

## Policy Summary – Property Owner’s Combined Insurance GPP7773035

The information provided in this policy summary is key information you should read

This Policy Summary does not contain the full terms and conditions of your Property Owners Insurance. The full terms and conditions can be found in the policy document.

The insurer is Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions)

This policy is valid for 12 months and is renewable annually on 1<sup>st</sup> June.

Significant Features and Benefits	Significant and unusual Exclusions or Limitations
<p>This policy provides cover against</p> <p><b>Section A – Buildings</b>, (including Landlords Fixtures and Fittings), its outbuildings, extensions, annexes, paths, drives, walls, gates, fences and services.</p> <ul style="list-style-type: none"> <li>• Fire, lightning, aircraft, explosion, earthquake.</li> <li>• Riot and civil commotion, malicious damage, and theft damage to the buildings.</li> <li>• Storm, tempest, flood, burst or leaking of water tanks, apparatus or pipes, but excluding damage to actual water tanks, apparatus or pipes themselves.</li> <li>• Impact by vehicles, damage by falling trees.</li> <li>• Subsidence or heave of the site on which the buildings stand or landslip.</li> <li>• Other accidental damage (other than by excluded clause).</li> <li>• Property Owners' Liability limit of indemnity £5 million.</li> <li>• Alternative accommodation up to 20% of the sum insured on buildings.</li> <li>• Loss of Rent included up to 20% of the sum insured on buildings.</li> </ul> <p>Any special clauses &amp; warranties, which have been applied to this insurance policy, will be shown in the schedule.</p>	<p>First £250 for each loss other than subsidence which is £1,000 for each loss (or other amount as shown in the schedule).</p> <p>If your property becomes unoccupied you will need to notify us immediately and ensure that the property is adequately secured.</p> <p>Damage caused as a result of mould or the removal of certain hazardous building materials, or injury caused to any closely related person (What is not insured).</p> <p>Damage caused by theft or attempted theft not involving violent and forcible entry or exit (Peril H of Sections A and B - What is not insured).</p> <p>Public Liability arising from professional advice given (What is not insured).</p> <p>Public Liability arising out of computer programming (What is not insured).</p> <p>Terrorism cover is excluded under the policy.</p>
<p><b>Section A – extensions 1</b></p> <p>Cover is extended to include accidental damage to the building and the replacement of broken glass.</p> <ul style="list-style-type: none"> <li>• Accidental Damage to underground services, pipes and cables</li> <li>• Breakage of fixed glass and sanitary ware</li> </ul>	

The Policy is a complex document and contains a large number of specific terms relevant in specific circumstances, depending on the nature of the risks being insured and those extensions requested. The policy may also contain warranties describing actions that you must take or avoid for any cover to operate

If the amount insured is not as much as the value of the items you are trying to insure, then any claim may not be payable in full

### Claims:

In the first instance claims should be notified to D & I Scott on our dedicated claims line 0141 781 4691.

**Terms of Business**  
**Property Owners Buildings Insurance Cover**

**Regulation of General Insurance Activities**

D & I Scott Property Management for this part of our business is a Firm authorised and regulated by the Financial Conduct Authority (FCA) which includes arrangements for complaints or redress if something goes wrong. We are included on the register maintained by the FCA so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. The register can be accessed via the Financial Conduct Authority website at [www.fca.org.uk/register/](http://www.fca.org.uk/register/)

**Your Property - Buildings Insurance Policy**

The policy is being provided by us under a sub-agency facility with Brokers D2 Corporate Solutions Limited (D2CS). D2CS is also authorised and regulated by the Financial Conduct Authority to conduct general insurance business. Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions) is the ultimate insurer and they are also authorised and regulated by the Financial Conduct Authority to conduct general insurance business.

D & I Scott Property Management has no shareholding in D2 Corporate Solutions Limited or in Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions).

D & I Scott Property Management as a condition of our Agreement for Property Management is recommending that all clients subscribe to the Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions) Policy. This constitutes an advised sale. Our recommendation is based on a fair analysis of the market as undertaken by our insurance advisors (D2CS) on an ongoing basis.

We have selected the above policy – Buildings Insurance Cover on the basis that:

The security of this insurer is excellent, protecting the interests of many UK organisations.

The policy most closely meets the requirements of the vast majority of our client base.

In our opinion, the premiums and cover offered represent good value for Money. Our brokers have been very pleased with the service that clients have received from the above provider.

**Scope of Regulated Insurance Activities**

We will undertake the following activities in connection with the sale, administration and performance of the Great Lakes Reinsurance (UK) PLC, UK Branch (via Giant Risk Solutions) Property Owners – Buildings Insurance contract:

Inform clients of the insurance in its engagement letters.  
D2CS will annually thereafter administer the scheme on behalf of D & I Scott Property Management, unless our client services agreement specifically allows that such property insurance arrangements and communication should cease.

Answer any queries relating to the terms & conditions of the policy, or arrange for these to be answered directly by D2 Corporate Solutions Ltd or by Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions).

Forward details of new client details and any cancellations or amendments to D2CS. Forward premium payments to Great Lakes Reinsurance (UK) PLC (via Giant Risk Solutions).

Lodge claims and deal with any subsequent claims administration on behalf of insured clients.

Advise clients of any changes in the policy conditions or administration of the scheme.

**Client obligations under the Buildings Insurance Policy**

**Your duty to give information**

Insurance is offered/provided on the basis You have not:

- Been convicted of or charged (but not yet tried) of a criminal offence other than road traffic offences
- Had an insurance proposal declined by an insurer
- Had an insurance renewal declined by an insurer
- Had an insurance cancelled by an insurer
- Had special terms imposed upon an insurance

These questions are designed to enable us or the insurer to obtain a comprehensive picture of the nature of the risk to be insured, and only by asking such questions and receiving answers which are given honestly and with reasonable care, can we or the insurer be in a position to offer terms which are designed to meet your demands and needs.

The reason why this is vital and extremely important is that if you fail to tell us or the insurer something when asked, or, if you answer carelessly or act deliberately or recklessly in making misrepresentations when answering questions, your policy may leave you with no insurance protection; insurers may not pay a part or all of your claim and may cancel your policy. You may find it difficult to re-arrange cover because you did not tell an insurer everything when asked, and you will have to disclose this fact when you reapply for insurance.

**Awareness of Insurance Terms**

When an insurance document is issued you are strongly advised to read it carefully, as all documents form the basis of the insurance contract you have purchased. Please therefore seek our advice promptly, if you are in doubt over any of the Terms or Conditions of the Policy details issued.

**Complaints**

This is a Group policy arranged by this firm on behalf of its clients and so we would appreciate any feedback – positive or negative – so that we may improve our service to clients. Therefore, in the first instance, if you are dissatisfied with how your affairs have been handled in connection with the insurance, or by a decision on a claim, then we would ask you to contact us by telephone.

Proprietors: - Donald Scott and Irene Scott, trading as D & I Scott Property Management. Tel No 0141 649 1011

Complaints will be acknowledged within 5 business days of receipt and you should have a full response within 14 working days. Where this is not possible, you will receive an initial response with a timescale for resolving the matter.

Notwithstanding the above, complaints by 'eligible complainants' (individuals and businesses with an individual or group turnover below £1million) can also be referred to:

Financial Ombudsman Service, South Quay Plaza,  
183 Marsh Wall, London E14 9SR  
Tel: 0800 023 4567 (free for people phoning from a "fixed line")

**Compensation Arrangements**

In the unlikely event that we cannot meet our liabilities to you under this insurance, you may be able to claim compensation under the Financial Services Compensation Scheme. In the event that we or your insurers Cannot fulfil our claims requirements envisaged by our Property Management Services Agreement or under the terms of the policy, then Great Lakes (via Giant Risk Solutions) will appoint a suitably qualified individual to deal with the claim.

D & I Scott Property Management, D2 Corporate Solutions Ltd (D2CS), and Great Lakes Insurance SE, UK Branch (via Giant Risk Solutions), are covered by the legislated protection of Financial Services Compensation Scheme (FSCS).

Further information about the scheme is available is available from FSCS at [www.fscs.org.uk](http://www.fscs.org.uk)