



Magenta Let Property Owner's Insurance – Category E

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Thank you for taking out this insurance which is administered by UGM Magenta Ltd on behalf of the insurer named in **your schedule**.

This insurance, **schedule** and any **endorsement** applying to **your** insurance form **your** insurance document.

This document sets out the conditions of the contract of insurance between **you** and **us**. **You** should keep all parts of it in a safe place.

Please read the whole document carefully. It is arranged in different sections. It is important that

- **you** are clear which sections **you** have requested and want to be included;
- **you** understand what each section covers and does not cover;
- **you** understand **your** own duties under each section and under the insurance as a whole.

Please contact **your adviser** immediately if this document is not correct or if **you** would like to ask any questions.

In return for payment of the premium shown in the **schedule**, **we** agree to insure **you**, subject to the terms, conditions and duties contained in or endorsed on this insurance, against loss or damage **you** sustain or legal liability **you** incur for accidents happening during the **period of insurance** shown in the **schedule**.

When drawing up this insurance, **we** have relied on the information and statements that **you** have provided in a proposal form.

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be subject to English Law.

The insurance relates ONLY to those sections shown in the schedule as being included.

Definitions

Wherever the following words appear in this insurance they shall have the meanings shown below

Bodily Injury	Bodily injury includes death or disease.
Buildings	The private house or self contained flat at the address appearing in the schedule which shall include its domestic outbuildings, garages, greenhouses, tennis courts, swimming pools, terraces, patios, drives, footpaths, walls, gates, fences and including landlord's fixtures, fittings and interior decorations forming part of the property all on the same site.
Contents	Household goods within the buildings which are your property. Contents does NOT include motor vehicles, caravans, trailers or watercraft or their accessories, any living creature, any part of the buildings , the contents of any outbuildings or garages, any property held or used for business purposes, any property insured under any other insurance.
Endorsement	A change in the terms and conditions of this insurance.
Excess	The first part of any agreed claim which must be borne by you and which will be deducted from the total amount of any claim settlement.
Home	The private dwelling of standard construction and the garages and outbuildings used for domestic purposes at the premises shown in the schedule .
Period of Insurance	The length of time for which this insurance is in force, as shown in the schedule and for which you have paid and we have accepted a premium.
Premises	The address which is named in the schedule .
Sanitary Ware	Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels.
Schedule	The schedule is part of this insurance and contains details of you , the premises , the sums insured and limits, the period of insurance , the sections of this insurance which apply, complaints procedures and information on how to make a claim.
Standard Construction	Built of brick, stone or concrete and roofed with slates, tiles, asphalt, metal or concrete.
Voluntary Excess	The amount of any excess which you have chosen to bear in exchange for a reduction in premium and which will apply in addition to any other excess written into or endorsed onto the insurance.
We / Us / Our	The insurer named in your schedule .
You / Your / Insured	The person or persons named in the schedule .
Your Adviser	The insurance adviser who placed this insurance on your behalf.

General Conditions Applicable To The Whole Of This Insurance

Each of the **buildings** included under this insurance is considered to be covered as if separately insured.

This insurance covers the **buildings** let as short or long term accommodation for students. If the **buildings** are not let in this way **your** cover may be invalid.

Your duties

- 1 **You** must take all reasonable steps to prevent loss, damage or an accident and keep the **buildings** in a good state of repair.
- 2 **You** must tell **us** immediately if the **buildings** become unoccupied for more than ninety consecutive days between lets and all gas, electricity and water must be switched off at the mains and the water system drained unless the central heating is left in full operation 24 hours daily throughout the complete period of unoccupancy during the months of November to March inclusive and the **premises** are to be inspected at least once in every seven days by a responsible adult. When **we** receive this notice **we** have the option to change the conditions of this insurance.
- 3 **You** must tell **us** before **you** start any conversions, extensions or other structural work to the **buildings**. When **we** receive this notice **we** have the option to change the conditions of this insurance.
- 4 The **buildings** are to be inspected every fourteen days by **you** or an appointed agent and at every change of tenancy, with records being maintained and available for inspection at any given time by **us**.

Multi-purpose Fire Extinguishing Appliances must be sited in every kitchen with an additional appliance on every floor. They must be positioned at an easily accessible point and be inspected and maintained annually.

All cooking and heating appliances must be properly maintained and inspected and serviced annually by:-

- a) Gas appliances – A Confederation of Registered Gas Installers (CORGI) registered contractor and
- b) Electrical appliances – A National Inspection Council for Electrical Installation Contracting (NICEIC) registered contractor with records kept and available for inspection at any given time by **us**.

In respect of bedsits and flatlets British Standard Approved smoke detectors are to be fitted in every unit as well as every hallway and landing.

No cooking of any kind is to be carried out in any room other than the clearly designated kitchen area.

Heating is to be a fixed appliance – **PORTABLE APPLIANCES ARE NOT ACCEPTABLE.**

If **you** fail to comply with any of the above duties this insurance may become invalid.

Index-linking clause

The sums insured under Section One - Buildings will be indexed each month in line with the House Rebuilding Cost Index issued by the Royal Institution of Chartered Surveyors. **We** will not charge **you** an extra premium for any monthly increase, but at each renewal **we** will calculate the premium using the new sums insured. For **your** protection should the index fall below zero **we** will not reduce the sum insured.

Cancellation clause

- 1 If **you** had not been given the full policy wording prior to cover starting **you** can cancel this insurance policy up to 14 days from receipt of the documents (plus postage time) and **you** will only be charged pro rata plus £20 provided the documents are returned to **us** within 14 days of receipt by **you**.
- 2 **We** can cancel this insurance by giving **you** 7 (seven) days notice in writing. Any return premium due to **you** will depend on how long this insurance has been in force.
- 3 **You** can also cancel this insurance at any time by writing to **your adviser**. Any return premium due to **you** will depend on how long this insurance has been in force and whether **you** have made a claim.

Data Protection Act 1998

You should understand that any information **you** have provided will be processed by **us**, in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to other parties.

General Exclusions Applicable To The Whole Of This Insurance

a) **Radioactive Contamination and Nuclear Assemblies Exclusion**

We will not pay for

- 1 Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss
- 2 Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:-
 - i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel,
 - ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

b) **War Exclusion**

Any 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.

c) **Existing and Deliberate Damage**

We will not pay for loss or damage

- 1 occurring before cover starts or arising from an event before cover starts;
- 2 caused deliberately by **you** or any member of **your home**;
- 3 due to consequential loss of any kind or description.

d) **Electronic Data Exclusion Clause**

We will not pay for

- 1 Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss;
- 2 Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from: -
 - i) Computer viruses, erasure or corruption of electronic data;
 - ii) The failure of any equipment to correctly recognise the date or change of date;

For the purposes of this exclusion "computer virus" means a set or sets of corrupting, harmful or otherwise unauthorised instructions or code including a set or sets of maliciously introduced unauthorised instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature.

e) **Boarded Up Exclusion**

Any loss or damage or liability arising whilst any part of the **buildings** is boarded up unless **we** have been informed and have agreed to maintain cover.

f) **Contracts (Rights of Third Parties) Act 1999 Clarification Clause**

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

g) **Biological and Chemical Contamination Clause**

We will not pay for

- 1 Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss;
- 2 Any legal liability of whatsoever nature;
- 3 Death or injury to any person;

directly or indirectly caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from: -

- i) Terrorism; and/or
- ii) Steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion "terrorism" means any act(s) of any person(s) or organisation(s) involving:

- the causing, occasioning or threatening of harm of whatever nature and by whatever means;
- putting the public or any section of the public in fear,

in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

h) **Diminution in value**

We will not pay for any reduction in value of the property insured following repair or replacement paid for under this insurance.

i) **Wear and Tear**

We will not pay for damage caused by wear and tear or any other gradually operating cause.

j) **Activities of Contractors**

This insurance does not cover loss, damage or liability arising out of the activities of contractors.

Claims Conditions Applicable To The Whole Of This Insurance

Your duties

In the event of a claim or possible claim under this insurance

- 1 **you** must notify **us** as soon as reasonably possible giving full details of what has happened,
- 2 **you** must provide **us** with written details of what has happened within 30 days and provide any other information **we** may reasonably require,
- 3 if a claim for liability is made against **you**, **you** must forward to **us** within 3 days notice of the claim any letter, claim, writ, summons or other legal document **you** receive,
- 4 **you** must inform the Police as soon as possible following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property,
- 5 **you** must not admit liability or offer or agree to settle any claim without **our** written permission,
- 6 **you** must take all reasonable care to limit any loss, damage or injury,
- 7 **you** must provide **us** with reasonable evidence of value or age (or both) for all items involved in a claim.

If **you** fail to comply with any of the above duties this insurance may become invalid.

How we deal with your claim

1. Defence of claims:

- We** may
- take full responsibility for conducting, defending or settling any claim in **your** name,
 - take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance.

2. Other insurance:

We will not pay any claim if any loss, damage or liability covered under this insurance is also covered wholly or in part under any other insurance except in respect of any excess beyond the amount which would have been covered under such other insurance had this insurance not been effected.

3. Fraudulent claims:

If **you**, or anyone acting on **your** behalf, makes a claim knowing it to be false or fraudulent in amount or in any other respect, this insurance shall be invalid and all claims shall be forfeited.

Section One - Buildings

The following cover applies only if the **schedule** shows that it is included.

We do not cover the standard **excess** shown in the **schedule** except under paragraphs 9, C, D and F.

The **buildings** are insured against loss or damage by the following causes

1. **Fire, lightning, explosion, earthquake or smoke**
2. **Aircraft and other flying devices or items dropped from them**
3. **Storm, flood or weight of snow**
Excluding - loss or damage caused by subsidence, landslip or heave other than as covered under paragraph 9
- loss or damage to tennis courts, drives, patios, terraces, hedges, gates and fences
4. **Escape of water from and frost damage to fixed water tanks apparatus or pipes**
Excluding - loss or damage caused by subsidence, landslip or heave other than as covered under paragraph 9
- loss or damage to domestic fixed fuel-oil tanks and swimming pools
*- loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
5. **Escape of oil from a fixed domestic oil-fired heating installation and smoke damage caused by a fault in any fixed domestic heating installation**
Excluding - loss or damage caused by faulty workmanship
*- loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
6. **Theft or attempted theft**
*Excluding - loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
- loss or damage unless the loss or damage follows a violent and forcible entry or exit
7. **Collision by any vehicle or animal**
8. **Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously**
*Excluding - loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
9. **Subsidence or heave of the site on which the buildings stand or landslip**
Excluding - loss or damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios, terraces, walls, gates and fences unless the private dwelling is also affected at the same time by the same event
- loss or damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event
- loss or damage arising from faulty design, specification, workmanship or materials
- loss or damage for which compensation has been provided or would have been but for the existence of this insurance under any contract or a guarantee or by law
- the first £1,000 of every claim
- loss or damage caused by coastal erosion
*- loss or damage whilst the **buildings** are undergoing any structural repairs, alterations or extensions*
10. **Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts**
Excluding - loss or damage to radio and television aerials, satellite dishes, their fittings and masts
11. **Falling trees, telegraph poles or lamp-posts**
*Excluding - loss or damage caused by trees being cut down or cut back by **you***
- loss or damage to gates and fences

In addition this section also covers:

- A) **The cost of repairing accidental damage to fixed glass and double glazing (including the cost of replacing frames), solar panels, sanitary ware and ceramic hobs all forming part of the buildings**
*Excluding - loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
- B) **The cost of repairing accidental damage to domestic oil pipes, underground water-supply pipes, underground sewers, drains and septic tanks, underground gas pipes and underground cables which you are legally responsible for**
- C) **Loss of rent due to you which you are unable to recover or additional costs of alternative accommodation substantially the same as your existing accommodation, which you have to pay for while the buildings cannot be lived in following loss or damage which is covered under the Buildings Insurance Section**
*Excluding - any amount over 10% of the sum insured for the **buildings** damaged or destroyed in addition to the amount paid in respect of **buildings***
- D) **Expenses you have to pay and which we have agreed in writing for architects', surveyors', consulting engineers' and legal fees, the cost of removing debris and making safe the buildings, costs you have to pay in order to comply with any government or local authority requirements following loss or damage to the buildings which is covered under the Buildings Insurance Section**
Excluding - expenses for preparing a claim or an estimate of loss or damage
*- costs if Government or local authority requirements have been served on **you** before the loss or damage*

Section One - Buildings continued

- E) **Anyone buying the home who will have the benefit of the Buildings Insurance Section until the sale is completed or the insurance ends, whichever is sooner.**

Excluding - loss or damage insured under any other insurance

- F) **Legal Liability to the Public**

We will indemnify **you** as owner for any amounts **you** become legally liable to pay as damages for **bodily injury** or damage to property caused by an accident happening in or about the **building** during the **period of insurance**

*Excluding - liability as the occupier of **your buildings***

- *liability for **bodily injury to you** or any person who at the time of sustaining such injury is engaged in **your service***
- *liability for **bodily injury** arising directly or indirectly from any communicable disease or condition*
- *liability arising out of any criminal, violent or malicious act to another person or property*
- *liability for damage to property owned by or in the charge or control of **you** or any person engaged in **your service***
- *liability arising directly or indirectly out of any profession, occupation, business or employment*
- *liability which **you** have assumed under contract and which would not otherwise have attached*
- *liability arising out of **your** ownership, possession or use of:*
 - i) *any motorised or horsedrawn vehicle other than domestic gardening equipment used within the **premises***
 - ii) *any power-operated lift*
 - iii) *any aircraft or watercraft other than manually operated rowing boats, punts or canoes*
 - iv) *any animal other than cats, horses, or dogs which are not designated as dangerous under the Dangerous Dogs Act 1991*
- *liability arising out of any kind of pollution and/or contamination unless caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the **period of insurance** at the **premises** named in the **schedule**; and reported to **us** not later than 30 days from the end of the **period of insurance**, in which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident*
- *liability arising out of **your** ownership, occupation, possession or use of any land or building that is not within the **premises***
- *liability if **you** are entitled to indemnity under any other insurance, including but not limited to any horse or travel insurance, until such insurance(s) is exhausted*

Limit of insurance under extension F)

We will not pay more than **£2,000,000** for any one accident or series of accidents arising out of any one event, plus the costs and expenses which **we** have agreed in writing.

Conditions That Apply To Section One – Buildings Only

Settling Claims

How we deal with your claim

1. If **your** claim for loss or damage is covered under Section One, **we** will pay the full cost of repair, replacement or reinstatement as long as:
 - the **buildings** were in a good state of repair immediately prior to the loss or damage and
 - the sum insured is enough to pay the full cost of rebuilding the **buildings** in their present form and
 - the damage has been repaired or loss has been reinstated.

We will take an amount off for wear and tear from the cost of any replacement or repair if immediately before the loss or damage the **buildings** were not in good repair or the sum insured is not enough to pay for the full cost of rebuilding the **buildings** in their present form.

2. **We** will not pay the cost of replacing or repairing any undamaged parts of the **buildings** which form part of a pair, set, suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part.

Your sum insured

3. **We** will not reduce the sum insured under Section One after **we** have paid a claim as long as **you** agree to carry out **our** recommendations to prevent further loss or damage.
4. If **you** are under insured, which means the cost of rebuilding the **buildings** at the time of loss or damage is more than **your** sum insured for the **buildings**, then **we** will only pay a proportion of the claim. For example if **your** sum insured only covers one half of the cost of rebuilding the **buildings**, **we** will only pay one half of the cost of repair or replacement.
5. If **your home** is a flat, apartment or maisonette the sum insured under Section One - Buildings represents the value of that portion of the building owned by **you** (including external walls, roof and foundations and such common parts of the building for which **you** are legally responsible). In the event of a loss resulting from an insured cause to any part of the building not owned by **you**, but for which you are legally responsible, Section One - Buildings will only pay such proportion of the loss as the sum insured under Section One - Buildings bears to the total reinstatement value of the building. Furthermore this insurance does not include any additional costs that may arise as a consequence of any non-insurance or under-insurance that may affect the repair or reinstatement of any part of the property that is not your legal responsibility.

Limit of insurance

Unless otherwise stated **we** will not pay more than the sum insured for each of the **buildings** shown in the relevant section of the **schedule**.

Section Two - Contents

The following cover applies only if the **schedule** shows that it is included.

We do not cover the standard **excess** shown in the **schedule** except under paragraph 8.

The **contents** are insured against loss or damage by the following causes

1. **Fire, lightning, explosion, earthquake or smoke**
2. **Aircraft and other flying devices or items dropped from them**
3. **Storm, flood or weight of snow**
Excluding - property in the open
4. **Escape of water or oil from and frost damage to fixed water tanks apparatus, pipes domestic fixed heating installation or domestic appliance and smoke damage caused by a fault in any fixed domestic heating installation**
Excluding - loss or damage caused by faulty workmanship
*- loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
5. **Theft or attempted theft**
*Excluding - loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
- loss or damage unless the loss or damage follows a violent and forcible entry or exit
6. **Collision by any vehicle or animal**
7. **Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously**
*Excluding - loss or damage while the **buildings** are not furnished enough to be normally lived in or have been unoccupied for more than 90 consecutive days*
8. **Subsidence or heave of the site on which the buildings stand or landslip**
Excluding - loss or damage arising from faulty design, specification, workmanship or materials
- loss or damage for which compensation has been provided or would have been but for the existence of this insurance under any contract or a guarantee or by law
- loss or damage caused by coastal erosion
*- loss or damage whilst the **buildings** are undergoing any structural repairs, alterations or extensions*
9. **Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts**
10. **Falling trees, telegraph poles or lamp-posts**
*Excluding - loss or damage caused by trees being cut down or cut back within the **premises***

Conditions That Apply To Section Two – Contents Only

Settling Claims

How we deal with your claim

1. If **you** claim for loss or damage to the **contents** **we** will at **our** option repair, replace or pay for any article covered under Section Two - Contents less an allowance for wear and tear and depreciation.
2. **We** will not pay the cost of replacing or repairing any undamaged parts of the **contents** which form part of a pair, set or suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part.

Your sum insured

3. **We** will not reduce the sum insured under Section Two - Contents after **we** have paid a claim as long as **you** agree to carry out **our** recommendations to prevent further loss or damage.
4. If **you** are under insured, which means the cost of replacing or repairing the **contents** at the time of the loss or damage is more than **your** sum insured for the **contents**, then **we** will only pay a proportion of the claim. For example if **your** sum insured only covers one half of the cost of replacing or repairing the **contents**, **we** will only pay one half of the cost of repair or replacement.

Limit of insurance

Unless otherwise stated **we** will not pay any more than the sum(s) insured for the **contents** of each **premises** shown in the **schedule**.

Endorsements

The following clauses apply only if they are mentioned in the **schedule**.

- 9601 Loss or damage caused by subsidence, heave or landslip of the site on which the **buildings** stand is not covered by this insurance.
- 9603 This insurance covers loss or damage directly caused by fire, lightning, explosion, earthquake or smoke; all other causes being specifically excluded.
- 9606 This insurance does not cover theft or attempted theft from the **home**.
- 9607 The Definition of **buildings** is amended to exclude reference to domestic outbuildings and garages.
- 9608 It is agreed that the private dwelling of the **home** is not of **standard construction**.
- 9610 It is a condition of this insurance that (a) during the months of November to March inclusive all gas electricity and water is switched off at the mains and the water system drained unless the central heating is left in full operation 24 hours daily whilst the **premises** remain unoccupied and (b) the **premises** are inspected at least once every seven days by a responsible adult.
- 9611 It is a condition of this insurance that all drains serving the **buildings** shall be regularly inspected at intervals not exceeding twelve months.
- 9612 It is a condition of this insurance that no part of the **buildings** is used for any business or trade purposes.
- 9614 It is a condition of this insurance that all trees within the vicinity of the **buildings** shall be pruned or lopped annually as agreed with **us**.
- 9626 This insurance does not cover loss or damage caused by theft or malicious damage resulting from the actions of any tenant or any members of such tenant's family.
- H741 This Insurance does not cover damage caused by Flood.
- H742 This Insurance does not cover damage caused by Storm.
- H748 This insurance does not cover **Contents** other than household goods in the common parts of the **Buildings**.

How to make a Claim under this Insurance

This document contains details of what is insured, what is excluded and how **we** settle claims. Please also remember that this policy should be read in conjunction with **your** up-to-date **schedule** which details the cover provided by **your** policy.

- 1 Report to the police any loss or theft of **your** property, or malicious damage of any kind
- 2 Have **your** current insurance documents to hand
- 3 Call **us** on the number shown on **your schedule** and **we** will be pleased to help **you**.

To enable **us** to give **you** a speedy response **we** will need to know

- 1 The name and address of the **Insured** and a contact telephone number
- 2 The policy number and the **period of insurance** on the **schedule**
- 3 The full details of the incident – what, where & how – and the date and time of loss/damage and if possible an estimate of repair or replacement cost
- 4 If the incident involves any person other than **you**, their full details and insurance particulars if known
- 5 If the police have been advised, which station was contacted and the Crime Reference Number
- 6 If the claim involves theft full details including the date of purchase, original cost price and amount claimed.

Please do not delay contacting us even if all the above information is not immediately available.

If someone is holding **you** responsible for damage to their property or for **bodily injury** to them **you** must:

- (a) advise **us** immediately
- (b) send **us** any letters, documents, writs or summonses or other legal documents which have been served on **you** or any member of **your** family, unanswered and without delay
- (c) NOT engage in correspondence with the other person or their representatives but allow **us** to deal with the matter on **your** behalf.

Please Note

This policy does not cover the cost of gradual deterioration - it is not a maintenance contract. It is a condition of this policy that **you** keep the property which is insured in good order and take all reasonable steps to avoid loss or damage.

Please remember **you** are responsible for paying any **excess** which applies to **your** claim.

Should **you** have any queries, please contact **your adviser** who will, if necessary, refer them to **us** on **your** behalf.