

City Landlord

Insurance Product Information Document

City Landlord is registered in the UK under company number 7270270 and authorised and regulated by the Financial Conduct Authority under number 533383. City Landlord are agents of Brit syndicate 2987 at Lloyd's to the extent agreed under the binding Authority Agreement Reference Number UMRB0799FC0058501

Company: City Landlord

Product: Office Insurance

Underwriter: Brit

What is this type of Insurance?

This is an Office insurance policy.



What is insured?

Section 1 Property damage

- ✓ Damage to Office Contents including fixtures & fittings
- ✓ Damage to Computers & Stock

Section 2 Buildings Cover

- ✓ Tenant Improvements
- ✓ Theft of Fabric of Buildings

Section 3 Business Interruption Cover

- ✓ Loss of income
- ✓ Outstanding Debit Balances

Section 4 Property owners liability

- ✓ Accidental injury to person, damage to property in connection with your Business
- ✓ Nuisance and personal injury in connection with your Business

Section 5 Employers' liability

- ✓ Legal liability for damages in respect of employees arising out of or in the course of their employment with you
- ✓ Legal costs following injury of employee whilst employed by you

Section 6 Legal Expenses

- ✓ Contractual Disputes under Sale of Goods Act 1979
- ✓ Tax Protection



What is not insured?

Section 1 Property damage

- ✗ Damage caused by any gradually operating cause
- ✗ Deterioration of stock due following breakdown of refrigerators

Section 2 Optional Buildings Cover

- ✗ Damage occurred where there is no approved alarm
- ✗ Damage occurred where there are no break doors and shutters which are kept closed and maintained

Section 3 Optional Business Interruption Cover

- ✗ Loss of income due to damage occurred arising from any other insured peril
- ✗ Malicious damage and theft by you, employed persons, officers or residents

Section 4 Property owners liability

- ✗ Loss resulting from pollution contamination
- ✗ Loss resulting from use of mechanically propelled vehicles
- ✗ Loss resulting from use of any vessel or craft
- ✗ Cyber liabilities

Section 5 Employers' liability

- ✗ Road traffic legislation
- ✗ Medical and repatriation costs

Section 6 Legal Expenses

- ✗ Dispute involving your legitimate tenant
- ✗ Legal Expenses or legal action incurred without or prior to the Claims Manager's written consent



Are there any restrictions on cover?

- ! Landscaped grounds damaged by Emergency Services up to £5000.
- ! Loss of Metered Water up to £2500.
- ! Replacement of locks or changing alarm codes following theft up to £1000.
- ! Personal Accident – Up to £10,000 for bodily injury causing death, loss of limb/eye or temporary disablement



Where am I covered?

✓ This policy covers you in the United Kingdom.



What are my obligations?

- You must take all reasonable steps to prevent loss, damage or an accident and keep the buildings in a good state of repair.
- You must provide honest, accurate and complete information during the whole duration of your contract
- You should notify us immediately of any change in the risk or circumstances that may affect your insurance cover
- In the event of a claim you must notify us as soon as possible
- You must at all times keep the sums insured at a level which represents the full value of the property insured



When and how do I pay?

You can pay for your policy as a one off payment via Credit/Debit Card or you can set up a Direct Debit. All Direct Debits are subject to a 12.99% premium charge and instalments are spread over ten months.



When does the policy start and finish?

The policy starts on the date of your choice and runs for 12 months. The start and finish date of your policy are found in your Certificate.



How do I cancel the contract?

You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a cooling-off period of 14 days, from inception or receipt of your documents, whichever is the later, in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within this period is therefore subject to a full refund.

Provided that there have been:

- No claims made under the policy for which we have made a payment;
- No claims made under the policy which are still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to us.

Cancellations made after the cooling-off period will be subject to a cancellation fee by City Landlord of up to £35. We will retain a proportional premium for time on cover. For instance, if you paid £200 for a policy and cancelled this half-way you will be entitled to a refund of £100 for the unexpired portion of the policy less City Landlord's cancellation fee of £35 (total refund in this instance would be £65). Please note any administration fees charged for policy set up are nonrefundable if cancelled after the cooling off period.

To cancel the contract you can either write to us at City Landlord, The Business Exchange, 26/28 Hammersmith Grove, London, W6 7BA or speak to our customer services team by calling 0800 2944 546