



# Insurance Booklet

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## Introduction

We must draw Your attention to a number of important features of this insurance:

- This part of the document provides details of Your Policy and the terms and conditions that apply. The Policy is a legal contract between You and Us. The Policy wording and Insurance Schedule make one document and must be read together. Please keep them together
- The contract is based on the information You gave Us when You applied for the insurance
- Your Policy is in two parts – this Policy wording and the Insurance Schedule:

Policy	Schedule
<ul style="list-style-type: none"> <li>• Exactly what is covered and what isn't</li> <li>• How to make a Claim and how We will settle that Claim</li> <li>• Our obligations to You</li> <li>• The terms and conditions you must comply with</li> </ul>	<ul style="list-style-type: none"> <li>• The sections of the Policy that apply to You and the dates from which cover is in force</li> <li>• The various limits and sums insured that apply to Your cover</li> <li>• Any special terms that apply to Your Policy</li> <li>• Your Premium</li> <li>• Your Policy number</li> </ul>

Our part of the contract is that We will provide the cover set out in this Policy wording:

- for those sections which are shown on Your Insurance Schedule
- for the insurance period set out on the same Insurance Schedule

Your part of the contract is:

- You must pay the Premium as shown on Your Insurance Schedule for each insurance period
- You must comply with all the terms and conditions set out in this Policy

If You do not meet Your part of the contract, We may turn down a claim, increase the Premium or You may find that You do not have any cover.

## Important Features:

- **Insurance Booklet:** **You** should read this document carefully in conjunction with the **Insurance Schedule**. It gives details of what is and is not covered by the insurance and the conditions and exclusions of the cover.
- **Conditions and Exclusions:** Conditions and exclusions will apply to the whole insurance.
- **Excesses:** Claims may be subject to an **Excess**. Where there is an **Excess**, **You** will be responsible for paying the first part of a claim.
- **Reasonable Care:** **You** are required to take all reasonable care to protect **Your Jewellery and Watches** and to act as though **You** are not insured.
- **Complaints:** This insurance includes a complaints procedure which tells **You** what steps **You** can take if **You** wish to make a complaint.
- **'Cooling Off' Period:** This insurance booklet contains a 'cooling off' period as detailed in '**Your** right to cancel'.

PLEASE READ THESE FEATURES, YOUR INSURANCE SCHEDULE AND THE WHOLE OF THIS DOCUMENT CAREFULLY.

If the insurance does not meet **Your** requirements please return it within 14 days from receipt of documentation.

Please note that this insurance is only available to individuals who are resident in the United Kingdom.

## Claims

### How to make a claim

If an event giving rise to a claim under this insurance occurs **You** shall:

1. Notify Davies Group as stated in 'How to make a claim' as follows:
  - a. Within 30 days of the date of the incident occurring
  - b. Within 7 days of the date of loss for any claim in respect of riot, civil commotion, strikers or locked out workers.

Give details of **Your** claim by either:

- Telephone: +44 (0)800 997 8980
- Post: Ripe Insurance for Valuables Claims Department, Davies Group, PO BOX 2801, Hanley, Stoke on Trent, ST4 5DN
- Email: newclaim.valuables@davies-group.com

### Claims conditions

No claim shall be payable unless the terms of this condition have been complied with.

1. If an event giving rise to a claim under this insurance occurs **You** shall:
  - (a) Tell the police within 24 hours about any property which has been:
    - Lost
    - Stolen
    - Damaged by riot or civil unrest
    - Maliciously damagedAnd receive a crime reference and/or log number or other similar appropriate evidence of notification of the relevant authority
  - (b) Contact **Us** as soon as reasonably possible and, in the case of claims involving damage by riot or civil unrest, not more than 7 days after becoming aware of the damage and provide all the information and help **We** need to settle **Your** claim
  - (c) Do all **You** reasonably can to get back any lost or stolen property and tell **Us** without unnecessary delay if any property is later returned to **You**
  - (d) Call **Us** if **You** receive any information or communication about the event or cause
2. **We** shall have sole control of all claims procedures and settlements
3. **We** will be entitled, at **Our** cost, but in **Your** name, to:
  - (a) Take legal proceedings for **Our** own benefit in respect of the cost of the claim, damages or otherwise; or
  - (b) Take over and conduct the defence or settlement of any claim
4. No property may be abandoned to **Us** whether taken possession by them or not
5. **We** may at any time at **Our** sole discretion pay to **You** the maximum sum payable hereunder or any lesser sums for which any claim or claims can be settled. **We** shall not be under any further liability except for payment of costs and expenses which may have been incurred prior to such payment provided that in the event of a claim or series of claims resulting in **Your** liability to pay a sum in excess of the Sum Insured or Limit of Indemnity **Our** liability for such costs and expenses shall not exceed an amount being in the same proportion as **Our** payment to **You** bears to the total payment made by **You** or on **Your** behalf in settlement of the claim or claims
6. If **Your** claim is in anyway dishonest or exaggerated **We** will not pay any benefit under this **Policy** or return any premium to **You** and **We** may cancel **Your Policy** immediately and backdate the cancellation to the date of the fraudulent claims. **We** may also take legal action against **You**

## Important Information

### Consumer insurance act

**You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to supply accurate and complete answers to all the questions in the declaration and to make sure that all information supplied is true and correct. **You** must tell **Us** of any changes to the answers **You** have given as soon as possible. Failure to advise **Us** of a change to **Your** answers may mean that **Your Policy** is invalid and that it does not operate in the event of a claim.

### Keeping us informed

This **Policy** is based on the information **You** have given **Us** about **Your** items. It is important **You** let us know within 30 days of changes that affect what **You** have told **Us**.

If **You** fail to disclose all relevant information or makes a misrepresentation, **We** may void the **Policy** or reduce the value of any claim payment.

### Your right to cancel

If **You** decide that for any reason, this **Policy** does not meet **Your** insurance needs then please return it to Ripe Insurance for Valuables within 14 days of issue. On condition that no claims have been made or are pending a full refund will be available.

There after **You** may cancel the **Policy** at any time by informing Ripe Insurance for Valuables. At **Our** discretion, **We** may allow a refund of premium for any unexpired period of cover less an administration fee of £25.00. There will be no return of premium where a loss has been paid or is payable under this **Policy**.

### Our right to cancel

**We** may at any time cancel any insurance document by sending 14 days notice to **You** at **Your** last known address. Provided the premium has been paid in full **You** shall be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

### Governing law

Unless some other law is agreed in writing, this **Policy** is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the UK in which **Your** main residence is situated.

### Data Protection

Please note that any information provided to **Us** will be processed by **Us** and **Our** agents in compliance with the provisions of data protection legislation (including the General Data Protection Regulation from the 25th May 2018), for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. Under the General Data Protection Regulation **You** have a right of access to see personal information about **You** that is held in **Our** records, whether electronically or manually.

**We** may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area. If this happens, **We** will ensure that anyone to whom **We** pass **Your** information agrees to treat **Your** information with the same level of protection as if **We** were dealing with it.

### Automatic Reinstatement

#### Reinstatement of the Sum Insured

In the event of partial loss, theft or damage to the property insured the sum insured will be automatically reinstated from the date of the damage unless **You** have written to **Us** or **We** have written to **You**, to the contrary. In accordance with the automatic reinstatement of the sum insured **You** will undertake to pay the necessary premium as **We** may require for such reinstatement from that date.

### Fraud

Insurance fraud is a crime and causes increased premiums for innocent customers. At Ripe Insurance **We** take a strong stance in helping to fight insurance fraud in order to help keep premiums down for our honest customers. **We** will investigate any cases where we believe there may be an element of fraud.

If **You**, or anyone acting on **Your** behalf, provide information, facts or documents which **You** know to be inaccurate, false or exaggerated with the intent of receiving a financial gain **You** may be committing a criminal act. Examples include but are not limited to:

- Making a claim which **You** know to be false or exaggerated

- Making a statement to support the claim which **You** know to be false
- Providing documents which have been doctored, forged or false in any way
- Making a claim for any loss or damage which **You** knew about before incepting the policy
- Making a claim for any loss or damage which **You** deliberately caused

If **We** have evidence supporting a fraudulent act **We**:

- Will not pay the claim and all cover provided under this insurance will cease
- May at **Our** option declare the policy void
- May cancel the policy from inception and return all premiums **You** have paid
- Will also report the incident to the police

## Definitions

### Accidental Damage

Damage caused accidentally by violent and external means including vandalism occurring at a definable time and place

### Home

**Your** permanent place of residence, which is not left unoccupied for more than 30 days at any one time, within the United Kingdom

### Insurance Schedule

Sets out the specific terms, values and endorsements applicable to the cover and should be read together with the **Policy**

### Jewellery and Watches

Items created to be worn for decorative or ceremonial reasons. This can include but is not limited to watches, rings, necklaces, bracelets, broaches, earrings, medals, cufflinks, bangles, tiara, chains, charms and valued at £1,000 or more. It does not include loose or unmounted stones

### Family

Members of **Your** immediate family who permanently live with **You**. Including, spouse, partner, son, daughter, parent or siblings over 16 years of age

### Evidence of Ownership

Original sales purchase or till receipt which clearly demonstrates ownership. This can also include a **Jewellery Valuation** along with a photograph of the item

### Excess

The first part of any claim which **You** must pay

### Period of Insurance

The period cover is effective as detailed in **Your Insurance Schedule**

### Policy

The policy wording, (along with the **Insurance Schedule** and any endorsements) which forms a legal contract between **You** and **Us**

### Unattended

Out of **Your** sight at all times and more than **Your** arm's length reach away

### Jewellery Valuation

A valuation completed within the last 3 years and completed by a National Association of Jewellers Institute Registered valuer

### You/Your

The person(s) named in the **Insurance Schedule**

### We/Our/Us

Chaucer Syndicates Ltd

### Territorial Limit

The territory detailed in **Your Insurance Schedule**



## Section 1 – Jewellery and Watches

Provides cover for theft, physical loss and/or damage to **Jewellery and Watches**.

What is covered:

**We** agree to pay for repair or replacement, or issue a voucher, up to the limit stated in **Your Insurance Schedule**, of **Jewellery and Watches** owned by **You** that have been stolen, lost or sustained **Accidental Damage** or malicious damage occurring within the **Period of Insurance** and within the **Territorial Limit** detailed in the **Insurance Schedule**.

Basis of valuation:

The basis of valuation for settlement will be the value agreed by **Us** and shown in the schedule. **We** will not be liable for more than the agreed value.

In the event of a partial loss or damage to any item insured the amount payable will be the cost and expense of restoration plus any resulting depreciation but not exceeding the full value of that item. If the item(s) insured is proven to be beyond economical repair, a claim will be dealt with as if the article had been lost.

For pre-owned or second hand watches the value provided must represent the amount to replace the watch with one of a similar age and condition in the UK.

For inherited watches, the value provided can be either the second hand or pre-owned value as above or the value of the item as purchased from new.

All values provided must be supported by **Evidence of Ownership** and/or a **Jewellery Valuation**.

What is not covered:

1. Any applicable excess
2. Loss or damage occurring before the policy was incepted or arising from an event before cover was incepted'
3. Loss or damage caused deliberately by **You** or any member of **Your** family
4. Loss or theft of **Your Jewellery and Watches** unless substantiated by **Evidence of Ownership** and/or a **Jewellery Valuation**
5. Loss or damage caused by or resulting from dyeing, cleaning, repairing or renovating, or any similar process, including routine maintenance
6. Theft from **Your Home** unless **Jewellery and Watches** are kept inside the **Home** and any security devices are in operation and there is clear evidence of forcible and violent entry or exit
7. Theft from a vehicle
8. Theft from any garage or outbuilding at the **Home**
9. Theft or loss away from the **Home** unless the item:
  - a. Is being worn by **You** or **Your** immediate **Family**
  - b. Is being carried under **Your** close personal custody or control or that of **Your** immediate **Family**
  - c. Is deposited in a bank or locked safe
  - d. Is within a secured gym locker whilst **You** are within the gym premises
10. Theft, loss or damage to **Jewellery and Watches** whilst hired out or loaned by **You** to any other person other than that of **Your** immediate **Family**
11. Loss or damage to any unmounted gem stones
12. If **You** are under 21 years of age
13. Loss or damage caused by delay, wear and tear, moth, vermin, atmospheric or climate conditions, electrical faults, manufacturing faults, inherent defects, deterioration or mechanical derangement of any kind
14. Loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority
15. Ionising radiations or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the burning of nuclear fuel
16. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
17. **Jewellery and Watches** more specifically insured elsewhere
18. Any unexplained loss or disappearance

Sanction Limitation and Exclusion Clause

**We** shall not provide cover nor shall they be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Underwriters to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America

## Our complaints procedure

**We** are proud of the service that **We** provide and of **Our** careful selection of intermediaries **We** trust to service the **Policy**. Occasionally, things may go wrong and if this happens **We** have a procedure in place to fully investigate **Your** complaint and where appropriate, to make changes to prevent a recurrence.

- If **You** are unhappy with any element of the cover **We** provide or any aspect of **Our** service or have a cause for complaint, please, in the first instance, contact Ripe Insurance for Valuables.
- If in the unlikely event that **Your** concerns have not been resolved, please contact **Your** insurers at Paul.Armfield@Chaucerplc.com
- If **You** still have cause for complaint then please refer the matter to Policyholder and Market Assistance, Market Services, Lloyd's of London, One Lime Street, London, EC3M 7HA or 020 7237 5693
- Complaints that still cannot be resolved may be referred to the Financial Ombudsmen Service: Financial Ombudsmen Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR.

### Your rights

**Your** rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

### Compensation

**We** are covered by the FSCS. If **We** are unable to meet **Our** financial obligations **You** may be entitled to **Compensation** from the scheme, depending on the type of insurance and the circumstances of the claim.

For this type of insurance 90% of **Your** claim is covered, without any upper limit. Further information about **Compensation** scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), and on 020 7741 4100, or 0800 678 1100.





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