it meets your needs. The policy wording should be read in conjunction with your policy schedule as together these documents form your contract of insurance with us.

If you have any questions or are unsure about the cover you have purchased please contact Policy Excess Limited on 0345 241 0950 or by email at enquiries@floodexcess.com

COOLING OFF

You have 14 days to review this policy and should the policy not meet your needs, providing you have not made a claim you may request we cancel this policy and you will receive a full refund.

WHO IS COVERED BY THIS POLICY

This policy covers the policyholder named on the policy schedule who must also be named as a policyholder on the primary home insurance policy. The property covered by this policy must be your usual place of residence and must be located within the United Kingdom (England, Wales, Scotland, Northern Ireland, Channel Islands or the Isle of Man).

CANCELLATION

After the 14 day cooling off period has expired, you may cancel this policy at any time and you will receive a refund of premium proportionate to the amount of time left to run on the policy. To cancel this policy please contact the Broker who sold you this policy, whose details will be on your policy schedule. If you did not purchase your policy from a Broker, or you cannot find their details, please contact Policy Excess Limited to cancel the policy.

We can cancel this policy by giving you 14 days' notice in writing. We will only do so if there are serious grounds to do so.

WHAT IS COVERED BY THIS POLICY

This policy covers you for the flood claim excess amount you have to pay under your primary home insurance policy when you suffer damage or loss to your property due to flood subject to the incident that gave rise to a claim under your primary home insurance policy occurring during the period of insurance.

If you are claiming under your primary home insurance policy for flood damage or loss to your property then you will be able to claim under this policy once your home insurer has settled a flood claim under your primary home insurance policy and you have paid the flood claim excess that applied to that claim.

If your claim against the primary home insurance policy is unsuccessful we may still be able to consider your claim. Examples of this would include:

- the home insurer cancels their policy for a reason not related to the flood loss or damage; or
- You breach the terms of their insurance but not this policy; or
- there is a dispute between you and the home insurer over the amount of your claim for loss or damage

If the amount of the claim falling below the value of your flood excess we will assess a claim under this policy and provided you meet all the terms and conditions of your primary home insurance policy, we will cover the cost of the flood loss or damage to your property that is below the value of your primary home insurance policy excess.

WHAT ARE THE MAIN EXCLUSIONS

See the conditions and Exclusions that apply to this policy section of your policy wording for full details

The following exclusions apply to this policy and your claim will not be valid if:

- 1) You did not register your claim with the claims administrator as soon as practically possible after you claimed under your primary home insurance policy;
- 2) Your claim occurs within 14 days of the start date of this policy. Please note this exclusion does not apply if You have renewed this flood excess Insurance policy with us and cover has been continuous from your previous policy, or you purchased this policy within 7 days of purchasing your primary home insurance policy;
- 3) the incident that gave rise to the claim under your primary home insurance policy happened before the start date of this policy or after this policy ends;
- 4) the property where the loss or damage occurred is not your main residence;
- 5) a third party waived or reimbursed your flood claim excess amount due under your primary home insurance policy;
- 6) Your claim under your primary home insurance policy does not fall within its terms and conditions but your home insurer settles your claim on a goodwill or without prejudice basis;

POLICY COVER LIMIT

The amount you are insured for is shown on your policy schedule as chosen by you when you purchased this policy. This cover limit is the maximum amount you can claim under this policy.

WHO PROVIDES THIS POLICY

This Flood Excess Insurance Policy is arranged by Policy Excess Limited and underwritten by Catlin Insurance Company (UK) Ltd.

Catlin Insurance Company (UK) Ltd., registered office 20 Gracechurch Street, London, EC3V 0BG, are authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) (Registered Number 423308).

Policy Excess Limited is an Appointed Representative (FCA A.R. Number 654381) of Advent Solutions Management Limited. Advent Solutions Management Limited is authorised and regulated by the Financial Conduct Authority (FCA registered Number 308751).

You can check these details on the Financial Services Register at www.fca.org.uk.

HOW TO MAKE A CLAIM

Irrespective of whether notice has been given to the Commercial Insurer You must notify Charles Taylor General Adjusting Services (which will be treated as notification to Us) as soon as practically possible of any loss or damage where Your Commercial Insurance Policy is likely to exceed their Flood Claim Excess or involve the Cover Limit of this Policy.

Contact details of Charles Taylor General Adjusting Services;

Charles Taylor General Adjusting Services
51-52 St. John's Square, London, EC1V 4JL

Tel: 0207 336 8500

Fax: 0207 336 8248

E-Mail: catlinclaims@ctplc.com

HOW TO MAKE A COMPLAINT

If You have any questions or concerns about this insurance or the handling of a claim, please contact the Broker or Intermediary who sold You this policy.

For all other questions or concerns please contact Policy Excess Limited.

If you wish to make a complaint, you can do so at any time by referring the matter to: Complaints Manager

Catlin Insurance Company (UK) Ltd.
20 Gracechurch Street, London, EC3V 0BG
Email: Catlinukcomplaints@catlin.com
Telephone Number: +44 (0) 20 7743 8487

If you remain dissatisfied after the Complaints Manager has considered your complaint, or you have not received a final decision within eight weeks, you can refer your complaint to the Financial Ombudsman Service at:

Exchange Tower, London, E14 9SR
Email: complaint.info@financial-ombudsman.org.uk

From within the United Kingdom

Telephone Number: 0800 0234 567 (free for people phoning from a "fixed line", for example, a landline at home)

Telephone Number: 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Catlin Insurance Company (UK) Ltd. is covered by the FSCS. You may be entitled to compensation from the scheme, if they cannot meet their obligations. Further Information is available from the FSCS website: www.fscs.org.uk

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for Catlin Insurance Company (UK) Ltd. is the Financial Ombudsman Service, which can be contacted directly using the contact details above. For more information about ODR please visit <http://ec.europa.eu/odr>

ACCESSIBILITY

This document and any other documentation in respect of this insurance can be provided to you in Braille, large font or audio. If you require any of these formats please ask us.