



# **STORAGE INSURANCE POLICY**

# Welcome to GM Insurance Brokers Ltd

## Storage Insurance.

Thank you for choosing

**GM Insurance Brokers Ltd**

**Storage Insurance**

**Which is underwritten by Faraday Underwriting Limited, for and on behalf of Syndicate 435**

**Insurers are authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.**

This booklet contains useful and important information about **your** Storage Insurance cover.

Please read it carefully and keep it in a safe place.

You'll find tips about what to do in the event of loss or damage and how to make a claim, as well as what **your** policy does and doesn't cover.

### **Anti fraud technology**

When a small minority of people make false or exaggerated insurance claims it increases the cost of everyone's policy. That's why we're doing all **we** can to help protect **our** customers from insurance fraud.

**We** may use specialised processes to detect fraudulent and exaggerated claims. These processes also help us to settle genuine claims quickly and efficiently.

# Table of Contents

CUSTOMER INFORMATION.....	4
POLICY DEFINITIONS .....	6
Section 1 – Property Damage .....	9
a) Loss or Damage at The Premises.....	9
b) Loss or Damage whilst in Transit to or from The Premises .....	10
Section 1 - The Basis of Settling Claims.....	11
General Exclusions .....	12
General Conditions .....	14
Claims Conditions .....	16
Cancellation Conditions.....	17
Important information about your policy .....	20

# CUSTOMER INFORMATION

## Changes to your insurance

**You** must tell us as soon as possible if there are any changes that may affect **your** insurance such as:

- if **you** change **The Premises** at which **you** store **your** property;
- if the value of items increase beyond the sums insured covered under this policy;

**We** may then reassess **your** cover and/or premium. If **you** do not tell **us** about any relevant changes **we** may charge **you** the wrong premium, reject or reduce **your** claim or declare **your** policy invalid.

The list above does not set out all changes **you** must tell **us** about. If **you** are not sure whether a change may affect **your** cover **you** should contact **us** anyway.

## Making a change to your policy?

**Telephone GM Insurance Brokers Ltd**

**01392 426799**

..... or .....

**Email a request for a change to**

**admin@store-insure.co.uk**

..... or .....

**When logged into My Policies, select Adjust Policy**

# YOUR POLICY

This policy is evidence of the contract between us and **you**, The Policyholder.

In return for receiving and accepting the premium, **we** will provide insurance under this policy for the sections shown in **your schedule** as applying for the loss or damage which has happened during the period of insurance.

**Your** policy is made up of:

- **your** statement of facts confirmation;
- this policy booklet from page 6 - 19;
- **your schedule**; and
- any endorsements,

and should be read as one document.

Please keep all **your** documents in a safe place.

The contract is based on the information **you** have given us and **you** must tell us about any change in this information as soon as possible, or **you** may not be covered.

**We** promise to be fair and reasonable and to act quickly whenever **you** need to make a claim under this policy. If **you** feel **we** have not met this promise **we** will do everything possible to deal with **your** complaint quickly and fairly

Under European law, **you** and **we** may choose which law will apply to this contract. English law will apply unless both parties agree otherwise.

**We** have not given **you** a personal recommendation as to whether this policy is suitable for **your** specific needs.

# POLICY DEFINITIONS

Certain words in **your** policy booklet, The **Schedule** and endorsements will have the same meaning wherever they appear and will apply to the whole policy unless **we** say that they have a different meaning within particular sections of the policy. The words and their meanings are set out below;

**British Isles** - England, Scotland, Wales, the Isle of Man and the Channel Islands. Northern Ireland and the Republic of Ireland.

**Business** - Any employment, trade or profession.

**Business Equipment** - Any electronic office equipment, unless otherwise insured, including computers, keyboards, visual display units and printers, word-processing equipment, desk-top publishing units, fax machines, photocopiers, typewriters, computer-aided design equipment and telephone equipment used for Business purposes.

But not

Smart phones, mobile telephones and

PDA's (personal digital assistants).

**Business Goods** - Business stock and materials in trade, including work in progress, finished goods and customers goods in and at **The Premises** or held in trust by **you** at **The Premises** for which **you** are responsible.

**Contents** - Household Goods, **Personal Possessions**, camping equipment, satellite dishes, aerials and other articles, unless otherwise insured, for which **you** are responsible or that belong to **you**.

*But not*

- a) **Vehicle(s)**, caravans, trailers, watercraft, hovercraft or aircraft (other than hand propelled or models) and their parts and accessories whether attached or not, other than removable entertainment or navigation equipment whilst it is removed from the vehicle.
- b) Any living creature.
- c) Securities (financial certificates except those defined as money), certificates and documents other than driving licences and passports.
- d) Property held or used for any business (other than **Business Goods**).
- e) any item that **You** are not permitted to store according to the terms of the applicable self storage licence agreement.

**Excess** - The amount **you** must pay towards any claim

# POLICY DEFINITIONS continued

**Money** - Cash, bank notes, cheques, money orders, postal orders, postage stamps (that are not part of a collection), savings stamps and savings certificates, share certificates, Premium Bonds, luncheon vouchers, traveller's cheques, travel tickets, phone cards and gift tokens belonging to **you** and not used for **business** purposes.

**Pedal Cycle** - Any pedal cycle including electrically powered models, belonging to **you**, and its accessories.

**But not**

Wind assisted models.

**Period of insurance** - The period shown in **The Schedule** for which the policy covers **you** (as long as **you** pay the premium on time).

**Personal Possessions - Valuables**, Luggage, Clothing, **Pedal Cycles**, **Sports Equipment** and any other items **you** normally wear, use or carry which belong to **you** or for which **you** are legally responsible.

The **Schedule** – The document which specifies details of **The Policyholder**, **The Premises** and any excesses, endorsements and conditions applying to this policy.

**Sports Equipment** - Articles used for sports activities, including sports clothing specifically designed to be used for any sports activity and belonging to **you**.

**But not**

Any **vehicle**, sand yacht, watercraft (including windsurfers, kite boards and surfboards), aircraft (including hang gliders) or their accessories, and **Pedal Cycles**.

**The Premises** - an individual self storage unit at a Self Storage Location shown on **The Schedule** of Insurance. An individual self storage unit is a fully enclosed locked container, room, compartment and/or locker used for storage to which **you** have the right to exclusive access.

**Valuables** - Jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals, works of art, sets of stamps, coins or medals all belonging to **you**.

**But not**

- a) Property more specifically insured by any other policy.
- b) Property held or used for any profession, **Business** or employment

## POLICY DEFINITIONS continued

**Vehicle(s)** - Any vehicle, ride on toy or mobility scooter propelled by a motor of any kind, except the following:

- a) ride-on lawn mowers;
- b) electrically powered wheelchairs;
- c) electrically powered children's ride on toys;
- d) electrically assisted **Pedal Cycles**;
- e) pedestrian controlled electrically powered golf trolleys.

**We, Us, Our** – The insurers as stated in the General Endorsement entitled Identity of Insurers attaching to **The Schedule** and whose proportionate liability will be detailed upon request.

**You, your, The Policyholder** - **You** and any of the following who normally live with **you**: **your** husband, wife, partner (a person living with **you** as though married), civil partner, children, parents and other relatives normally living with **you**.



# Section 1 – Property Damage

Your schedule will show you if this Section is included.

## a) Loss or Damage at The Premises

We will pay for loss of or damage to the Property Insured as shown in the schedule whilst in storage at The Premises caused by the following:

1. Fire, lightning, explosion, earthquake

2. Smoke

**But not**

Loss or damage caused by smog, agricultural or industrial operations or anything that happens gradually.

3. Theft or attempted theft

**But not**

Loss where entry or exit to/from The Premises was effected by any means other than forcible or violent.

4. Riot, civil commotion, labour disputes or political disturbance.

5. Storm or Flood

6. Vandalism or Malicious Acts

7. Collision involving an aircraft or flying object (including articles dropped from them), or vehicles or animals

**But not**

Loss or damage caused by birds or insects.

8. Water or oil escaping accidentally from any fixed water or heating installation, including underground drains and pipes, sprinkler systems and fire prevention devices or from any fixed heating appliance or storage tank.

9. Moth, Insect or Vermin from a source outside of The Premises

# Section 1 – Property Damage continued

Your **schedule** will show **you** if this Section is included.

## **b) Loss or Damage whilst in Transit to or from The Premises**

We will pay for loss of or damage to the Property Insured as shown in the **schedule** whilst in transit to or from **The Premises** within an enclosed car or commercial road vehicle, caused by the following :

**1. Fire, lightning, explosion, earthquake**

**2. Smoke**

**But not**

Loss or damage caused by smog, agricultural or industrial operations or anything that happens gradually.

**3. Theft or attempted theft**

**But not**

- a) loss or damage where entry or exit to/from an enclosed car or commercial road vehicle was effected by any means other than forcible or violent.
- b) loss or damage where the conveying enclosed car or commercial road vehicle was unattended.

**4. Riot, civil commotion, labour disputes or political disturbance.**

**5. Storm or Flood**

**6. Vandalism or Malicious Acts**

**7. Collision involving an aircraft or flying object (including articles dropped from them), or vehicles or animals**

**But not**

- a) loss or damage caused by birds or insects.
- b) loss or damage where the enclosed car or commercial road vehicle was not damaged at the same time.

# Section 1 - The Basis of Settling Claims

## C) - The Basis of Settling Claims

1. For any property covered under this policy that is lost or damaged **we** will, at **our** option:
  - a) replace or repair the item or part; or
  - b) pay the cost of replacing or repairing the item or part: or
  - c) make a cash payment which will not be more than the amount it would have cost us to replace or repair the item using **our** own suppliers.
2. **We** will not pay more than;
  - a) the individual item sum insured for any one item;
  - b) 10% of **your Contents** sum insured in respect of **Valuables** unless **your schedule** shows otherwise;
  - c) £500 for any one **Valuable** or **Pedal Cycle** unless **your schedule** shows otherwise;
3. Having applied the limits, **we** will not pay more than the total sum insured for any property covered as shown in **your schedule**.
4. In respect of property covered **we** will not pay the cost of replacing or altering any undamaged item solely because it is part of a set, suite, group or collection of items of uniform design nature or colour.
5. Under-insurance  
If, at any time of any loss or damage, the sum insured is not enough to replace all the property covered in **The Premises** as new, **we** may take off an amount to reflect the difference between these values. For example, if the property covered sum insured is equal to 75% of the amount sum needed to replace all the property covered as new, **we** may pay only 75% of **your** claim.
6. **You** must pay the **excess** shown in **your schedule** or policy. If **we** have appointed one of **our** suppliers to deal with all or part of **your** claim, they may be asked to collect the excess directly from **you** on **our** behalf.
7. The sum insured will be reduced after **we** pay a claim by that amount paid by **us**. **You** will need to pay an additional premium to increase the sum insured following a claim.
8. If **you** claim for any item specified in **your schedule**, **you** will need to give proof of the item's value. To help **you** do this **we** recommend that **you** keep photos, instruction booklets, copies of valuations and receipts.

# General Exclusions

## General Exclusions which apply to Section 1

This policy does not cover claims arising from the following;

### 1. Radioactive contamination

Any expense, legal liability, or any loss or damage to property directly or indirectly caused by, arising from or contributed to by;

- a) Ionising radiation or radioactive contamination from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
- b) the radioactive, toxic, explosive or other dangerous properties, of any explosive nuclear equipment or nuclear part of that equipment.

### 2. War

Any result of war, invasion, act of foreign enemy, hostiles (whether war is declared or not), civil war, rebellion, revolution or similar event.

### 3. Sonic Bangs

Loss or damage caused by aircraft or other flying objects travelling at or above the speed of sound.

### 4. Existing Damage

Any loss or damage that happened before cover started.

### 5. Pollution or contamination

Any expense, legal liability, or any loss or damage to property directly or indirectly caused by pollution or contamination, unless arising from oil leaking from any fixed heating installation during the period of insurance.

### 6. Failure of computers and electrical equipment

Damage or loss, directly or indirectly due to any computer or other electrical equipment or component failing to correctly recognise any date as it's true calendar date or computer viruses.

### 7. Terrorism

Any expense, legal liability, or any loss or damage to property directly or indirectly caused by Terrorism. Terrorism is defined as any person or people whether acting alone or in connection with any organisation or government, using biological, chemical or nuclear force or contamination, whether or not committed for political, religious, ideological or similar purposes, including intending to influence any government or to put members of public in fear.

# General Exclusions continued

## 8. Uninsurable risks

- a) Wear, tear and reduction in value.
- b) Damage caused by rot, fungus, woodworm, beetles.
- c) The cost of repairing or replacing any item which has suffered mechanical or electrical faults or breakdowns or which has suffered natural and inevitable failure and stopped working without damage being evident.
- d) Damage caused by cleaning, dyeing, renovating, altering, re-styling, repairing or restoring an item or items.
- e) Any damage caused gradually.
- f) Damage which has occurred as a result of natural and inevitable events unless those events are specifically covered by **your** policy.
- g) Faulty workmanship, faulty design or the use of faulty materials

# General Conditions

## General conditions which apply to the whole policy

### 1. Policy terms and conditions.

**You** must keep to the policy terms, conditions and endorsements. If **you** do not do so **you** may invalidate the policy in whole or in part or reduce the amount of any claim.

### 2. Preventing loss

**You** must take all reasonable care to prevent loss, injury or liability, damage or accidents and to maintain all property covered under this policy in good condition.

### 3. Fraud

**You** have a duty to be honest and truthful in **your** dealings with us at all times. If **you**, any person insured under this policy or anyone acting on **your** behalf dishonestly attempts to deceive us or knowingly makes a false claim, with the intention of financial gain, **we** will cancel **your** policy from the date of the dishonest behaviour and may retain any premium paid. **We** may seek recovery of any costs **we** have incurred. **We** will not pay a claim which is in any way fraudulent, false or exaggerated. **We** will also not deal with any claim(s) made on or after the date of the dishonest behaviour. In addition **we** may share details of the dishonest behaviour with other organisations to prevent further fraud. **We** may also involve the relevant authorities to bring criminal proceedings.

### 4. Changes that may affect your cover

**You** must tell us as soon as possible if there are any changes that may affect **your** insurance such as:

- if **you** change the location of where **you** store **your** property;
- if the value of items in storage increase beyond the sums insured covered under this policy;

**We** may then reassess **your** cover and/or premium. If **you** do not tell us about any relevant changes **we** may charge **you** the wrong premium, reject or reduce **your** claim or declare **your** policy invalid.

Note: the list above does not set out all changes **you** must tell us about. If **you** are not sure whether a change may affect **your** cover **you** should contact us anyway.

### 5. Paying the premium

If **you** do not pay a premium on time, **we** will assume that **you** intend to cancel the policy and cover under this policy will end from the date that the payment was due. If **we** decide to remind **you** to make a payment that **you** have missed, **we** will still retain **our** right to cancel the policy.

### 6. Amending your policy during the period of cover

If **you** make a change to the policy during the period of insurance **you** may have to pay an administration fee as shown in **your** schedule.

# General Conditions - continued

## General conditions which apply to the whole policy ..... continued

### 7. People involved in this contract

This contract is between **you** and us. No-one else has any rights they can enforce under this contract, except those they have under law.

# Claims Conditions

## 1. Reporting a claim

When **you** find out about a claim, or possible claim, under this policy **you** must tell us as soon as reasonably possible. If **you** do not do so and prejudice **our** position **we** may reject or be unable to deal with **your** claim or be unable to pay **your** claim in full.

**You** may report a claim as follows:

**By Telephone on 01392 426799**

Or

**By Email – [claims@store-insure.co.uk](mailto:claims@store-insure.co.uk)**

## 2. Property Claims

For any loss or damage claim **you** must do the following:

at **your** expense provide us with any information and evidence **we** ask for, including proof of ownership or value of the lost or damaged item and written estimates for repair;

provide us, (or **our** appointed suppliers), with access to or inspection of the damaged property;

immediately tell the police about any loss or damage by deception, theft, attempted theft, vandalism, malicious act, riot or civil commotion.

In respect of any damage to property, **you** must not dispose of any items unless **we** agree to **you** disposing of any such items.

If **you** do not do so and prejudice **our** position **we** may reject or be unable to deal with **your** claim or be unable to pay **your** claim in full.

## 3. Abandonment

**You** cannot abandon any property to us, except when **we** ask **you** to do so.

## 4. Cover Elsewhere

**We** will not pay any claim if **you** have cover under any other insurance policies unless the cover provided by those policies is exhausted.



# Cancellation Conditions

## 1. 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.

## 2. Cancellation by you

**You** may cancel cover at any time after the initial minimum cover period of 1 month by confirming **your** request via the My Policies section of the [www.store-insure.co.uk](http://www.store-insure.co.uk).

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.



# Your Information

## Who we are

Storage Insurance is underwritten by **Faraday Underwriting Limited, for and on behalf of Syndicate 435** herein referred to as 'The Insurers', 'We', 'Us' or 'Our'.

**You** are giving **your** information to **The Insurers** and **GM Insurance Brokers Ltd.**

## Your electronic information

If **you** contact us electronically **we** may collect **your** electronic identifier e.g. Internet Protocol (IP) address or telephone number supplied by **your** service provider.

How **we** use **your** information and who **we** share it with

**We** will use **your** information to manage **your** insurance policy, including underwriting and claims handling. This may include disclosing it to other insurers, third party underwriters and reinsurers.

**We** may use and share **your** information to help us to:

- assess financial and insurance risks;
- recover debt;
- prevent and detect crime;
- develop **our** services and systems;
- understand **our** customers' requirements;
- develop and test products and services.

**We** will not disclose **your** information to anyone except:

- where **we** have **your** permission; or
- where **we** are required or permitted to do so by law; or
- to credit reference and fraud prevention agencies and other companies that provide a service to us or **you**;
- or where **we** may transfer rights and obligations under this agreement.

**We** may transfer **your** information to other countries on the basis that anyone to whom **we** pass it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

From time to time **we** may change the way **we** use **your** information. Where **we** believe **you** may not reasonably expect such a change **we** shall write to **you**. If **you** do not object to the change within 60 days, **you** consent to that change.

## Sensitive Information

Some of the personal information **we** ask **you** for may be sensitive personal data, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). **We** will not use such sensitive personal data about **you** or others except for the specific purpose for which **you** provide it and to provide the services described in **your** policy documents. **You** will have been asked to agree to this when **you** first contacted us but please ensure that **you** only provide us with sensitive information about other people with their agreement.



# Your Information continued

## Dealing with other people

It is **our** policy to deal with **your** spouse or partner who calls us on **your** behalf, provided they are named on the policy. If **you** would like someone else to deal with **your** policy on **your** behalf on a regular basis please contact us by telephone or in writing. In some exceptional cases **we** may also deal with other people who call on **your** behalf, with **your** consent. If at any time **you** would prefer us to deal only with **you**, please call GM Insurance Brokers Ltd or write to GM Insurance Brokers Ltd, Unit 5, Mulberry Court, Lustleigh Close, Matford Business Park, Exeter. EX2 8PW

## Credit Reference Agencies

To assess **your** insurance application and the terms on which cover may be offered, **we** may obtain information about **you** from credit reference agencies to check **your** credit status and identity. The agencies will record **our** enquiries. This will not affect **your** credit rating.

## Fraud prevention and detection

Please take time to read the following as it contains important information relating to the details **you** have given or should give to us. **You** should show this notice to anyone whose data has been supplied to us in connection with **your** policy.

To prevent and detect fraud **we** may at any time:

Share information with other organisations and public bodies including the police although **we** only do so in compliance with the Data Protection Act 1998.

Check and/or file details with fraud prevention agencies and databases and if **we** are given false or

inaccurate information and **we** identify fraud, **we** will record this. **We** and other organisations may also use and search these agencies and databases from the UK and other countries to:

- help make decisions about the provision and administration of insurance, credit and related services for **you** and members of **your** household;
- trace debtors or beneficiaries, recover debt, prevent fraud, and to manage **your** accounts or insurance policies; or
- check **your** identity to prevent money laundering, unless **you** provide us with other satisfactory proof of identity.

Law enforcement agencies may access and use this information.

**We** and other organisations may also access and use this information to prevent fraud, money laundering and terrorist financing, for example when:

- checking applications for, and managing credit and other facilities and recovering debt;
- checking insurance proposals and claims;
- checking details of job applicants and employees.

**We**, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

**We** can provide the names and addresses of the agencies **we** use. If **you** would like a copy of **your** information held by them, please contact us at the address below. These agencies may charge a fee.

# Important information about your policy

## 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](mailto: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](http://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 is 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](http://www.fca.gov.uk) or **you** can contact Them on 0845 606 1234. The Financial Conduct Authority registration number for GM Insurance Brokers Ltd 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](http://www.fscs.org.uk).

## How to make a claim

To notify us of a claim please telephone **01392 426799**