

# D&O Corporate Directors' and Officers' Liability

## Summary of cover



This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance Company Ltd D&O Corporate Directors' and Officers' Liability policy. The full terms, conditions and exclusions are shown in the policy document. If you want to see full details of the cover, please refer to the policy document.

### Type of insurance and cover

The policy provides cover for personal and other liabilities in relation to running a business for directors, officers, supervisors, managers and others.

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

### Significant features and benefits

- Limits of liability up to £10 million.
- Extends to reimburse the company in situations where they are allowed to pay directors' and officers' defence costs.
- Includes cover for claims instigated by a shareholder against any director or officer.
- Cover includes legal representation at any proceeding subject to our written consent.
- The policy cover applies at the time that a claim is made and the limits of liability includes all costs.
- Cover is specifically extended to include:
  - civil costs and bail bonds sub-limit
  - extradition costs
  - non-executive director additional limits
  - reputational recovery costs.

### Significant and unusual exclusions or limitations

- Proven fraud or illegal profit – no cover to apply where a fraud or illegal profit claim is held by a judgment or final decision.
- Parent company exclusion – the policy will not respond if a claim is brought by or at the instigation of any parent company.
- Pension trustee cover excluded – cover will not apply for any individual acting in the capacity of trustee of any pension, superannuation scheme, profit sharing or other similar scheme.

### Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

### Cancellation rights

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

### Claims



To notify a claim please contact:

**Zurich Insurance Company Ltd, Specialty Claims Department, 70 Mark Lane, London, EC3R 7NQ**



Email:

**[professionalandfinancial.lines.newclaims@uk.zurich.com](mailto:professionalandfinancial.lines.newclaims@uk.zurich.com)**

## Our complaints procedure

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that we or our representatives have sent you.

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can also contact them as follows:

**Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**Telephone:** 08000 234567 (free on mobile phones and landlines)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

## The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.

### Zurich Insurance Company Ltd

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

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

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