



POLICY SUMMARY – SECONDARY INTERMEDIARIES

Some important facts about your professional indemnity insurance cover are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

1. Type of cover and duration

The insurance provided is professional indemnity insurance of Royal & Sun Alliance Insurance plc which is a type of liability cover. The duration of the cover is twelve months unless otherwise stated. Claims and circumstances have to be notified during the period of insurance.

2. About your professional indemnity insurance cover

Features and benefits included

Section 1

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| 1. Breach of Duty | 3. Defence Costs |
| 2. Financial Services Authority Ombudsman Awards | |

Significant exclusions or limitations

Section 2

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| 1. Previous Circumstance or Claim | 13. Nuclear Risks |
| 2. Product Liability | 14. War and Terrorism Risks |
| 3. Other Business or Occupation | 15. Computer System Records |
| 4. Public Liability | 16. Cyber Liability |
| 5. Employer's Liability | 17. Asbestos |
| 6. Employment Disputes | 18. Insolvency |
| 7. Ownership, Use, Occupation or Leasing Property | 19. Insurer or Underwriter Claims |
| 8. Road Traffic Acts | 20. Unauthorised Insurers |
| 9. Trading Losses | 21. Failure to Account |
| 10. Territorial | 22. Financial Services |
| 11. Jurisdiction | 23. Termination of Firm |
| 12. USA or Canada Judgments | 24. Retroactive Date |

3. Cancellation

We hope you are satisfied with the cover this policy provides. There is no express provision in the policy for you to cancel it before the end of the period of insurance. Depending upon the circumstances we may agree with you to cancel the policy before the end of the period of insurance.

4. Making a claim

If you have a claim please ring us as soon as possible to tell us about it. You can do this by addressing your claim to us as set out below:

In writing Professional & Financial Risks Claims, 200 St Vincent Street, Glasgow G2 5SG
By fax 0141-285-8231

You are required to notify us without delay of any;

- claim against you;
- circumstance likely to give rise to a claim or loss under the policy;
- any loss or event that will or maybe the subject of an indemnity under the policy;

Full details of the notification obligations are contained in the policy document.

5. Financial Services Compensation Scheme

We are a member of the Financial Services Compensation Scheme (FSCS). This scheme provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims under its policies. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This depends on the type of business and the circumstances of the claim.

Other Important Information

Law applicable to the Policy

Unless the parties have agreed otherwise in writing any dispute concerning the interpretation of this Insurance shall be governed and construed in accordance with English law and shall be resolved within the non-exclusive jurisdiction of the courts of England and Wales

Complaints Procedure

We aim to provide you with a first class service. If we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right.

Our complaints process

Initially please raise your concerns with you usual business contact. Once we have reviewed your complaint we will issue our business decision in writing. If upon receipt of this you remain dissatisfied, you can escalate your complaint to our Customer Relations Office who will conduct a separate investigation. This will be concluded with the issue of the company's final decision in writing

Customer Relations Contact Details**PI Direct**

Customer Relations Office
Bowling Mill
Dean Clough Industrial Estate
Halifax
HX3 5WA
Telephone: 0800 1076161
Fax: 01422 325227
Email: crt.halifax@uk.rsagroup.com

What to do if you are still not satisfied

If you are still not satisfied, Royal & Sun Alliance plc is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them.

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: 0845 0801800
Email: complaint.info@financial-ombudsman.org.uk
Website: 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.