## Review of Inventory of Land and Other Assets

The Current inventory of land is listed below:

Freehold

- Attleton Green Title Number SK32962
- Coltsfoot Green and Moor Green Title Number SK329055
- Genesis Green Title Number SK329064
- Clopton Green Title Number SK376636
- Six Acres
- Wickhambrook Cemetery

Leasehold

• Pocket Park at Recreation Ground – SK344186

and other assets are listed in the Asset Register attached as Appendix A.

Confirmation of arrangements for insurance cover through Zurich Municipal in respect of all insurable risks is attached as Appendix B.

## Appendix A

#### WICKHAMBROOK PARISH COUNCIL

Fixed Asset Register Description	Date Acquired				hase Cost ncl VAT)		Financial Year		Asset Cost (excl VAT)	Location		
TOTAL Excluding Buildings					as at		2023-24	£	132,217.42			
Cemetery Chapel*	pre-1998			£ 1	81,930.00			£	151,609.00	Chapel of Rest	Cemetery	
Nar Memorial**	pre-1998				61,560.00	f	202,909.00	£	51,300.00	War Memorials	Cemetery	
/illage Sign	1998			£	1,905.00		1.905.00	£	1,905.00	Street Furniture	Thorn's Corner	
Cemetery Gate	August 2001			£	1,400.00	£	1,905.00	£	1,191.00	Gates & Fences	Cemetery	
Hardwood Bench Hardwood Bench	September 2001 September 2001			£	341.00 341.00			£	341.00 341.00	Street Furniture Street Furniture	Attleton Green Coltsfoot Green	
	2001-02	£	2,082.00			£	1,873.00					
Half-pipe with hip	31/01/2013				11,133.00			£	9,277.50	Playground Equipment	Skate Park, Cemetery Road	
Duarter pipe Funbox with curb	31/01/2013 31/01/2013			£	4,022.00 4,363.00			£	3,351.67 3,635.83	Playground Equipment Playground Equipment	Skate Park, Cemetery Road Skate Park, Cemetery Road	
Grind rail	31/01/2013			£	325.00			£	270.83	Playground Equipment	Skate Park, Cemetery Road	
Curb Slide rail	31/01/2013 31/01/2013			£	488.00 488.00			£	406.67 406.67	Playground Equipment Playground Equipment	Skate Park, Cemetery Road Skate Park, Cemetery Road	
Youth shelter Skatepark fencing	31/01/2013 31/01/2013			£	3,886.00 3,105.00			£	3,238.33 2,587.50	Playground Equipment Gates & Fences	Skate Park, Cemetery Road Skate Park, Cemetery Road	
Playland fencing	31/01/2013			£	7,965.00			£	6,637.50	Gates & Fences	Skate Park, Cemetery Road	
Basketball system .itter bin	31/01/2013 31/01/2013			£	733.00 164.00			£	610.83 136.67	Sports Equipment Street Furniture	Skate Park, Cemetery Road Skate Park, Cemetery Road	
Litter bin Baseworks	31/01/2013 31/01/2013			£	164.00 18,750.00			£	136.67 15,625.00	Street Furniture Sports Ground Surfaces	Skate Park, Cemetery Road Skate Park, Cemetery Road	
baseworks	2012-13	£	55,586.00	£	16,750.00	£	46,321.67	1 2	15,625.00	Sports Ground Surfaces		
Foddler multi-unit	19/07/2013			£	5,110.00			£	4,258.33	Playground Equipment	Playground, Cemetery Road	
lunior multi-unit	19/07/2013			£	14,615.00			£	12,179.17	Playground Equipment	Playground, Cemetery Road	
infinity web climber Dish roundabout	19/07/2013 19/07/2013			£	8,048.00 1,344.00			£	6,706.67 1,120.00	Playground Equipment Playground Equipment	Playground, Cemetery Road Playground, Cemetery Road	
1aypole Bird's nest swing	19/07/2013 19/07/2013			£	2,688.00			£	2,240.00	Playground Equipment Playground Equipment	Playground, Cemetery Road Playground, Cemetery Road	Removed
360 degree dish	19/07/2013			£	768.00			£	640.00	Playground Equipment	Playground, Cemetery Road	
.itter Bin Bee Springer	19/07/2013 19/07/2013			£	344.00 841.00			£	286.67 700.83	Street Furniture Playground Equipment	Playground, Cemetery Road Playground, Cemetery Road	
Snail Springer	19/07/2013			£	594.00			£	495.00	Playground Equipment	Playground, Cemetery Road	
Supernova Stand and Spin	19/07/2013 19/07/2013			£	4,241.00 532.00			£	3,534.17 443.33	Playground Equipment Playground Equipment	Playground, Cemetery Road Playground, Cemetery Road	
Snake Weaver Stepping Posts	19/07/2013 19/07/2013			£	365.00 143.00			£	304.17 119.17	Playground Equipment Playground Equipment	Playground, Cemetery Road Playground, Cemetery Road	
Tables and bench	19/07/2013			£	2,026.00			£	1,688.33	Street Furniture	Playground, Cemetery Road	
Playground Fence	2013 2013-14	£	46,974.00	£	5,315.00	£	40,030.83	£	5,315.00	Gates & Fences	Playground, Cemetery Road	
Benches (3)	28/09/2017			£	1,197.00			£	997.50	Street Furniture	Cemetery Garden	
3T Call Box	26/10/2017	replac	cement cost		£5,400.00				£1.00	Street Furniture	Shop Hill	
Cableway (Zip Wire)	18/01/2018 2017-18	£	16,041.00	£	9,444.00	£	8,868.50	£	7,870.00	Playground Equipment	Playground, Cemetery Road	
lydraulic Gate Closer	28/03/2019 2018-19	£	246.35	£	246.35	£	205.29	£	205.29	Gates & Fences	Playground, Bury Road	
Parish Laptop for Clerk	25/04/2019			£	591.98			£	532.99	Contents	Clerk Office	
Printer - Lexmark Parish Laptop for VAS Work	26/09/2019 28/11/2019			£	395.94 329.00			£	329.95 274.17	Contents Contents	Clerk Office Cllr Highways Portfolio	
ock for Double Gates & Cemetery Road Play Park	27/02/2020			£	19.94			£	19.94	Locks	Playground, Cemetery Road	
	2019-20	£	6,090.80			£	5,117.59					
New Play Equipment (Bury Road New Gate (Bury Road)	01/09/2020 01/09/2020			£	7,353.60 936.00			£	6,128.00 780.00	Playground Equipment Gates & Fences	Playground, Bury Road Playground, Bury Road	
Commemorative WWII Bench	05/02/2021	_		£	1,269.60			£	1,058.00	Street Furniture	Cemetery	
	2020-21	£	9,559.20			£	7,966.00					
Sign for play area Metal Fabricated Ornamental Heart	09/04/2021 16/06/2021			£	97.58 334.50			£	81.32 334.50	Playground Equipment Street Furniture	Playground, Cemetery Road Thorn's Corner	
Drnamental Railings to Cemetery Gates	16/06/2021			£	1,003.76			£	1,006.76	Street Furniture	Cemetery Road	
Garden Bench - Coltsfoot Green Replacement Waterbuts	16/09/2021 06/10/2021			£	245.00 109.98			£	204.17 91.65	Street Furniture Street Furniture	Coltsfoot Green Cemetery	
ockdown Bins (x 3)	22/06/2021			£	1,661.95			£	1,384.96	Street Furniture	Six Acres, Recreation Ground &	
Bow Top Fencing Sazebo (incl. Tie down kit, leg weights, rechargeable lighting)	07/02/2022 03/02/2022			£	6,299.06 903.85			£	5,249.22 753.21	Gates & Fences Contents	MUGA Space, Six Acres, Cemet Chapel of Rest	егу коас
NP Banners Zodiac Airport Stainless Steel 3.0Ltr Thermos x 2	16/02/2022 03/03/2022			£	74.40 39.96			£	62.00 33.30	Contents Contents	Chapel of Rest Chapel of Rest	
Pack Poster Stand Holder	02/03/2022			£	38.99			£	32.49	Contents	Chapel of Rest	
ifetime 6' fold in half bench x 2 Panana Waterproof Pavement Sign	02/03/2022 04/03/2022			£	91.98 101.49			£	76.64 84.57	Contents Contents	Chapel of Rest Chapel of Rest	
Ini Table top folding display	02/03/2022			£	138.00 370.80			£	115.00	Contents	Chapel of Rest	
7 panel folding display	02/03/2022 2021/22	£	11,511.30	£	370.80	£	9,818.79	£	309.00	Contents Contents	Chapel of Rest Chapel of Rest	
NidaGravel GraveSpace Markers	12/05/2022			£	346.51			£	200.76	Contents	Chapel of Rest	£ 1,46
Combination Lock	14/07/2022			£	17.00			£	14.17	Locks	Playground, Cemetery Road	
New Parish Laptop Vall Mounted Letter Box	03/02/2023 06/02/2023			£	599.99 16.99			£	499.99 14.16	Contents Street Furniture	Clerk Office BT Call Box, Shop Hill	
Coronation Garden Bench	07/03/2023	_		£	654.95			£	508.33	Street Furniture	Six Acres	
ienior Wooden Goal End	2022/23 24/042023	£	1,635.44	ç	7,457.64	£	1,325.41	£	6 214 70	Playground Equipment	MUCA Sease Six Assos Comet	on Dood
Community Engagement Equipment - Catering: Hot Water Urn, 2				£							MUGA Space, Six Acres, Cemet	ery Roau
c Slow Cookers, 40 bowls & spoons, 4 ladels, 10 table covers Community Engagement Equipment - Games: Connect 4, armyard Heads & Tails, 100 Classic Games Compendium, Scrabble, Gruffalo Mini Memory Game, 4 pack Metallic Travel	03/07/2023			£	298.48			£	248.66	Contents	Chapel of Rest	
Sames Community Engagement Equipment - Trolley	03/07/2023 03/07/2023			£	57.24 57.99			£	47.27 48.32	Contents Contents	Chapel of Rest Chapel of Rest	
Parish Noticeboard	26/07/2023			£	1,539.60			£	1,283.00	Street Furniture	Shop Hill	
Plaque for Queens Green Canopy Fencing and post materials	26/07/2023 17/10/2023			£	56.99 960.12			£	47.49 800.11	Street Furniture Gates & Fences	Cemetery Cemetery & Six Acres	
iolar Post Caps	24/01/2024 2023/24	£	10,543.03	£	114.97	£	8,785.34	£		Street Furniture	Six Acres	
		-	,			-	.,					
Category Contents				Purc £	hase Cost 4,457.08	Total	s	Ass £	et Cost Totals 3,752.31			
Street Furniture Gates & Fences				£	19,164.29 26,226.53			£	12,090.97 22,765.62			
Playground Equipment				£	92,806.28			£	77,338.57			
Sports Equipment Sports Ground Surfaces				£	733.00 18,750.00			£	610.83 15,625.00			
Vowers & Machinery ocks				£	- 36.94			£	- 34.11			
								£	132,217.42			
Nar Memorials (replacement value)					81,930.00 61,560.00			£	51,300.00 151,609.00			
Thapel of Rest (replacement value)				£								

\*revised (rebuild cost) following valuation September 2020 \*revised (rebuild cost) following valuation September 2020 f 61,560.00



Ms Hilary Workman Wickhambrook Parish Council 3 Farriers Close Great Barton Bury St. Edmunds IP31 2FP

# **Select for Local Councils Policy Schedule**

This insurance policy, which meets your demands and needs, has been based on the latest information obtained from you. The Policy, the Policy Schedule, any Certificates of Insurance and Endorsements form one document and should be read together. This Schedule replaces any previous Schedule.

Policy Number	YLL-2720869313
Insured	Wickhambrook Parish Council
Business	Parish / Town Council
Period of Insurance From To and any other period for which cover	01 <sup>st</sup> April 2024 31 <sup>st</sup> March 2025 has been agreed.
Adjustment Premium	£ 186.71
Premiums are inclusive of Insurance P	Premium Tax and/or VAT as appropriate.
Schedule Number	128815383
Long term agreement active until	01 <sup>st</sup> April 2025
Preparation Date	05 <sup>th</sup> March 2024
Prepared by	Mr Alex Kirby
Policy Form Reference	MLAACG08

Policy Cover Declaration:

You, the Insured, are not aware of any known losses or events that could give rise to a claim, or circumstances that would be prejudicial to us, the Insurer, should the basis of cover on the below given insurance product (s) be changed.

This is important information, please read it carefully and check that the facts given about you are correct and that we have included all the covers that you require. We are unable to give you advice so it is your responsibility to check the cover is correct for your organisation.



## Statement of Fact

If you provide services or activities to children, or adults who are in need of care and support and therefore may be unable to protect themselves against abuse or neglect:

- Your organisation has not had any third-party inspections with a grading of Inadequate, Requires Urgent Improvement, Weak or Unsatisfactory
- You have in place a written safeguarding policy and accompanying procedures that clearly set out the actions to take in response to child and vulnerable adult abuse
- You carry out safer recruitment and selection processes that include the seeking of appropriate criminal records checks, alongside a renewal and update process
- All employees and volunteers engaged in regulated activity and/or activity that brings them into contact with children or vulnerable adults receive safeguarding awareness training including refresher training
- You have one or more designated practitioners for safeguarding to support other practitioners in the organisation to recognise and respond to concerns about Abuse
- You retain employment records, safeguarding checks, safeguarding policies and procedures and safeguarding records for at least the prevailing regulatory best practice period.

If you provide services or activities to children, or adults who are in need of care and support and therefore may be unable to protect themselves against abuse or neglect, and you become non-compliant with any of the above statements, you must tell us, as it may affect your ability to claim under this policy.

## Important information

### Taking reasonable care

We require that you take reasonable care in managing your activities. Where appropriate this requires you to do the following:

- Keep written risk assessments for your key activities
- Keep written records of your staff and volunteer training. For example, manual handling training, or for use of tools and machinery
- Abide by any rules, guidelines or advice that is given to you by any relevant authority, such as a Local Authority, or the Health and Safety Executive

We want you to be confident about your insurance and understand what is required of you. Please contact us if you have any questions relating to the above.



# Lines of Cover applying

#### Part A – Material Damage

#### **Table Headings**

Contents (a)	Furniture, fixtures, fittings and tenants improvements
Contents (b)	Other contents and consumable stock not specified below including printed books and unused stationery
Contents (c)	Computer equipment, other office equipment and sports equipment
Contents (d)	Televisions, audio-visual and photographic equipment (excluding videos), beer, wine, spirits, tools and gardening equipment
Contents (e)	Tobacco
Contents (f)	Camcorders, videos and gaming machines
Contents (g)	Civic Regalia

Sums Insured

Premises Address	Buildings	Loss of	Contents	Contents	Contents	Contents	Contents	Contents	Contents
	Sum Insured	Rent	(a)	(b)	(c)	(d)	(e)	(f)	(g)
1. Cemetery	£181,930.00	N/A	£0.00	£4,457.08	£0.00	£0.00	£0.00	£0.00	£0.00
Chapel, Address,									
Chapel, Cemetery									
Road,									
Wickhambrook,									
Newmarket, Suffolk,									
CB8 8XR									

#### For Premises: 1 Insured Perils applicable to Material Damage : 1-13, 15 & 16

#### **Excesses Applicable to Premises 1**

The following Excesses apply to each and every loss arising in respect of each and every separate premises:Accidental Damage£250Theft£250Riot civil commotion and Malicious Persons£250Storm or Flood£250Escape of Water£250Falling Trees or Branches£250

Variable contents excess active:

Premises	Contents	Excess
Premises 1: Chapel, Cemetery	Stock & Other Unspecified Contents	£250
Road, Wickhambrook,		
Newmarket, Suffolk, CB8 8XR		



Operative Endorsements: 1, 2, 3, 5, 6, 7, 8 & 9 (please refer to the Endorsement section of the policy wording)



Part C – All Risks	
Table Headings	
Contents (a)	Furniture, fixtures, fittings and tenants improvements
Contents (b)	Other Contents and consumable stock not specified below including printed books and unused stationery
Contents (c)	Computer Equipment, other office equipment and sports equipment
Contents (d)	Televisions, audio-visual and photographic equipment (excluding videos), beer, wine, spirits, tools and gardening equipment
Contents (e)	Tobacco
Contents (f)	Camcorders, videos and gaming machines
Contents (g)	Civic Regalia

#### Additional Items:

Where no premises address is shown, the item is not based at one location and cover is provided anywhere within the **territorial limits**.

Item Description	Sum Insured	Excess
Street Furniture	£19,164.29	£250
Gates & Fences Including Bow Top Fencing	£26,226.53	£250
Playground Equipment	£92,806.28	£250
Sports Equipment	£733.00	£250
Sports Surfaces	£18,750.00	£250
War Memorial	£61,560.00	£250
Locks	£36.94	£100
BT call box	£4,500.00	£100

The excess stated applies to each and every loss.

Operative Endorsements: 1, 2, 3 & 7 (please refer to the Endorsement section of the policy wording)



Part D – Money	
	Limit any one loss
<ol> <li>Loss of Non-Negotiable Money in the situations specified in items 2(a), 2(b), 2(c)(i) and 2(c)(ii):</li> </ol>	£250,000
<ul> <li>2. Loss of other Money:</li> <li>(a) in transit in the custody of any <b>Member</b> or <b>Employee</b> or in transit by registered post (limit £250), or in a Bank Night Safe</li> </ul>	£5,000
(b) in the private residence of any <b>Member</b> or <b>Employee</b>	£500
<ul> <li>(c) in the <b>premises</b></li> <li>(i) in the custody of or under the actual supervision of any <b>Member</b> or <b>Employee</b></li> </ul>	£5,000
(ii) in locked safes or strongrooms	£5,000
(iii) in locked receptacles other than safes or strongrooms	£500

#### Excess: £50 each and every loss

Personal Accident Assault Limits: Stated in Section 3(c) of the policy wording

#### **Operative Endorsements:**

1.In respect of **Section 1 – Special Definitions**, the definition of Person Insured is extended to include any person between the ages of 16 and 90.



#### Part E – Public Liability

Limit of Indemnity:

£12,000,000

Excess: £100 each and every claim in respect of Section 2(d)(ii)

#### **Operative Endorsements:**

1. Environmental Clean Up Costs. The following Special Definitions are added to Section 1:

#### **Clean Up Costs**

- a) Testing for or monitoring of Pollution or Contamination
- b) the costs of Remediation required by any Enforcing Authority to a standard reasonably achievable by the methods available at the time that such Remediation commences.

#### Remediation

Remedying the effects of Pollution or Contamination including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

#### **Enforcing Authority**

Any government or statutory authority or body implementing or enforcing environmental protection legislation within the territorial limits.

#### Cover

With effect from 01 July 2009 or the inception of the policy if later, the **insurer** will indemnify the **insured** in respect of all sums including statutory debts that the **insured** is legally liable to pay in respect of Clean Up Costs arising from environmental damage caused by Pollution or Contamination where such liability arises under an environmental directive, statute or statutory instrument.

Provided always that:

- a) liability arises from Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance. All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the same time such incident takes place
- b) the **insurer**'s liability under this Extension shall not exceed £1,000,000 for any one occurrence and in the aggregate in any one Period of Insurance and will be the maximum the insurer will pay inclusive all costs and expenses. This limit will form part of and not be in addition to the Limit of Indemnity stated in the Schedule
- c) immediate loss prevention or salvage action is taken and the appropriate authorities are notified



#### Exclusions

The **insurer** shall be under no liability:

- 1. in respect of Clean up Costs for **damage** to the **Insured's** land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the **insured's** care, custody or control
- 2. for **damage** connected with pre-existing contaminated property
- 3. for **damage** caused by a succession of several events where such individual event would not warrant immediate action
- 4. in respect of removal of any risk of an adverse effect on human health on the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the **insured's** care, custody or control
- 5. in respect of costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time Remediation commences
- 6. in respect of costs for prevention of imminent threat of environmental damage where such costs are incurred without there being Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident
- 7. for **damage** resulting from an alteration to subterranean stores of groundwater or to flow patterns
- 8. in respect of costs for the reinstatement or reintroduction of flora or fauna
- 9. for **damage** caused deliberately or intentionally by the **insured** or where they have knowingly deviated from environmental protection rulings or where the **insured** has knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which they are responsible
- 10. in respect of fines or penalties of any kind
- 11. for **damage** caused by the ownership or operation on behalf of the **insured** of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water
- 12. for **damage** which is covered by a more specific insurance policy
- 13. for **damage** caused by persons aware of the defectiveness or harmfulness of products they have placed on the market or works or other services they have performed
- 14. for **damage** caused by disease in animals belonging to or kept or sold by the **insured**.



### Part G – Employers Liability

Limit of Indemnity:

£10,000,000

#### **Operative Endorsements:**

None



### Part H – Libel and Slander

Sum Insured

£250,000

Excess: 10% each and every claim or £1,000 whichever is the lower

### **Operative Endorsements**

None



#### Part N - Fidelity Guarantee

#### Persons Guaranteed: All members and employees

Sum Guaranteed £250,000

Excess: £100 each and every loss

**Operative Endorsements:** 

None

#### Part O – Personal Accident

Cover is limited to £500,000 any one person and £2,000,000 any one incident.

#### Persons Insured:

<b>Employees</b> Capital Sur Weekly Su Cover		£50,000.00 £250.00 Cover
Volunteers Capital Sur Weekly Su Cover		£50,000.00 £250.00 Cover
<b>Directors/Counci</b> Capital Sur Weekly Su Cover	n	£50,000.00 £250.00 Cover
<b>Key Personnel</b> Key Persor Capital Sur Weekly Su Cover	n	£100,000.00 £500 for up to 10 weeks and £100 per week thereafter Cover

#### Operative Endorsements:

1) Special Condition 4 of Section 5 is inoperative provided always that the **insurer** will not make any payment of any benefit or in respect of any expense or loss arising from any Person Insured who has attained the age of 90 years unless such expense or loss arises during the period of insurance during which the Person Insured attains the age of 90



#### 2) Key Personnel endorsement

It is agreed that Section 2 and Section 3 will be extended to a 24hr basis for Key Personnel. and

Section 4 - Exclusions is amended to read;

Section 4 - Exclusions

The **insurer** will not be liable to pay compensation in respect of death or disablement or provide indemnity for **damage** caused directly or indirectly by:

a) intoxication of, or the illegal use of drugs by any Person Insured, or through sexually transmitted disease

b) deliberate exposure to unnecessary danger (except in an attempt to save human life)

c) racing of any kind other than on foot

d) air travel other than as a passenger in a licensed passenger carrying aircraft

e) with effect from the 2004 renewal date the **insurer** will not be liable for any actual loss directly or indirectly arising out of, contributed to by, or resulting from actual, threatened, feared or perceived use of biological, chemical, radioactive or nuclear agent, material, device or weapon.

f) motor cycling, winter sports other than skiing or snowboarding in the United Kingdom or on a dry ski slope or within a snow dome, skating or curling, aerial pursuits including but not limited to ballooning, bungee jumping, gliding, hang-gliding, micro lighting, parachuting, paragliding or parascending, jet skiing or white water rafting, mountaineering or rock climbing using guides or ropes, hiking, trekking or mountaineering above 3,000 metres, caving, and diving using external breathing apparatus



### Part P – Legal Expenses

Section:	
3. Employment Disputes and Compensation Awards	Operative
4. Legal Defence	Operative
5. Property Protection and Bodily Injury	Operative
6. Tax Protection	Operative
7. Contract Disputes	Operative
8. Statutory Licence Protection	Operative
Limit of Indemnity:	£200,000

## **Operative Endorsements**

None



## **General Notes**

## 1. Fair presentation of the risk

You must make a fair presentation of the risk to us at inception, renewal and variation of your policy. This means that we must be told about all facts and circumstances which may be material to the risks covered by the policy and that you must not make a misrepresentation to us about any material facts. As part of your duty of fair presentation, you must ensure that the information detailed within the schedule is correct and complete. A material fact is one which would influence the acceptance or assessment of the risk. If you have any doubt about facts considered material, it is in your interests to disclose them to us.

Failure to make a fair presentation of the risk could result in the policy either being avoided, written on different terms or a higher premium being charged, depending on the circumstances surrounding the failure to present the risk fairly.

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which has the aim to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Insurance Act 2015. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

### 2. Cancellation

All insurance policies run for a fixed period of time. The Insured can terminate an insurance contract verbally or in writing at any time by calling 0800 917 9531 or emailing Customers.team@uk.zurich.com. Zurich may cancel the policy by giving 30 days' notice in writing. In such an event the insured will be entitled to a return of premium in respect of the unexpired portion of the period of insurance.

If you cancel your policy before the start date, you will be entitled to a full refund of premium. If you cancel within 14 days of the start date, you will be entitled to a full refund of premium, providing no claim has been made. After 14 days, if no claim has been made, we may offer a full or partial refund, depending on the time the policy was on risk and the circumstances at the time of the cancellation request. Please note, a cancellation charge of £50 may be applied.

### 3. Bonus and fee structure

Employees and businesses who carry out work for ZIC UK are remunerated in various different ways for selling insurance contracts. Employees receive a basic salary and also receive a bonus based on a number of factors, including the achievement of sales and quality targets. Businesses which work for the insurer on an outsourced basis receive a fee and also additional payments based on a number of factors, including the achievement of sales and quality targets.



# **Claims contact information**

Although we'd all like to control the future, sometimes accidents are unavoidable. That's why we've made it as easy as possible to make a claim. More information can be found <u>here</u>. Ready to make a claim? Please use the contact details below to ensure you're connected to the right team:

Type of Claim	Claims	Claims contact details
	team	
Buildings, contents including 'All Risks'	Property	Online: https://propertyclaims.zurich.co.uk/index.html
items	Claims	Tel: 0800 028 0336
Business interruption		Email: farnboroughpropertyclaims@uk.zurich.com
Money		Address: Zurich Municipal Property Claims, PO Box 3303,
Works in progress		Interface Business Park, Swindon, SN4 8WF
Public liability	Liability	Online: https://liabilityclaims.zurich.co.uk/index.html
Employers liability	Claims	Tel: 0800 783 0692
Personal assault under Money		Email: <u>fnlc@uk.zurich.com</u>
Personal accident		Address: Zurich Municipal Casualty Claims, Zurich House, 1 Gladiator Way, Farnborough, Hampshire, GU14 6GB
Financial and administrative liability		1 Gladiator Way, Famborough, Hampshire, GO14 GGB
Motor Claims	Motor	Online: https://motorclaims.zurich.co.uk/index.html
	Claims	Tel: 0800 916 8872
		Email: zmnewmotorclaims@uk.zurich.com
		Address: Zurich Municipal Motor Claims, PO Box 3322, Interface
		Business Park, Swindon, SN4 8XW
Legal Expenses	DAS Legal	<b>Tel:</b> 0117 934 2116
1	Claims	

#### How to make a claim:

- 1. You can make a claim using the online portal, by email or phone using the contact details above.
- 2. A claim form may be sent for you to complete, or you may be asked to send details in writing.
- 3. If you have any questions, please call the relevant office for guidance.
- 4. For out of hours help/emergency property losses please contact 0800 028 0336



#### DAS Head and Registered Office:

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