

A Summary of Your Cover



Please read the policy carefully to ensure that it meets **Your** needs.

Full terms and conditions can be found within **Your** policy documents. This summary does not form part of the contract between us.

The Storage Insurance policy is underwritten by Faraday Underwriting Limited, for and on behalf of Syndicate 435; and will run for the period that **You** choose when purchasing the cover.

Your policy schedule shows the cover **You** have requested and the schedule should be read in conjunction with the policy.

Section 1(a) – Property Damage whilst in Storage

What is covered;

- Loss of or Damage to Contents in and approved **Storage Unit. Contents** being, **Household Goods, Personal Possessions** and **Valuables** normally kept in the home.

The policy may be extended to include;

- Business Goods

What You are covered for – Loss or Damage to Your Insured Property Cause by:

- Fire, Lightning, Explosion or Earthquake
- Smoke
- Theft or Attempted Theft
- Riot, civil commotion, labour disputes or political disturbance
- Storm or Flood
- Vandalism or Malicious Acts
- Collision
- Water or Oil escaping accidentally
- Moth, Insect or Vermin from a source outside of the Storage Unit
- Collapse or Partial Collapse of the Premises
- Subsidence

Summary of Exclusions and Limits

Your policy will not pay for the following

- Theft/Attempted Theft or Malicious Damage

unless entry to and from the premises and the storage unit is gained through forcible and violent means;

- Moth, Insect or Vermin cover is **subject to the type of storage location.**

Valuables and Pedal Cycles

Valuables are jewellery, watches, furs, silver or other precious metals, works of art, sets of stamps, coins or medals items or sets or collections of gold, belonging to **You**.

Summary of Exclusions and limits

The maximum amount insured for **Valuables** is 10% of **Your** sum insured or £5,000 whichever is the least.

A single article limit of £500.00 applies to any one **Valuable**.

A single article limit of £500.00 applies to any one **Pedal Cycle**.

Section 1(b) – Property Damage whilst In Transit

What is covered;

- Loss of or Damage whilst in transit to or from the **Storage Unit** whilst within an enclosed car, trailer or commercial road vehicle.

What You are covered for:

- Fire, Lightning, Explosion or Earthquake
- Smoke
- Theft or Attempted Theft
- Riot, civil commotion, labour disputes or political disturbance
- Storm or Flood
- Vandalism or Malicious Acts
- Collision

Summary of Exclusions for Property In Transit

Your policy will not pay for the following;

- a) Anything that happens gradually

Damage by Theft or Attempted Theft

- a) from an un-attended enclosed car, trailer or commercial road vehicle between the hours of 21:00 and 06:00 where the vehicle was not parked in a garage, a secure locked building, or a compound with secure walls, fences and secured gates and where the property was not concealed from view at the time of the loss.
- b) where entry or exit to/from an enclosed car or commercial road vehicle was effected by any means other than forcible or violent.

Damage by Collision

- a) where the enclosed car, trailer or commercial road vehicle was not damaged at the same time.

How to make a Claim

To notify **us** of a claim please;

Telephone 01392 426799

Or

Email: claims@store-insure.co.uk

Policy Cancellation

Cancellation by Us

We can cancel this insurance by giving **You** thirty (30) days' notice in writing. **We** will only do this for a valid reason (examples of valid reasons are as follows):

- non payment of premium;
- a change in risk occurring which means that **we** can no longer provide **You** with insurance cover;
- non-cooperation or failure to supply any information or documentation **we** request; or
- threatening or abusive behaviour or the use of threatening or abusive language.

Cancellation by You

You may cancel cover at any time by confirming **Your** request via the policy administration section of the www.store-insure.co.uk website – **My Policies** page.

If **You** are not a business, **You** have a right to cancel the policy without penalty or charge, within 14 days of cover commencing.

If **You** cancel this section before cover is due to start, **we** will return any premium **You** have paid in full.

If **You** cancel this section after it has started **we** will return any premium paid less a charge for the number of days for which cover has been given.

We will not refund any premium if **You** have made a claim during the period of cover.

How to Complain

If **You** wish to make a complaint about the service **You** have received, please contact **us** at:

Complaints Officer Faraday Underwriting Limited, for and on behalf of Syndicate 435, Corn Exchange, 55 Mark Lane, London EC3R 7NE
Tel: 020 7680 4242
Email: faraday.complaints@faraday.com

We will investigate **Your** concerns and respond within two weeks. In the event **You** remain dissatisfied following **our** response, **You** have the right to escalate **Your** complaint to the Complaints team at Lloyd's. Details of the Lloyd's complaint procedures are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints or by contacting the Lloyd's Complaints team on 020 7327 5693.

Ultimately, if **You** remain dissatisfied after Lloyd's has considered **Your** complaint, **You** may have the right to refer **Your** complaint to the Financial Ombudsman Service.

Details about our Regulator

GM Insurance Brokers Limited are authorised and regulated by the Financial Conduct Authority. You can visit the Financial Conduct Authority website, which includes a register of all regulated firms, at www.fca.gov.uk or you can contact them on 0845 606 1234. The Financial Conduct Authority registration number for GM Insurance Brokers Limited is 306130.

Financial Services Compensation Scheme

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if a Lloyd's insurer is unable to meet its obligations to **You** under this policy. If **You** are entitled to compensation under the scheme, how much compensation **You** would receive would depend on the nature of this policy. You can get more information about the scheme from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website at www.fscs.org.uk.