

# Directors' and Officers' Liability for Residents' Associations

## Policy summary



**This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Directors' and Officers' Liability for Residents' Associations policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.**

### Type of insurance and cover

This policy provides cover for personal liabilities in relation to directors, officers and others whilst managing residential management companies.

The standard duration of this non-investment insurance contract is 12 months.

### Significant features and benefits

- Limits of indemnity of up to £1 million (higher limits available on request).
- Initial cover periods of between six and 18 months.
- Cover includes legal representation at any proceedings subject to our written consent.
- The policy cover applies at the time a claim is made and the limit of indemnity includes all costs.
- Policy written in plain English.

### Cancellation rights

This policy does not entitle you to a cooling-off period.

### Claims

To notify a claim please call 020 8722 5099.

### Significant and unusual exclusions or limitations

- Proven fraud or illegal profit.
- Actual bodily injury or property damage.
- Cover in relation to parent companies and for professional services.

Policy ref: ZCYL85

Target company size

Small

SME

Corporate

Type of Policy

Retail

Commercial

## Our complaints procedure

We value the opportunity to investigate any concerns *you* may have about any aspect of *our* service and are committed to handling all complaints fairly, thoroughly and promptly.

### Who to contact in the first instance

Many concerns can be resolved straight away therefore in the first instance please get in touch with *your* usual contact as they will generally be able to provide *you* with an immediate response to *your* satisfaction.

Contact details will be provided on correspondence that *we* or *our* representatives have sent *you*. If *we* cannot resolve *your* complaint straight away *we* will aim to resolve *your* concerns as soon as possible and *we* will keep *you* informed of progress while *our* enquiries are continuing. The majority of complaints *we* receive are resolved within four weeks of receipt.

### Next steps if you are not happy with the response provided

*We* are dedicated to *our* customers and seek to do what is right however sometimes *we* may not be able to reach an agreement with *you*. If this is the case and *you* remain dissatisfied once *you* have received *our* response to *your* complaint *we* will refer *your* complaint to *our* Customer Relations Team for a separate review.

The Customer Relations Team will contact *you* to let *you* know they have received *your* complaint and when their review is complete they will provide *you* with a final response on *our* behalf.

### The Financial Ombudsman Service (FOS)

If *we* are unable to resolve *your* complaint to *your* satisfaction within eight weeks or if *you* remain dissatisfied following receipt of *our* final response letter *you* can ask the FOS to formally review *your* case. *You* must contact the FOS within six months of *our* final response.

The FOS contact details are as follows:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

*You* can telephone on 0845 080 1800 or e-mail [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
This is a free and impartial service and will not affect *your* legal rights.

The FOS can help with most complaints if *you* are:

- a private individual
- a business with an annual turnover of less than £1,000,000
- a charity with an annual turnover of less than £1,000,000
- a trustee of a trust with a net asset value of less than £1,000,000.

If *you* are unsure whether the FOS will look at *your* complaint please contact them directly for further information. *You* are entitled to contact the FOS at any stage of *your* complaint.

### The Financial Services Compensation Scheme (FSCS)

*We* are covered by the Financial Services Compensation Scheme (FSCS). *You* may be entitled to compensation should *we* be unable to meet *our* obligations. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or *you* may contact the FSCS on 020 7892 7300.

Following this complaints procedure does not affect *your* legal rights.

### Law applicable to the contract

UK law allows both *you* and *us* to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to your address as shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

### How we will use your data

Zurich Insurance plc holds data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, we may share information you give us with other organisations and public bodies, including the Police, accessing and updating various databases. If you give us false or inaccurate information and we suspect fraud, we will record this and the information will be available to other organisations that have access to the database(s). We can supply details of the databases we access or contribute to, on request.

### 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.

Authorised by the Irish Financial Regulator and subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request. FSA registration number 203093. These details can be checked on the FSA's register by visiting their website [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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*Because change happenz.*