

Real Estate Inspection Contract and Plant Protection Policy summary



This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Real Estate Plant Protection Insurance policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.

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

Type of insurance and cover

This policy covers plant such as heating, hot water, air conditioning, ventilation, refrigeration, electrical, security systems, lifts, escalators and fork lift trucks against unexpected damage in accordance with the cover selected. The covers available are:

- Sudden and unforeseen damage which includes
- Own surrounding Property
- Increased Cost of Working
- Hired-in Machinery
- Lifted Goods
- Storage Tank Contents
- Loss of Rental Income

Significant features and benefits

- Cover is not compulsory
- Cover is linked to the provision of an inspection service by Zurich
- Designed to appeal to the needs of those working in the real estate sector
- Automatic cover for additional plant of the same type already insured
- Debris removal costs up to £100,000
- Loss minimisation and prevention expenditure up to £25,000
- Cover includes the reasonable cost of temporary repairs following damage and expediting permanent repair including use of rapid transport and overtime work up to £5,000
- Trace and access costs up to £10,000
- Cover includes damage to plant temporarily removed to another UK premises including land transit
- Completion of a proposal form is not required
- Seventy two hour clause.

Significant and unusual exclusions

- Minimum £250 excess
- Damage by fire and other perils normally covered by your fire policy (except for hired-in machinery)
- Breakdown, explosion or collapse of plant which has not completed acceptance tests or within 30 days of initial installation
- Damage during installation or dismantling
- Damage during testing or maintenance
- Damage to renewable parts, fuses, foundations, masonry and chimneys
- Damage arising out of multiple lifts unless cover previously agreed with us
- Damage caused by defects known by you at the start of the policy
- Damage resulting from modifications to plant beyond maker's specifications
- Damage for which a maker, supplier, contractor or repairer is responsible
- Damage resulting from non-compliance with a recall or with maintenance requirements specified by the maker or supplier
- Normal wear and tear, corrosion or erosion
- Damage by terrorism.

Cancellation

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

Claims

To notify us of a claim please call 08453 002 055.

Our complaints procedure

We want to provide a first class service. If you have any cause for complaint you should, in the first instance, contact either the intermediary who arranged the policy for you, or the branch that issued your policy. Please quote the details of your policy (your surname and initials, policy number, departmental reference, etc).

If you remain dissatisfied with the response, we will refer your complaint to our Customer Relations Team for a separate review. They will notify you once they receive your complaint and will provide you with a final response when they have completed their inquiries.

If we are unable to resolve your complaint to your satisfaction within 8 weeks, or if we have provided you with a final decision letter, you may be able to refer your complaint to the Financial Ombudsman Service (FOS). This is a free and impartial service.

You can telephone for free on:

08000 234 567 for people phoning from a "fixed line" (for example, a landline at home)

0300 123 9 123 for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02

Or e-mail: complaint.info@financial-ombudsman.org.uk

The FOS will only consider your complaint if, at the time of notification, you are a consumer, a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million, a charity with an annual income of less than £1 million or a trustee of a trust with a net asset value of less £1 million.

Following the Complaints Procedure does not affect your legal rights.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 0800 678 1100 or further information is available at www.fscs.org.uk

Law applicable to the contract

In the UK the law allows both you and us to choose the law applicable to the contract. The contract will be subject to the relevant law of England and Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands relating to the address as show 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 Management Services Limited

Registered in England and Wales no. 2741053

Registered Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is 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 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 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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