

Real Estate Inspection Contract and Plant Protection

Summary of cover



This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Section 2 of the Zurich Insurance Company Ltd Real Estate Inspection Contract and Plant Protection 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.

The duration of this non-investment insurance contract is 12 months. An inspection service will always be provided under Section 1 of the Real Estate Inspection Contract and Plant Protection policy.

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.
- 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 Management Services Limited.
- 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

- Policy excess applies.
- 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 to you or noted in past inspection or maintenance reports, which have not been rectified.
- 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.
- Damage by electronic risks.
- Damage by communicable diseases.

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

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

Claims



To make a claim online visit:
www.zurich.co.uk/business/claims



Call us on: **0800 302 9055**

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.

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

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 or by contacting the FSCS directly on 0800 678 1100.

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 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.

© Copyright – Zurich Insurance Company Ltd 2023. All rights reserved. Reproduction, adaptation or translation without prior written permission is prohibited except as allowed under copyright laws.