

## WILLOW – Property Owners Insurance – Policy Summary

**You have purchased your Property Owners Insurance Policy through Simply Business.**

### About this document

This summary of cover has been prepared to help you to:

- Decide whether this product will meet your needs
- Compare this product with other products you may be considering.

It sets out a summary of the policy, including significant features & benefits as well as significant & unusual exclusions or limitations.

**Please note that this is only a summary and does not contain the full terms and conditions of the insurance contract which can be found in the policy wording and your certificate.**

### About us

Simply Business are an online insurance broker of Landlord and Business insurance and is authorised and regulated by the FCA. Company registration number: 03967717.

WILLOW is a trading style of ARO Underwriting Group Ltd, who are authorised to underwrite and administer this policy on behalf of Amlin UK Limited.

Aro Underwriting Group Limited are an appointed representative of Ambant Underwriting Services Limited, a company which is authorised and regulated by the Financial Conduct Authority under registration number 597301 to carry on insurance mediation activities.

Amlin UK is a trading name of Amlin UK Limited. Amlin UK Limited is wholly owned by and an Appointed Representative of Amlin Underwriting Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under reference number 204918. Amlin UK Limited is registered in England No. 2739220. Registered office: The Leadenhall Building, 122 Leadenhall Street, EC3V 4AG.

### Information about your business

You will need to provide us with information about your business, which must be a fair presentation of facts. We will rely on this information when deciding whether we can insure your business and what terms, conditions and premium are appropriate. Once the policy has started you will still need to tell us if you find that any of the information is incorrect or if it changes at any time during the period of insurance.

### Type of insurance and cover

This property owners' insurance policy provides the following cover as standard:

- Property damage - we will pay for damage to your property following an insured event.
- Rental income protection - we will pay for interruption to your business following damage to your buildings or other property caused by an insured cover.
- Property owners' liability – we will cover your costs and expenses and legal liability to pay compensation to any person suffering accidental injury or accidental loss of or damage to material property.

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- Employers' liability - we will cover your costs and expenses legal liability to pay compensation in respect of injury to employees.

The actual cover provided is shown in your Quotation, Policy Schedule & Wording.

## Significant Features & Benefits

Significant general conditions
<ul style="list-style-type: none"> <li>• Unoccupied property.</li> <li>• Security of unoccupied property.</li> </ul>

## Section 1 - Property Damage

Significant features	Automatically included?
Value Added Tax (VAT).	✓
Costs and expenses incurred in removing fallen trees and branches from the premises resulting from any of the covers insured GBP500 any one claim or GBP2,500 in one period of insurance. Plus tree felling, lopping or topping to prevent damage or injury to any person or property insured GBP5,000 and GBP25,000 in respect of replanting of trees as may be necessary as a result of damage.	✓
Replacement locks GBP5,000.	✓
Privity of contract.	✓
Fly tipping GBP2,500.	✓
Failure of third party insurances GBP500,000.	✓

Significant exclusions
<ul style="list-style-type: none"> <li>• Damage in respect of buildings which are empty for longer than 30 days.</li> <li>• Damage caused by corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects.</li> <li>• Damage to property in the open caused by wind, rain, hail, sleet, snow, flood or dust.</li> </ul>

## Section 2 – Rental income protection

Significant features	Automatically included?
Contingency rent cover.	✓
Cost of re-letting following an incident.	✓
Loss of investment income on late payment of rent as a result of damage.	✓
Damage to managing agents' premises which results in a reduction in rent receivable.	✓
If at the time of an incident there is a rent free concession under the lease terms the indemnity period will be adjusted to include that rent free period.	✓
Rent and cost of re-letting on residential property in the event of insured buildings suffering damage where no sum insured for rent on the residential portion of the property has been allocated.	✓
Business interruption loss due to prevention of access because of unlawful occupation.	✓

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**Significant exclusions**

- Losses excluded under Material Damage section.

**Section 3 – Liability of others – Property owners’ liability**

Significant features	Automatically included?
Environmental statutory clean-up costs GBP1,000,000.	✓
Leased premises.	✓
Libel and slander GBP250,000.	✓
Terrorism GBP5,000,000.	✓

**Significant exclusions**

- Gradual pollution.
- Fines liquidated damages or penalties.

**Section 3 – Liability of others – Employers’ liability**

Significant features	Automatically included?
Legal expenses arising from Health and Safety at Work legislation.	✓
Corporate Manslaughter.	✓
Injury to partners or proprietors.	✓

**Significant exclusions**

- Liability for bodily injury to an employee in circumstances where compulsory insurance or security is required by Road Traffic Acts.
- Fines and penalties.

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## General information

### Endorsements

This policy may contain endorsements which enhance or restrict the standard policy coverage. These endorsements are listed in the policy schedule and it is important you read them carefully and raise any queries with your insurance broker. Failure to comply with the terms of an endorsement could result in a claim being declined.

### Changes in your circumstances

It's important you let us know as soon as possible if your circumstances change either before the start date of your policy or during the period of cover. Examples of changes we need to know about include:

- if you need to increase or decrease any sums insured you have declared to us, or
- there is a change to the business you undertake that we do not know about, or
- you move premises or make alterations to the premises you occupy or
- the security and fire protections you have declared to us change;

If you don't tell us, we may reject a claim or reduce the amount of payment we make.

### Period of Insurance

The policy will remain in force for 12 months from date of commencement, unless shown differently on your quotation or policy schedule. You will be given at least 21 days' notice of the annual expiration date of the policy of the renewal terms.

### How to make a Claim

If you need to notify us of a claim or of any circumstances or incident which may cause a claim you should contact the Simply Business Claims Team on 0333 014 6683.

### Cancellation Rights

This insurance has a cooling off period of 14 days, should you cancel your policy within this time, you are entitled to a full refund, subject to no claims being made.

If you wish to cancel your policy after this time, you must give us 30 days' notice in writing to the address as stated in the policy, and we will issue a refund less a deduction in respect of the time for which you have been covered by this policy subject to no claims being made, and the policy not being on a 'minimum and deposit' basis.

We may cancel this policy where there is valid reason by giving you 30 days' notice in writing to your last known address, examples of valid reasons are set out in your policy wording. Any return premium due will depend on there being no claims made and the policy not being on a 'minimum and deposit' basis.

### Compensation

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstance of your claim. Further information about the scheme is available from the FSCS website: [www.fscs.org.uk](http://www.fscs.org.uk) or write to Financial Services Compensation Scheme, 10<sup>th</sup> Floor Beaufort House, 15 St. Botolph Street, London, EC3A 7QU.

## Complaints

WILLOW's aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times WILLOW are committed to providing you with the highest standard of service.

If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance, contact WILLOW or your broker where applicable. In the event that you remain dissatisfied and wish to make a complaint, you can do so at any time. Making a complaint does not affect any of your legal rights.

WILLOW's contact details are:

**Post:** Ian Page, Director, Aro Underwriting Group Ltd, Riverside House, River Lawn Road, Tonbridge, Kent TN9 1EP.

**Telephone:** 01732 783576.

If for any reason WILLOW are unable to resolve your complaint you may refer it to Lloyd's and subsequently to the UK Financial Ombudsman Service (if you are an eligible business) and full details will be provided at each stage of the process. Further details can be found in "How to make a complaint" in the policy wording.