

Insurance Booklet

Small Craft



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Thank you for choosing GJW Direct.

GJW Direct is a trading name of Ripe Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

We have tried to make this document easy to read. However, we have still had to use some words that have a special meaning - these are listed and explained in the Definitions section. From now on wherever a word with a definition is used it will be printed in bold type.

Important Features

Munich Re Syndicate Limited, whose address is 1 Fenchurch Court, London EC3M 5BN, which is arranged Ripe Insurance Services Limited trading as GJW Direct

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

- This document provides details of **Your Policy** and the terms and conditions that apply. The **Policy** is a legal contract between **You** and **Us**. The Insurance booklet, **Insurance Schedule**, Statement of Fact and any Notice to **Policy** holders issued to **You** at renewal make one contract 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
- The contract is made up of:

| Insurance Booklet | Insurance Schedule |
|--|--|
| <ul style="list-style-type: none"> • What is covered and what isn't as shown in the Insurance Schedule • How to make a claim and how We will settle that claim as detailed in the claims section • Our obligations to You • The terms and conditions You must comply with | <ul style="list-style-type: none"> • The sections of the Policy that apply to you and the dates from which cover is in force • The various limits and Insured Value that apply to Your cover • Any special terms that apply to Your Policy including any Endorsements • Your Policy number |
| Statement of Fact | Notice to Policy Holders |
| <ul style="list-style-type: none"> • The information You have provided, on which the Policy is based • Any declarations which You have agreed to | <ul style="list-style-type: none"> • Provides information about any changes to Your renewal terms and Policy cover |

Our part of the contract is that **We** will provide the cover set out in this insurance booklet:

- 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** receipt/invoice for each insurance period
- **You** must comply with all the terms and conditions set out in this contract.

If **You** do not meet **Your** part of the contract, **We** may turn down a claim or increase the premium.

What to do in the event of a claim

OUR CLAIMS DEPARTMENT

In the event **You** need to make a claim, **Our** claims service is provided by Crawford and Company.

HOW TO MAKE A CLAIM

If **You** have had an accident for which **You** want to make a claim under **Your** insurance **Policy**, this document will provide **You** with some important facts about what to do next.

Please notify **Us** of any incident or loss, within 30 days of its discovery, or as soon as reasonably practicable.

Email: gjwclaims@crawco.co.uk

Telephone: 0800 668 1114

Post: GJW Claims c/o Crawford and Company, The Hallmark Building, 106 Fenchurch Street, London, EC3M 5JE

Once **We** agree that **We** will cover **Your** claim **We** will write to **You** to confirm **Our** assessment of liability and costs.

We are able to settle **Your** claim either to **You** or to **Your** repairer upon **Your** instruction and provision of nominated bank account details.

FRAUDULENT CLAIMS

You must not act in a fraudulent manner. This includes:

- making a claim under the **Policy** knowing the claim to be false or fraudulently exaggerated in any respect
- making a statement in support of a claim knowing the statement to be false in any respect
- submitting a document in support of a claim knowing the document to be forged or false in any respect
- making a claim for loss or damage caused by **Your** deliberate act or with **Your** agreement

If you are found to act in a fraudulent manner we may:

- Not pay the claim
- Not pay any other claims which has been or will be made under the **Policy**
- Declare the **Policy** void
- Recover from **You** the amount of any claim already paid under the **Policy** since the last renewal date
- Recover from **You** the amount of any costs **We** have incurred relating to the fraudulent claim.
- **We** will not provide any return of premium **We** may inform the Police of the circumstances

CLAIMS CONDITIONS

These are the claims conditions **You** will need to keep to as **Your** part of this contract. If **You** do not, a claim may be rejected or payment could be reduced or **Your Policy** might be invalid.

1. **You** must inform us of any incident or loss which could give rise to a claim within 30 days of its discovery or as soon as reasonably practicable
2. If an event giving rise to a claim under this **Policy** occurs **You** shall:
 - a. assist **Us** in **Our** investigation of **Your** claim
 - b. take immediate action to minimise the loss, destruction, damage, **Bodily Injury**, illness or disease
 - c. pass every letter claim writ summons and process to **Us** immediately upon receipt.
3. **We** shall have sole control of all claims procedures and settlements
4. **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;
 - b. Take over and conduct the defence or settlement of any claim
 - c. Represent **You** at any inquest, inquiry or similar proceeding
5. No admission, offer, promise, payment, or indemnity shall be made or given by **You** or on **Your** behalf without **Our** written consent.
6. If **You** or anyone acting on **Your** behalf does not comply with **Our** requirements or hinders or obstructs **Us** in carrying out any of the above mentioned acts then all benefit under this insurance shall be forfeited.
7. If an event giving rise to a claim under this Insurance occurs **You** shall:
 - a. ensure the Police are notified in respect of malicious damage and/or theft incidents as soon as reasonably practicable and certainly within 24 hours of discovery. A crime reference number must also be obtained
 - b. provide **Us** with all proofs and information in relation to a claim that **We** may reasonably require together with (if required) a statutory declaration of the truth of the claim and any connected matters
 - c. depending on the type of claim, **You** may be required to attend medical assessment(s) as often as **We** deem reasonably necessary, these will be carried out by a suitable health professional appointed by **Us**

Important Information

This **Policy** and other associated documentation are also available in large print. If **You** require this or any additional support please contact GJW Direct.

STATEMENT OF DEMANDS AND NEEDS

This **Policy** meets the needs of an individual who requires insurance in respect of personal and recreational use of a **Small Craft** for:

- Theft, Accidental loss and Damage to **Your Small Craft**
- Malicious Damage to **Your Small Craft**
- Liabilities for accidental Third-Party property Damage or injuries to third parties

Within the **Cruising Area** noted in your **Insurance Schedule**,

CONDITIONS

Your Policy describes certain things which **You** are required to do to make sure that **You** are protected and that **Your Policy** cover operates fully. For example, **You** must:

- Tell **Us** about changes which could affect **Your Policy**
- Remain within the **Cruising Area** as noted on your **Insurance Schedule**
- Exercise reasonable care to make and keep the **Small Craft** in a seaworthy condition. It is up to **You** to ensure that all measures are taken to maintain **Your Small Craft**
- **Small Craft**

EXCLUSIONS

Exclusions will apply to each section and general exclusions will apply to the whole insurance.

LIMITS

All sections have limits on the amount **We** will pay under that section which are detailed in your **Insurance Schedule**. Some sections also include inner limits for example for one item

EXCESSES

Claims under certain sections will be subject to an **Excess** which are detailed in your **Insurance Schedule**. Where there is an **Excess**, **You** will be responsible for paying the first part of a claim. **We** do not apply the **Excess** to claims classed as a **Total Loss** or **Constructive Total Loss** of the **Small Craft** including outboard motor, trailer or trolley

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 as soon as possible. Failure to advise **Us** of a change allows the insurer to cancel the **Policy**, sometimes back to its start date and to keep any premiums paid.

KEEPING US INFORMED

This **Policy** is based on the information **You** have given **Us** about **You** and/or **Your Business**. **You** must tell us immediately about changes to the details **You** provided for example:

- Any changes to the levels of cover **You** require
- Any changes to **Your** contact information
- Any unspent criminal convictions or if **You** have had any other insurance declined, cancelled or had special terms imposed

If **You** fail to disclose all relevant information or provide **Us** with false or misleading information, **We** may:

- Cancel **Your Policy** and refuse to pay any claim, or
- **We** may not pay the claim in full, or
- **We** may revise the premium and/or change any **Excess**, or
- The extent of cover may be affected

YOUR RIGHT TO CANCEL

If **You** are not happy with it and choose to cancel **Your Policy** within the first 14 days of the purchase or renewal of the **Policy** or the day on which **You** receive **Your Policy** documentation, whichever is the later. **You** will be entitled to a full refund of **Your Policy** insurance premium including any insurance premium tax and **Policy** fees paid. If **You** don't exercise **Your** right to cancel **Your Policy**, it will continue in force, and **You** will be required to pay the premium.

You may cancel after the 14 days have expired. **You** may be entitled to a refund of the premium paid subject to a proportionate deduction for the time on cover. There will be no return of premium where the premium refund due is less than £10.

Where a claim has occurred within the **Period of Insurance** no refund of premium will be paid. In addition, a cancellation charge will be made by GJW Direct as outlined in their Terms of Business, if **You** wish to cancel **Your Policy**, please contact GJW Direct.

OUR RIGHT TO CANCEL

We may at any time cancel any insurance document by sending at least 14 days' notice to **You** at **Your** last known email and/or postal address setting out the reasons for cancellation. Provided the premium has been paid in full **You** shall be entitled to a proportionate rebate of premium in respect of the unused period showing on the **Insurance Schedule**, unless the reason for cancellation is fraud and/or **We** are legally entitled to keep the premium.

Where a claim or an incident which you are aware of and is likely to give rise to a claim has occurred within the **Period of Insurance** no refund of premium will be paid.

In addition, a cancellation charge will be made by GJW Direct as outlined in their Terms of Business.

Valid reasons include but are not limited to:

- Non-payment of premium. If payment is not paid when due **We** will write to **You** requesting payment by a specific date. If **We** receive payment by the date set out in the letter, **We** will take no further action. If **We** do not receive payment by this date **We** will cancel the insurance from the cancellation date shown on the letter.
- Where **We** reasonably suspect fraud
- Where **You** fail to co-operate with **Us** or provide **Us** with information or documentation **We** reasonably require, and this affects **Our** ability to process a claim or defend **Our** interests. See the 'Claims' section in this **Policy** booklet
- Where **You** have not taken reasonable care to provide complete and accurate answers to the questions **We** ask. See the 'Keeping **Us** Informed' section of this **Policy** booklet.

GOVERNING LAW

Unless some other law is agreed in writing, this **Policy** is governed the law applying to the part of the **United Kingdom**, Channel Islands or the Isle of Man in which **You** normally live. If this is not applicable the law of England and Wales will apply

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. **We** and other organisations may also search these agencies and databases to:

1. Help make decisions about the provision and administration of insurance and related services for **You**
2. Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **Your** accounts or insurance policies; and
3. Check **Your** identity to prevent money laundering unless **You** provide other satisfactory proof of identity.

TELEPHONE CHARGES

Calls are charged at national call rates (charges may vary dependent on **Your** network provider) and are usually included in inclusive minute plans from landlines and mobiles. For **Our** joint protection telephone calls may be recorded and/or monitored

REINSTATEMENT OF THE INSURED VALUE

In the event of partial loss, theft or Damage to the property insured the **Insured Value** 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 **Insured Value** **You** will undertake to pay the necessary premium as **We** may require for such reinstatement from that date. In the event of a **Total Loss** or **Constructive Total Loss** of **Your Small Craft** the **Insured Value** will not automatically reinstate unless **You** have written to **Us** to advise of a replacement **Small Craft**. **We** will at **Our** discretion reinstate the **Insured Value** and **You** will undertake to pay the necessary premium as **We** may require for such reinstatement from that date.

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

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

Please note that this Insurance is only available to individuals who are **United Kingdom Residents**.

Definitions

Anti-theft Device

An appropriate device sold and marketed as a secure method of preventing theft.

Bodily Injury

Identifiable Accidental physical injury or death (but excluding all non-physical complaints)

Communicable Disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
- the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and
- the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property insured hereunder.

Constructive total loss

The cost to repair the **Small Craft** equals or exceeds the Insured value.

Cruising Area

This is the area noted on the **Insurance Schedule**

Endorsement(s)

Any terms and conditions made separately to the terms of the Insurance Booklet and specified in **Your Insurance Schedule**

Excess

The amount to be deducted from **Your** claim in certain circumstances.

Insurance Schedule

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

Insured Value

This is the sum noted on the **Insurance Schedule**.

Latent Defect

A defect which is not discoverable by the exercise of reasonable care.

Period of Insurance

The **Policy** period noted on the **Insurance Schedule**.

Policy

The documents issued by **Us** to **You** to include an Insurance Booklet, **Insurance Schedule**, Statement of Fact, any applicable notice to policyholders issued to you at renewal and any other documents that detail matters of **Policy** cover, exclusions, limitations, and any **Endorsements**

Small Craft

The small craft noted on the **Insurance Schedule** including any associated equipment

Total Loss

The **Small Craft** is lost or destroyed.

United Kingdom

Great Britain, Northern Ireland, the Isle of Man and the Channel Islands

United Kingdom Resident

Means resident in the **United Kingdom** for a minimum of 183 days or 6 months and 1 day in a 12-month period.

War, Civil Disturbance and Terrorism

- international war
- any act of hostility by a nation or state against another
- civil war, revolution, rebellion or insurrection
- the detonation of any derelict mine, torpedo, bomb or other derelict weapon of war
- labour disturbances
- acts of terrorists
- acts of persons in furtherance of a political motive

Wear and Tear

Damage that naturally and inevitably occurs as a result of normal wear or aging

We Us and Our

Munich Re Syndicate Limited.

Wilful Misconduct

Includes but is not limited to:

- **Your** own deliberate act
- when **You** are under the influence of alcohol or prohibited drugs so as to impair safe navigation or management of the **Small Craft**

You Your and Yours

The individual named as the insured who/whom is/are a **United Kingdom Resident** or the company or other organisation named as the insured who are incorporated in the **United Kingdom**.

Section 1 – Accidental Damage and Theft

We will pay up to the **Insured Value** for the reasonable cost of repair or replacement for loss or damage to the **Small Craft** occurring during the **Period of Insurance** and whilst the **Small Craft** is in use in the **Cruising Area** or ashore. This **Policy** is not a maintenance contract, and it is up to **You** to ensure that all measures are taken to maintain the **Small Craft**

WHAT IS COVERED:

We agree to pay for, replace or make good, loss of, or damage to **Your Small Craft** as a consequence of:

- Accidents arising from fire, explosion, impacts including stranding or grounding and heavy weather including lightning strikes
- Damage which results from a **Latent Defect**
- Negligence
- Theft
- Malicious acts of third parties including vandalism
- Accidental damage and theft to the **Small Craft**, when being transported by road
- Racing (recreational only)

Basis of Settlement:

We pay up to the **Insured Value** of the **Small Craft** as agreed and noted on the **Insurance Schedule** in the event of **Total Loss, Constructive Total Loss**, or other loss or Damage where the repair and or replacement and or recovery costs exceed this amount.

In the event of partial loss or Damage **We** will pay the reasonable cost of repairing or reinstating the damaged or lost part, but not exceeding the **Insured Value** shown in **Your Insurance Schedule**.

WHAT IS NOT COVERED:

1. Any applicable **Excess**
 2. The cost or expense of repairing or replacing any defective part
 3. Theft as a result of fraud
 4. Theft unless the **Small Craft** is kept:
 - a. In a locked building or
 - b. In a locked compound or
 - c. Locked to a permanent structure or
 - d. Out of sight in a locked vehicle
 - e. On a roof rack which has been locked with an Anti-theft device and cannot be left overnight
 5. Theft of unsecured gear, fittings or equipment unless stolen with the **Small Craft** or from a locked place of storage
 6. Theft of the outboard motor unless from a locked place of storage or when protected by an **Anti-theft Device**
 7. Theft of a trailer if not in a locked place of storage, securely locked to the road vehicle and the road vehicle is occupied or securely locked or secured by a wheel clamp
 8. Non-recreational racing
 9. Racing outside of the **United Kingdom**
 10. **Wear and Tear**, lack of maintenance, mechanical breakdown and galvanic corrosion
 11. Insects or marine growth
 12. Rot mildew dampness or weathering or any other gradually operating cause
 13. Osmosis
 14. Breakage of oars where your **Small Craft** is described as a canoe or kayak
 15. Loss or damage to canoes or kayaks caused during British Canoe Union (BCU) water grades IV and above
- Please refer to the General Exclusions section which further sets out what **Your Policy** does not cover.

Section 2 – Third Party Liability

WHAT IS COVERED:

Your legal liability and/or costs associated with the defence against a claim brought against **You** for:

a) Damage to property

b) **Bodily Injury**

occurring during the **Period of Insurance** directly in connection with **Your** ownership of the **Small Craft** and whilst the **Small Craft** is within the **Cruising Area**.

Basis of Settlement

We pay up to the **Insured Value** shown on your **Insurance Schedule** for costs associated with the defence against a claim brought against **You**.

WHAT IS NOT COVERED:

1. The actions of any person employed under a contract in connection with the **Small Craft**, other than captain or crew employed by **You**
2. The actions of an employee of or an operator of a marina, slipway, shipyard, yacht club, sales agency, similar organisation or crane or travel hoist
3. Loss or damage to property belonging to or in the custody care or control of an insured person
4. An accident occurring on a highway, public or private place, whilst the **Small Craft** is being towed on a trailer
5. Liability arising out of a contract
6. Fines or punitive damages

Please refer to the General Exclusions section which further sets out what **Your Policy** does not cover.

General Exclusions

The following exclusions apply to the whole of this **Policy**. Any other exclusions are shown in the Sections to which they apply.

We do not cover loss, damage, liability or expense directly or indirectly caused by, contributed to or arising from:

1. Civil, criminal or administration proceedings, action by customs officers or executive action of a government or government department unless arising out of an event which is covered by this **Policy**
2. **Wilful misconduct**
3. A fault in design or construction
4. Defective workmanship
5. **War, Civil Disturbance and Terrorism**
6. Ionising radiations, from or contamination by, radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
7. Any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
8. The radioactive, toxic, explosive, or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
9. The radioactive, toxic, explosive or any other hazardous or contaminating properties of any radioactive matter. The exclusion in this subclause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other similar peaceful purposes
10. Any chemical, biological, biochemical or electromagnetic weapons
11. The failure, error or malfunction of any computer, computer system, computer software programme, code or process or any other electronic system
12. The use or operation, as a means for inflicting harm, of any computer, computer system, computer software programme, malicious code, computer virus or process or any other electronic system
13. Any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a **Communicable Disease** or the fear or threat (whether actual or perceived) of a **Communicable Disease**. For the purposes of this exclusion, loss, damage, claim, cost, expense or other sum, includes, but is not limited to, any cost to clean-up, detoxify, remove, monitor or test for a **Communicable Disease**, or any property insured hereunder that is affected by such **Communicable Disease**.
14. Sanction Limitation and Exclusion Clause

No (re)insurer shall be deemed to provide cover and no (re)insurer shall 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 that (re)insurer 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.

General Conditions

These are the conditions of the insurance **You** will need to meet as **Your** part of this contract. If **You** do not, a claim may be rejected or payment could be reduced. In some circumstances **Your Policy** might be invalid.

1. **You** must tell **Us** about changes which could affect **Your Policy**
2. The **Small Craft** is used for private and pleasure purposes only which includes recreational racing
3. The **Small Craft** must not be left unattended on the water overnight
4. Any motor must be no more than 20HP
5. The maximum length of the **Small Craft** must not exceed 18feet in length
6. The **Small Craft** will not be used for non-recreational racing or racing outside of the **United Kingdom**
7. The **Small Craft** is professionally built by someone of specialist training or skill or mass produced manufactured
8. **You** remain within the **Cruising Area** as noted on your **Insurance Schedule**
9. **You** exercise reasonable care to make and keep the **Small Craft** in a seaworthy condition. It is up to **You** to ensure that all measures are taken to maintain **Your Small Craft**
10. When the **Small Craft** is not in use it must be secured either:
 - a. In a locked building or
 - b. In a locked compound or
 - c. Locked to a permanent structure or
 - d. Out of sight in a locked vehicle
 - e. On a roof rack which has been locked with an Anit-theft device and cannot be left overnight
11. **You** do not make any significant structural alteration or addition to the **Small Craft** without notifying **Us**
12. Any lithium batteries on board must be stored and used in accordance with the manufacturers recommendations and must not be left unattended whilst charging. In addition, there must be a fully operational lithium specific handheld fire extinguisher on board
13. If there is any other insurance covering the same claim or would have covered the claim but for the existence of this **Policy**, **We** will not make any payment under Third Party Liability until all cover under that other insurance is exhausted. For all other claims **We** will not pay more than our share of the claim, even if the other insurer refuses the claim

Important note

This condition will not have the effect of leaving **You** without cover for any claim and operates where there is any other insurance covering the same claim (or would have in the absence of this **Policy**) and determines how those insurance policies apply.

14. This **Policy** is personal to **You** and cannot be assigned, novated or otherwise transferred without **Our** consent in writing

Complaints

Our commitment to customer service

We are committed to going the extra mile for **Our** customers. If **You** believe that **We** have not delivered the service **You** expected, **We** want to hear from **You** so that **We** can try to put things right. **We** take all complaints seriously and following the steps below will help **Us** understand **Your** concerns and give **You** a fair response.

HOW TO MAKE A COMPLAINT

Our aim is to ensure that all aspects of **Your** insurance are dealt with promptly, efficiently and fairly. At all times **We** are committed to providing **You** with the highest standard of service.

If **You** wish to make a complaint in relation to the subject matter below, please contact:

| Subject Matter | Contact |
|-------------------|--|
| A claim | <p>Please contact Munich Re Syndicate Limited</p> <p>Email: MRSL-complaints@munichre.com</p> <p>Post: The MRSL Complaints Team, Munich Re Syndicate Limited, 1 Fen Court, London, EC3M 5BN.</p> |
| All other matters | <p>Please contact GJW Direct:</p> <p>Email: complaints@ripeinsurance.co.uk</p> <p>Telephone: 0151 473 8000</p> <p>Post: GJW Direct, The Royals 353 Altrincham Road, Manchester, M22 4BJ</p> |

COMPLAINTS PROCESS

Your complaint will be referred to **Us**, Munich Re Syndicate Limited.

You may also contact Munich Re Syndicate Limited directly, by emailing MRSL-complaints@munichre.com, or writing to:

The MRSL Complaints Team
Munich Re Syndicate Limited
1 Fen Court
London
EC3M 5BN.

IF YOU ARE STILL NOT HAPPY

If **You** remain dissatisfied, **You** may refer the matter to the Complaints team at Lloyd's.

The address of the Complaints team at Lloyd's is:

Complaints
Lloyd's
One Lime Street
London
EC3M 7HA

Telephone: 020 7327 5693
Fax: 020 7327 5225
E-mail: complaints@lloyds.com
Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at www.lloyds.com/complaints and are also available from the above address.

If **You** remain dissatisfied after Lloyd's has considered **Your** complaint, **You** may have the right to refer **Your** complaint to the Financial Ombudsman Service (FOS).

The contact details for the FOS are:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

Email complaint.info@financial-ombudsman.org.uk.

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at www.financial-ombudsman.org.uk.

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.

THANK YOU FOR YOUR FEEDBACK

We value **Your** feedback and at the heart of **Our** brand **We** remain dedicated to treating **Our** customers as individuals and giving them the best possible service at all times. If **We** have fallen short of this promise, **We** apologise and aim to do everything possible to put things right.

THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

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, and on **020 7741 4100**, or **0800 678 1100**.



The Royals, Altrincham Road, Manchester M22 4BJ
Telephone: 0151 473 8000
Email: insure@gjwdirect.com