

# Directors' and Officers' Liability

## for Residents' Associations

### keyfacts

This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance Company Directors' and Officers' Liability for Residents' Associations policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.

## Type of insurance and cover

This policy provides cover for personal liabilities in relation to directors, officers and others whilst managing residential management companies.

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

### Significant features and benefits

- Limits of indemnity of up to £1 million.
- Initial cover periods of between six and 18 months.
- Cover includes legal representation at any proceedings subject to our written consent.
- The policy cover applies at the time a claim is made and the limit of indemnity includes all costs.
- Policy written in plain English.

### Cancellation rights

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

### Claims

To notify a claim please call **020 8722 5099**.

### Significant and unusual exclusions or limitations

- Proven fraud or illegal profit.
- Actual bodily injury or property damage.
- Cover in relation to parent companies and for professional services.

#### **Complaints procedure**

We want to provide a first class service. If you have any cause for complaint you should, in the first instance, contact either the intermediary who arranged the policy for you, or the branch that issued the policy. Please quote the details of your policy (surname and initials, policy number, departmental reference, etc).

If the matter is not resolved to your satisfaction, please write to the Manager of the branch concerned. If you are still not satisfied with the action taken, you can lodge your complaint with the Chief Executive. Simply call **01242 263 875** or send an email to [chiefexecutive@uk.zurich.com](mailto:chiefexecutive@uk.zurich.com)

You may also have a right of referral to the Financial Ombudsman Service who can be contacted on **0845 080 1800** or emailed at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

#### **Financial Services Compensation Scheme**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on **020 7892 7300** or further information is available at [www.fscs.org.uk](http://www.fscs.org.uk)

#### **Law applicable to the contract**

UK law allows both you and us to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to your address as will be shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

#### **How we will use your data**

Zurich Insurance Company holds data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, we may share information you give us with other organisations and public bodies, including the Police, accessing and updating various databases. If you give us false or inaccurate information and we suspect fraud, we will record this and the information will be available to other organisations that have access to the database(s). We can supply details of the databases we access or contribute to, on request.

#### **Zurich Insurance Company**

A limited company incorporated in Switzerland. Registered in the canton of Zurich no. CH-020.3.929.583-0.

UK branch registered in England no. BR 105. UK Head Office: Zurich House, Stanhope Road, Portsmouth, Hampshire PO1 1DU.

Authorised and regulated by the Financial Services Authority.



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