

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 Ltd; 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 Household Goods, Personal Belongings and Valuables normally kept in the home.

The policy may be extended to include;

- Business Goods

What you are covered for:

- Fire
- Theft
- Storm or Flood
- Vandalism or malicious acts
- Escape of Water
- Sprinkler Water Damage
- Moth, Insect or Vermin from a source outside of the storage unit.

Summary of Exclusions and limits

Your policy will not pay for the following

- Theft/Attempted Theft
- Malicious Damage

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

Section 1(B) – Property Damage whilst In Transit

What is covered;

- Loss of or Damage whilst in transit to or from a Storage unit whilst within an enclosed car or commercial road vehicle.

What you are covered for:

- Fire
- Theft/Attempted Theft
- Storm or Flood
- Vandalism or malicious acts
- Collision

Summary of Exclusions for Property In Transit

Your policy will not pay for the following;

Damage by Theft or Attempted Theft

- a) from an un-attended enclosed car or commercial road vehicle.
- 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 or commercial road vehicle was not damaged at the same time.

Valuables

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.

The maximum amount insured is 10% of your sum insured or £5,000 whichever is the least.

A single article limit of £500.00 applies to valuables.

Please refer to your policy schedule for details of the limit applicable to valuables under your policy.

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 after the initial minimum cover period of 1 month by confirming **your** request via the Policy Administration section of the www.store-insure.co.uk – My Account page.

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, 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 it's 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.