



# POLICY DOCUMENT

## RESIDENTIAL PROPERTY OWNERS LEGAL EXPENSES & RENT GUARANTEE INSURANCE



# LANDLORDS LEGAL EXPENSES AND RENT GUARANTEE INSURANCE

This insurance is underwritten by Inter Partner Assistance SA and administered by Arc Legal Assistance Limited.

In the event of a valid claim under this insurance, **We** will appoint **Our** panel solicitors, or their agents, to handle **Your** case. **You** are not covered for any other legal representatives' fees unless court proceedings are issued or a conflict of interest arises.

Claims must be reported to **Us** within 180 days of the **Insured Event** other than in relation to Tenant Eviction and Rent Guarantee where claims must be submitted within 45 days of the **Insured Event**. Notification will only be deemed to have been made upon receipt by **Us** of a fully completed claim form accompanied with all requested supporting documentation. Failure to notify the claim within this time will invalidate the insurance.

The insurance covers **Advisers' Costs** and **Rent** up to the **Maximum Amount Payable** where:-

- a) The **Insured Event** takes place in the **Period of Insurance** and within the **Territorial Limits**  
and
- b) The **Legal Action** takes place in the **Territorial Limits**.

## IMPORTANT CONDITIONS

If **Your** claim is covered under a section of this policy and no exclusions apply then it is vital that **You** comply with the conditions of this policy in order for **Your** claim to proceed. The conditions applicable to this section are contained under the 'Conditions' section below and should be read carefully. Some of the main conditions to this insurance are that:

### Prospects of Success

There must be more than a 50% chance of winning the case and achieving a positive outcome. A positive outcome includes, but is not limited to, recovering the amount of money at stake, enforcing a judgment or achieving an outcome which best serves **Your** interests. The assessment of **Your** claim and the prospects of its success will be carried out by an independent **Adviser**. If the **Adviser** determines that there is not more than a 50% chance of success then **We** may decline or discontinue support for **Your** case.

### Proportional Costs

An estimate of the **Advisers' Costs** to deal with **Your** claim must not be more than the amount of money in dispute. The estimate of the **Advisers' Costs** will be provided with the assessment of **Your** case and will be carried out by the independent **Adviser**. If the estimate exceeds the amount in dispute then **We** may decline or discontinue support for **Your** case.

### Duty of Disclosure

#### Consumer

If this policy covers **You** as a private individual, unrelated to any trade, business or profession, **You** must take reasonable care to disclose correct information. The extent of the information **You** are required to disclose will be based on, among other things, the type of insurance, explanatory material and the clarity and specificity of the questions **You** are asked when **You** took out this insurance.

#### Non-Consumer

If this policy covers **Your** business, trade or professional interests, **You** are responsible for disclosing, in a clear, accessible and comprehensive way, all information which **You** should be aware would influence the **Insurer's** decision to provide insurance to **You** on the terms agreed.

## DEFINITIONS

<b>You / Your</b>	The individual(s), company or companies or organisation(s) defined in the <b>Tenancy Agreement</b> as the 'Landlord' and shown in the insurance schedule as the policyholder, declared to and accepted by <b>Us</b> and for which the premium has been paid.												
<b>Advisers' Costs</b>	Reasonable legal fees incurred by the <b>Adviser</b> up to the hourly rate shown in <b>Our</b> fee scale ruling at the time the <b>Adviser</b> is instructed and disbursements essential to <b>Your</b> case. Legal costs shall be assessed on the standard basis and third party's costs shall be covered if awarded against <b>You</b> and paid on the standard basis of assessment.												
<b>Legal Action</b>	The pursuit of civil legal cases for damages or injunctions and the defence of criminal prosecutions.												
<b>Maximum Amount Payable</b>	The maximum payable in respect of an <b>Insured Event</b> .  <table> <tr> <td><b>Tenant Eviction:</b></td> <td>£50,000 any one claim</td> </tr> <tr> <td><b>Property Infringement:</b></td> <td>£50,000 any one claim</td> </tr> <tr> <td><b>Criminal Prosecution:</b></td> <td>£50,000 any one claim</td> </tr> <tr> <td colspan="2"><b>Rent Guarantee</b></td> </tr> <tr> <td>Residential:</td> <td>£2,500 per month up to a maximum of £15,000 or for up to 6 months, whichever is equal to the lesser amount</td> </tr> <tr> <td>Non-residential:</td> <td>£2,500 per month up to a maximum of £5,000 or for up to 6 months, whichever is equal to the lesser amount</td> </tr> </table>	<b>Tenant Eviction:</b>	£50,000 any one claim	<b>Property Infringement:</b>	£50,000 any one claim	<b>Criminal Prosecution:</b>	£50,000 any one claim	<b>Rent Guarantee</b>		Residential:	£2,500 per month up to a maximum of £15,000 or for up to 6 months, whichever is equal to the lesser amount	Non-residential:	£2,500 per month up to a maximum of £5,000 or for up to 6 months, whichever is equal to the lesser amount
<b>Tenant Eviction:</b>	£50,000 any one claim												
<b>Property Infringement:</b>	£50,000 any one claim												
<b>Criminal Prosecution:</b>	£50,000 any one claim												
<b>Rent Guarantee</b>													
Residential:	£2,500 per month up to a maximum of £15,000 or for up to 6 months, whichever is equal to the lesser amount												
Non-residential:	£2,500 per month up to a maximum of £5,000 or for up to 6 months, whichever is equal to the lesser amount												
<b>Insured Event</b>	The incident or the first of a series of incidents which may lead to a claim under this insurance.  In a claim arising from Rent Guarantee the <b>Insured Event</b> is the first or the start of a series of failures by the <b>Tenant</b> to pay the <b>Rent</b> in full and on the due date shown in the <b>Tenancy Agreement</b> .  Only one <b>Insured Event</b> shall be deemed to have arisen from all causes of action, incidents or events that are related by cause or time.												
<b>Territorial Limits</b>	The United Kingdom.												
<b>Period of Insurance</b>	The period of insurance shown in the insurance schedule.												
<b>We/Us/Our</b>	Arc Legal Assistance Limited who administer claims under this insurance on behalf of the <b>Insurer</b> .												
<b>Adviser</b>	<b>Our</b> panel solicitor, their agents or other appropriately qualified person, firm or company appointed by <b>Us</b> to act for <b>You</b> .												
<b>Insurer</b>	Inter Partner Assistance Societe Anonyme which is fully owned by the AXA Assistance Group.												
<b>Deposit</b>	The sum of money collected from the <b>Tenant</b> in accordance with Section 213 of the Housing Act 2004 (and any amending legislation) in respect of a <b>Tenancy Agreement</b> to which it applies and held by <b>You</b> or <b>Your</b> agent as an indemnity for losses incurred by <b>You</b> arising from the <b>Tenant</b> failing to perform his obligations set out in the <b>Tenancy Agreement</b> . A minimum amount equal to one month's <b>Rent</b> must be retained as the <b>Deposit</b> .												
<b>Dilapidations Inventory</b>	A full and detailed inventory of <b>Your</b> contents and their condition within the <b>Insured Property</b> which has been signed by the <b>Tenant</b> .												
<b>Disclosure Breach</b>	Disclosing false information or failing to disclose relevant information in the process of entering into this insurance contract.												

<b>Tenancy Agreement</b>	<p>A <b>Tenancy Agreement</b> between <b>You</b> and the <b>Tenant</b> in relation to the <b>Insured Property</b> which is: -</p> <p>(a) an Assured Shorthold Tenancy Agreement as defined within the Housing Act 1988 (as amended) or its equivalent outside of England and Wales but within the <b>Territorial Limits</b>, or</p> <p>(b) a Company Residential Tenancy (Company Let) created after 28<sup>th</sup> February 1997 where the <b>Tenant</b> is a public limited company (plc) or limited company (Ltd) or its equivalent outside of England and Wales but within the <b>Territorial Limits</b> and the <b>Insured Property</b> is let purely for residential purposes of the <b>Tenant's</b> employees and their family, or</p> <p>(c) a written common law residential tenancy agreement created after 28<sup>th</sup> February 1997 between individuals where the <b>Rent</b> is in excess of £100,000 per annum or its equivalent outside of England and Wales but within the <b>Territorial Limits</b>, and which is: -</p> <ol style="list-style-type: none"> <li>i) Appropriate for the tenancy; and</li> <li>ii) Where relevant, signed and independently witnessed by <b>You</b>, the <b>Tenant(s)</b> and if required as a condition of the <b>Tenant Reference</b>, the <b>Guarantor</b>; and</li> <li>iii) Free from any unreasonably restrictive covenants</li> </ol> <p>If the <b>Tenancy Agreement</b> is for a commercial <b>Tenant</b> it must be compliant with the Landlord and Tenant Act 1954 (Part 2).</p> <p>The <b>Tenancy Agreement</b> must be for a fixed term of no more than 12 months or if longer, must contain a break clause allowing both parties to terminate the tenancy after the first 12 months.</p>
<b>Tenant</b>	The occupier of the <b>Insured Property</b> named in the <b>Tenancy Agreement</b> as the <b>Tenant</b> who has received a <b>Tenant Reference</b> .
<b>Tenant Reference</b>	<p><u>For residential Tenants</u></p> <p>A credit check against the <b>Tenant</b> and any <b>Guarantor</b> obtained from a licensed credit referencing company showing no County Court Judgments in the past three years and no outstanding County Court Judgments, together with copies of two forms of identification, one of which must contain a photograph, and a written employers' reference on company letter headed paper confirming their permanent and current employment and that their gross monthly salary is at least a multiple of 2.5 of the <b>Tenant's Rent</b>. If all of the above are not available or in the case of student Tenants or Tenants receiving any income or housing related government benefit, a full Tenant Reference showing a Pass on the Tenant and Guarantor must be obtained from Our approved Tenant Referencing Company. Details of these companies are available by referring to the Arc Legal website; <a href="http://www.arclegal.co.uk/informationcentre/approved-referencing-list.php">http://www.arclegal.co.uk/informationcentre/approved-referencing-list.php</a>.</p> <p><u>For commercial Tenants</u></p> <p>A full comprehensive referencing check showing a pass on the <b>Tenant</b> and <b>Guarantor</b> must be obtained from one of <b>Our</b> approved <b>Tenant</b> referencing companies.</p> <p>Details of <b>Our</b> approved <b>Tenant</b> referencing companies are available online at <a href="http://www.arclegal.co.uk/informationcentre/index.php">http://www.arclegal.co.uk/informationcentre/index.php</a></p>
<b>Rent</b>	The monthly amount payable by the <b>Tenant</b> to <b>You</b> as set out in the <b>Tenancy Agreement</b> .
<b>Insured Property</b>	The insured property shown in the Insurance schedule and declared to the <b>Insurer</b> .
<b>Guarantor</b>	The individual or organisation assigned to the <b>Tenancy Agreement</b> that has received a <b>Tenant Reference</b> and provided a financial guarantee of the <b>Tenant's</b> performance of his obligations under the <b>Tenancy Agreement</b> .
<b>Policy Excess</b>	<p>The amount that <b>You</b> are required to pay towards any claim.</p> <ul style="list-style-type: none"> <li>• <b>Tenant Eviction – non-residential only:</b> £250</li> <li>• <b>Rent Guarantee:</b> An amount equal to one month's <b>Rent</b>.</li> <li>• <b>All other sections:</b> Nil</li> </ul>

## COVER

### Tenant Eviction

#### What is insured

**You** are covered for **Advisers' Costs** to pursue a **Legal Action** against a **Tenant** or **Guarantor** to recover possession of the **Insured Property** where the **Tenant** fails to perform his obligations set out in the **Tenancy Agreement** relating to the rightful occupation of the **Insured Property**

#### What is not insured:-

##### Claims

- Where **You** fail to provide evidence that **You** successfully completed a **Tenant Reference** on the **Tenant** (and **Guarantor** if required) prior to the start of the **Tenancy Agreement** or where the **Tenancy Agreement** started more than 31 days after the **Tenant Reference**
- Arising from or connected to **Your** performance of **Your** obligations under the **Tenancy Agreement**
- Where the amount in dispute in relation to a non-residential **Tenancy Agreement** falls within the Small Claims Court limit applicable at the date of the **Insured Event**.
- Arising from dilapidations unless the missing or damaged items were contained within a **Dilapidations Inventory**
- Falling within the jurisdiction of the Rent Assessment Committee, the Lands Tribunal or the Leasehold Valuation Tribunal or their equivalent outside of England and Wales but within the **Territorial Limits**
- Relating to the payment or non payment of service charges as defined within the Landlord and Tenant Act 1985 (as amended) or any equivalent Act outside of England and Wales but within the **Territorial Limits**
- Where the **Tenant** is not aged 18 years or over
- Where **You** have allowed the **Tenant** into possession of the **Insured Property** before the **Tenancy Agreement** has been signed by all parties, a **Tenant Reference** has been obtained, the first month's **Rent** and the **Deposit** have been received in cash or cleared funds and the **Dilapidations Inventory** has been signed by the **Tenant**
- Where **You** have failed to keep full and up to date rental records or have allowed the **Tenancy Agreement** to be transferred to any other individual or organisation unless all other terms of the insurance have been complied with
- If **You** or **Your** agent gave any false or misleading information when **You** applied for the **Tenant Reference**
- Where the **Tenant** received a **Tenant Reference** subject to a **Guarantor** and the **Guarantor** was not correctly assigned to the **Tenancy Agreement**
- Where **You** are in breach of any rules, regulations or Acts of parliament relating to the **Deposit**
- In relation to dilapidations by the **Tenant** to the **Insured Property** or its contents where **You** have a policy of insurance that covers the dilapidations
- Relating to any occupant of the **Insured Property** over the age of 18, other than the **Tenant**
- Arising because a non-residential **Tenancy Agreement** is due to end or where the **Insured Event** relates to the renewal of a non-residential **Tenancy Agreement**.
- Where **Advisers' Costs** have been incurred as a result of **Your** failure to follow the advice of the **Adviser** or arising from **Your** failure to take any action recommended by **Us** or the **Adviser** to recover possession of the **Insured Property** as promptly as possible

Disbursements incurred by the **Adviser** are not covered in relation to a non-residential **Tenancy Agreement** unless **We** have agreed to cover these at **Our** absolute discretion.

### Non-Tenancy Property Infringement

#### What is insured

**Legal Action** for nuisance or trespass against the person or organisation infringing **Your** legal rights in relation to the **Insured Property**.

The nuisance or trespass must have commenced at least 180 days after **You** first purchased this insurance.

#### What is not insured:-

##### Claims

- Arising from a dispute relating to a **Tenancy Agreement** or any other lease or licence to occupy property or land

## Criminal Prosecution

### What is insured

**You** are covered for **Advisers' Costs** to defend a **Legal Action** brought against **You** as a result of a prosecution in a court of criminal jurisdiction where **You** are charged for committing a criminal offence directly and solely arising from **Your** ownership of the **Insured Property**.

**You** must take all reasonable steps to comply with the Regulations and keep evidence of compliance.

### What is not insured:-

#### Claims

- Arising from something **You** have done, knowing it to be wrongful or ignoring that possibility.
- Non-payment of business rates or debts.
- **Your** tax, VAT or PAYE contributions or returns.

## Rent Guarantee

### (Applicable if shown as covered on your schedule of Insurance)

### What is insured

**You** are covered for **Rent** owed by a **Tenant** under a **Tenancy Agreement** in relation to the **Insured Property** up to the **Maximum Amount Payable**, where the **Insured Event** occurs during the **Period of Insurance** and **You**, where appropriate, are pursuing a claim against the **Tenant** to evict them from the **Insured Property**.

### What is not insured:-

#### Claims

- Where any of the relevant terms and conditions have not been met by **You** and/or **You** do not have a valid claim under Tenant Eviction
- Where an **Insured Event** is reported to **Us** more than 45 days of it occurring.

**Rent** is only payable: -

- a) For up to 6 month's or
- b) For the dates shown as the term in the **Tenancy Agreement**, (if the tenancy has been allowed to roll onto a monthly periodic term, up to expiry of any notice to bring the monthly periodic tenancy to an end) whichever is the lesser; and
- c) Whilst the **Tenant** (including any unauthorised occupant) remains in occupation of the **Insured Property**; and
- d) Up to the **Maximum Amount Payable**

### Rent Claims Payments:

1. **Rent** will be paid monthly in arrears at a rate of 1/30<sup>th</sup> for each continuous day that it is in arrears.
2. If the **Tenant** is applying for Housing Benefit and has provided their housing benefit application reference number, **Rent** will not be paid until the outcome of the Housing Benefit claim is known. If the **Tenant's** Housing Benefit claim is rejected, **Rent** will be paid under the Insurance backdated to the date that **You** could first claim. There is no cover under the insurance for any shortfall between the amount paid to the **Tenant** as Housing Benefit and the **Rent**. **You** or **Your** managing agent must notify the Benefits Office of their interest.
3. If the **Deposit** is more than the **Policy Excess**, the cover under the insurance will pay **Rent** arrears after deduction of the balance of the **Deposit**. If the balance of the **Deposit** is subsequently required to meet the cost of dilapidations, this will be paid to **You**.
4. A minimum of £250 must be in arrears before any claim payments are made.

## Legal Helpline

**You** can use the helpline service to discuss any problem occurring under this policy within the United Kingdom, the Channel Islands and the Isle of Man

Specialist lawyers are at hand to help **You**. If **You** need a lawyer to act for **You** and **Your** problem is covered under this insurance, the advice line will ask **You** to complete a claim form. If **Your** problem is not covered under this insurance, the advice line may be able to offer **You** assistance under a private funding arrangement.

Simply telephone **0344 770 1044** and quote "**Pen Underwriting Landlords Legal Expenses and Rent Guarantee Insurance**".

To maintain an accurate record **Your** telephone call may be recorded.

## GENERAL EXCLUSIONS

### 1. There is no cover:-

- Where the **Insured Event** occurs within the first 90 days of the **Period of Insurance** where the **Tenancy Agreement** commenced before the **Period of Insurance** unless **You** had continuous previous insurance
- Where **Your** act, omission or delay prejudices **Your** or the **Insurers** position in connection with the **Legal Action** or prolongs the length of the claim
- Arising from a dispute between **You** and **Your** agent or mortgage lender
- Where the **Insured Event** began to occur or had occurred before **You** purchased this insurance
- Where **You** should reasonably have realised when purchasing or renewing this insurance that a claim under this insurance might occur
- Where **Your** act or omission prejudices **Your** or the **Insurers** position in connection with the **Legal Action**
- Where **You** have breached a condition of this insurance
- Where **Advisers' Costs** have not been agreed in advance or are above those for which **We** have given **Our** prior written approval
- For any claim which is not submitted to **Us** within 180 days of the **Insured Event** occurring other than in relation to sections of cover Tenant Eviction and Rent Guarantee where claims must be submitted within 45 days of the **Insured Event**
- For **Advisers' Costs** incurred in avoidable correspondence or which are recoverable from a court, tribunal or other party
- For damages, interest, fines or costs awarded in criminal courts
- For claims made by or against Gallagher Heath, the **Insurer**, the **Adviser** or **Us**
- For appeals without the prior written consent of **Us**
- Prior to the issue of court proceedings or unless a conflict of interest arises, for the costs of any legal representative other than those of the **Adviser**
- Where a reasonable estimate of **Your Advisers' Costs** of acting for **You** is more than the amount in dispute
- For claims made under this insurance which do not arise from and relate to **Your** normal business as a landlord.
- For claims directly or indirectly caused by, contributed to or arising from patents, copyrights, trademarks, merchandise marks, service marks, registered designs, intellectual or artistic property, secrecy or confidentiality agreements and passing off.

### 2. There is no cover for any claim arising from: -

- Works undertaken or to be undertaken by or under the order of any government or public or local authority
- Planning law
- The construction of or structural alteration to buildings
- Defamation or malicious falsehood
- Divorce, matrimonial matters or proceedings including ancillary relief, parental responsibility and contact, or affiliation
- A dispute between persons insured under this policy
- An application for Judicial Review
- A novel point of law

### 3. Contracts (Rights of Third Parties) Act 1999

A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a third party which exists or is available other than by virtue of this Act.



## CONDITIONS

### 1. Cancellation

**You** may cancel this insurance at any time by writing to **Your** insurance adviser providing 14 days written notice. If **You** exercise this right within 14 days of taking out this insurance, **You** will receive a refund of premium provided **You** have not already made a claim against the insurance.

**We** may cancel the insurance by giving 14 days' notice in writing to **You** at the address shown on the schedule, or alternative address provided by **You**. No refund of premium shall be made. This right to cancel will only be invoked in exceptional circumstances as a result of **You** behaving inappropriately, for example:

- Where **We** have a reasonable suspicion of fraud
- **You** use threatening or abusive behaviour or language or intimidation or bullying of **Our** staff or suppliers
- Where it is found that **You**, deliberately or recklessly, disclosed false information or failed to disclose important information.

Where: (i) there has been a failure to comply with a term (express or implied) of this Policy, other than a term which defines the risk as a whole; and (ii) compliance with such term would tend to reduce the risk of loss of a particular kind and/or loss at a particular location and/or loss at a particular time, **We** cannot rely on the breach of such term to exclude, limit or discharge its liability if **You** shows that the failure to comply with such term could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

If **You** breach any warranty in this Policy, **Our** liability under the Policy shall be suspended from the time of the breach until the time when the breach is remedied (if it is capable of being remedied). **We** will have no liability to **You** for any loss which occurs, or which is attributable to something happening, during the period when **Our** liability is suspended

### 2. Claims

- a) **You** must report claims as soon as reasonably possible within 180 days of the **Insured Event** other than in relation to sections of cover Tenant Eviction and Rent Guarantee where claims must be submitted within 45 days of the **Insured Event**, by completing and submitting the claim form with all relevant information.
- b) If **Rent** is overdue the **Tenant** and any **Guarantor** must be contacted within seven days to establish the reason for the default. If the **Rent** is not paid within a further seven days the **Tenant** and any **Guarantor** must be contacted again. If the **Tenant/Guarantor** cannot be contacted, and it is lawful to do so, **You** or **Your** agent must serve notice of a requirement to undertake an inspection in accordance with **Your** rights within the **Tenancy Agreement** and visit the **Insured Property**. **You** should seek legal advice if **You** are unsure that such an inspection is lawful.
- c) **You** and **Your** agent must act promptly to gain vacant possession of the **Insured Property** and recover **Rent** arrears.
- d) In the event of a claim **You** or **Your** agent must prepare a detailed schedule of dilapidations as soon as reasonably possible after the **Tenant** has vacated the **Insured Property**.
- e) **You** and/or **Your** agent must attend any court hearing in relation to an **Insured Event** if requested to do so by **Us** or the **Adviser**. Failure to attend will result in all cover under this insurance being withdrawn with immediate effect and no further claim payments being made.
- f) **We** may investigate the claim and take over and conduct the **Legal Action** in **Your** name. Subject to **Your** consent which shall not be unreasonably withheld **We** may reach a settlement of the **Legal Action**.
- g) **We**, on behalf of the **Insurer** have the right under subrogation to pursue **Legal Action** against the **Tenant** or any **Guarantor** to recover **Rent** and **Advisers' Costs**.
- h) **You** must supply at **Your** own expense all of the information which **We** reasonably require to decide whether a claim may be accepted. If court proceedings are required and **You** wish to nominate an alternative **Adviser** to act for **You**, **You** may do so. The **Adviser** must represent **You** in accordance with **Our** standard conditions of appointment available on request.
  - i) The **Adviser** will:-
    - i.) Provide a detailed view of **Your** prospects of success including the prospects of enforcing any judgment obtained.
    - ii.) Keep **Us** fully advised of all developments and provide such information as **We** may require.
    - iii.) Keep **Us** regularly advised of **Advisers' Costs** incurred.
    - iv.) Advise **Us** of any offers to settle and payments in to court. If contrary to **Our** advice such offers or payments are not accepted there shall be no further cover for **Advisers' Costs** unless **We** agree in **Our** absolute discretion to allow the case to proceed.
    - v.) Submit bills for assessment or certification by the appropriate body if requested by **Us**.
    - vi.) Attempt recovery of costs from third parties.

- j) In the event of a dispute arising as to **Advisers' Costs** **We** may require **You** to change **Adviser**.
- k) The **Insurer** shall only be liable for costs for work expressly authorised by **Us** in writing and undertaken while there are prospects of success.
- l) **You** shall supply all information requested by the **Adviser** and **Us**.
- m) **You** are liable for any **Advisers' Costs** if **You** withdraw from the **Legal Action** without **Our** prior consent. Any costs already paid by **Us** will be reimbursed by **You**.
- n) Any monies recovered from the **Tenant** or **Guarantor** will be retained by **Us** to pay for any **Advisers' Costs** or **Rent** that has been paid by the **Insurer** under this insurance.

### 3. Other insurances

If any claim covered under this policy is also covered by another legal expenses policy, or would have been covered if this policy did not exist, **We** will only pay **Our** share of the claim even if the other insurer refuses the claim.

### 4. Disputes

Any dispute between **You** and **Us** may, where we both agree, be referred to an arbitrator who will be either a solicitor or a barrister. If the parties cannot agree on their choice of arbitrator the Law Society may be asked to make a nomination. The arbitration will be binding and carried out under the Arbitration Act. The costs of the arbitration will be at the discretion of the arbitrator.

### 5. Prospects of Success

At any time **We** may, but only when supported by independent legal advice, form the view that **You** do not have a more than 50% chance of winning the case and achieving a positive outcome. If so, **We** may decline support or any further support.

Examples of a positive outcome are:

- a) Being able to recover the amount of money at stake
- b) Being able to enforce a judgement
- c) Being able to achieve an outcome which best serves **Your** interests

### 6. English Law

This contract is governed by English Law.

### 7. Language

The language for contractual terms and communication will be English.

### 8. Disclosure Breach

If **You** fail to disclose relevant information or **You** disclose false information in relation to this policy, **We**, or the broker, may:

- a) Cancel the contract and keep the premiums if the **Disclosure Breach** is deliberate or reckless
- b) Cancel the contract but return the premiums proportionately if this contract would not have been entered into had the **Disclosure Breach** been known
- c) Amend the terms of the contract accordingly if the contract would have been entered into on different terms had the **Disclosure Breach** been known
- d) Proportionately reduce the amount **You** are entitled to in the event of a successful claim if a higher premium would have been charged had the **Disclosure Breach** been known

### 9. Fraud

In the event of fraud, **We**:

- a) Will not be liable to pay the fraudulent claim
- b) May recover any sums paid to **You** in respect of the fraudulent claim
- c) May cancel this policy with effect from the fraudulent act and keep all premiums paid to **Us**
- d) Will no longer be liable to **You** in any regard after the fraudulent act

### 10. Change in law

Cover under this policy is based on laws and regulations in force at the time that it was written. If **We** believe that any subsequent change in law or regulations results in the scope of cover being either restricted or broadened, **We** reserve the right to accept claims where the change restricts the cover under this policy and reject claims where the change provides a benefit which did not previously exist.

## CUSTOMER SERVICES INFORMATION

### HOW TO MAKE A CLAIM

Claims must be notified to the Claims Line within 180 days of the **Insured Event** other than in relation to sections of cover Tenant Eviction and Rent Guarantee where claims must be submitted within 45 days of the **Insured Event**.

Failure to notify the claim within this time will invalidate the insurance cover.

This insurance only covers legal fees incurred by **Our** panel solicitor or their agents appointed by **Us** until court proceedings are issued. If court proceedings are issued or a conflict of interest arises, **You** may nominate another solicitor to act for **You**.

As soon as **You** have a legal problem that **You** may require assistance with under this insurance **You** should telephone the legal advice line.

In general terms, **You** are required to immediately notify **Us** of any potential claim or circumstances which may give rise to a claim. If **You** are in doubt whether a matter constitutes a notifiable claim or circumstance, **You** should contact the legal advice line for assistance.

If **You** make a fraudulent claim under this Policy **We** shall not be liable to pay **You** any sums in respect of the fraudulent claim. **We** may recover from **You** any sums that the **We** have already paid to **You** in respect of the fraudulent claim. **We** may by notice to **You** treat this Policy as terminated with effect from the date of **Your** fraudulent act.

#### Claims Line

**You** should telephone the Legal Helpline and a claim form will be sent out by e-mail, fax or post within 24-hours. The claim form is required to be completed and returned along with supporting documentation within five days of it being received. To maintain an accurate record, **Your** telephone call may be recorded.

Claim forms can also be obtained from: -

<http://www.arclegal.co.uk/informationcentre/index.php>

#### What happens next:

The claim will be assessed and if accepted and deemed appropriate, an Enquiry Agent will visit the **Tenant** and any **Guarantor**. If the Enquiry Agent is unable to reach an agreement with the **Tenant/Guarantor** to remedy his failure to perform his obligations under the **Tenancy Agreement**, **Our** panel solicitors or their agents will be appointed to act for **You**.

Any **Rent** arrears covered under the insurance will generally be paid within 21 days from the end of the rental month they became due. **You** may be required to complete a continuation claim form before each **Rent** claim payment is made.

**You** or **Your** agent must give all information requested by **Us** or the **Adviser** within five days of receiving the request for that information.

**You** or **Your** agent must attend any court hearing if requested by the **Adviser**.

This claims procedure should be read in conjunction with the main terms and conditions of the insurance.

#### Data Protection Act

**Your** details and details of **Your** insurance cover and claims will be held by **Us** and or the **Insurer** for underwriting, processing, claims handling and fraud prevention subject to the provisions of the Data Protection Act 1998.

## Customer Service

**Our** aim is to get it right, first time, every time. If **We** make a mistake, **We** will try to put it right promptly. If **You** are unhappy with the service that has been provided **You** should contact **Us** at the address below. **We** will always confirm to **You**, within five working days, that **We** have received **Your** complaint. Within four weeks **You** will receive either a final response or an explanation of why the complaint is not yet resolved plus an indication of when a final response will be provided. Within eight weeks **You** will receive a final response or, if this is not possible, a reason for the delay plus an indication of when a final response will be provided. After eight weeks, if **You** are not satisfied with the delay **You** may refer **Your** complaint to the Financial Ombudsman Service. **You** can also refer to the Financial Ombudsman Service if **You** cannot settle **Your** complaint with **Us**, or before **We** have investigated the complaint if both parties agree.

### Our contact details are:

Arc Legal Assistance Ltd  
PO Box 8921  
Colchester  
CO4 5YD  
Tel 01206 615000  
Email customerservice@arclegal.co.uk

### The Financial Ombudsman Service contact details are:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Tel 08000 234 567  
Email complaint.info@financial-ombudsman.org.uk

## Compensation

**We** are covered by the Financial Services Compensation Scheme (FSCS). If **We** fail to carry out **Our** responsibilities under this policy, **You** may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by phone on 0800 678 1100 or 020 7741 4100

## Authorisation

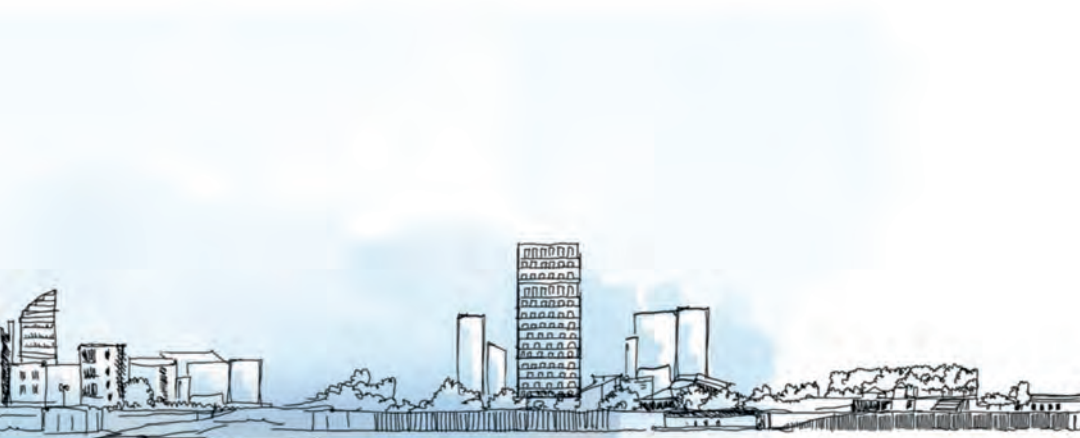
Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Arc Legal's Firm Reference Number is 305958. This can be checked on the Financial Services Register by visiting the website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the Financial Conduct Authority on 0800 111 6768.

Inter Partner Assistance in the UK is a branch of Inter Partner Assistance SA ('IPA').

IPA is authorised by the Belgian National Bank and subject to limited regulation by the Financial Conduct Authority in the UK. Details about the extent of IPA's regulation by the Financial Conduct Authority are available from IPA on request. IPA is listed on the Financial Services Register under number 202664. This can be checked by visiting the website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the Financial Conduct Authority on 0800 111 6768.

### IPA address details are:

Inter Partner Assistance  
The Quadrangle  
106-118 Station Road  
Redhill  
Surrey RH1 1PR  
Registered No: FC008998



**Pen**  
underwriting