

Mortgage Brokers Professional Indemnity - Policy Summary

The information provided in this Policy Summary is key information which you should read.

This Policy Summary does not contain the full terms and conditions of your Professional Indemnity wording. These can be found in the Policy Document. This Policy Summary should be read in conjunction with your Policy Schedule or Quotation.

The insurance cover from the Policy is valid for the duration as specified in your Policy Schedule. You may need to review and update your Policy Schedule periodically to ensure adequacy of cover.

Your policy is administered by **NBS Underwriting** and underwritten by **Hadron UK Insurance Company Limited**

Hadron UK Insurance Company Limited is a company registered in England and Wales (Company number 00011615) with registered office at One Fleet Place, London, EC4M 7WS.

Hadron UK Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Reference number 202146).

Hadron UK Insurance Company Limited (the Insurer) will provide the insurance described in the Policy subject to its terms and conditions for the Period of Insurance stated in the Schedule and any subsequent period for which the **Insured** shall pay and the **Insurer** shall agree to accept the premium.

NBS Underwriting is a trading style of **NBS Underwriting Limited**. Registered in England No. 07566393. Registered Office: One Fleet Place, London EC4M 7WS. NBS Underwriting Limited is authorised and regulated by the Financial Conduct Authority, FRN 590034.

Please Note: This Policy Summary may be amended by optional extensions and endorsements to your cover as per your individual Policy Schedule.

This Professional Indemnity Insurance Policy will provide you with coverage on a claims made basis for claims which are first made and notified to the Insurer during the Period of Insurance.

SIGNIFICANT FEATURES AND BENEFITS OF COVER
Cover can be provided for:
Any Claim made against the Insured for civil liability arising from the conduct of the Insured's business, including: <ul style="list-style-type: none"> ○ Negligent acts, errors, omissions, or breach of duty ○ Dishonest or fraudulent acts ○ Unintentional breach of confidentiality ○ Unintentional libel or slander Civil liability is any non-criminal liability the Insured may incur which is not specifically excluded
Insured's defence costs and expenses in defending a claim for legal liability arising from the conduct of the Insured's professional business
Insured's defence costs and expenses for prosecution brought under the Data Protection Act £50,000 in the aggregate
Dishonest or fraudulent act or dishonest or fraudulent omission by an Employee
Loss of professional Documents £100,000 in the aggregate
Mitigation of Loss
Insured's court and mediation attendance costs £10,000 in the aggregate
Financial Conduct Authority investigation costs £250,000 in the aggregate
Ombudsman Awards up to the relevant amount specified in DISP 3.7.4 of the FCA Handbook
Minimum Approved Wording - the Policy is designed to provide the minimum insurance requirements in accordance with the rules of the Financial Conduct Authority (FCA), in force at the inception date of the Policy



SIGNIFICANT EXCLUSIONS AND LIMITATIONS OF COVER

Any actual or alleged antitrust violation, restraint of trade or unfair competition.
Any liability, loss, costs incurred, act, error, or omission occurring before the retroactive date specified in the schedule
Bodily Injury to any person unless arising from any breach of duty in the performance of (or failure to perform) Professional Services
Claims brought in or arising from professional business carried out in the USA and Canada
Claims or circumstances known prior to the period of insurance
Contracts for provisions of goods or services to the Insured
Cyber Liability
Damage to Property including the loss of use thereof unless caused directly by a breach of professional duty
Employers' Liability
Finance – provision of / advice on
Insolvency of the Insured
Insured v Insured unless emanating from a third party
Investment advice
Payment Protection Insurance (PPI)
Property damage unless arising from any breach of duty in the performance of (or failure to perform) Professional Services
Sanctions, trade restrictions
The deductible as stated in the Policy Schedule with specific deductibles of £1,000 for loss of documents, £1,000 for Data Protection and £1,000 in respect of Prosecution Defence Costs
Trading losses, fines and penalties

Please refer to Pages 11-16 of your Policy Wording for further details and all Exclusions to cover.

NOTIFYING A CLAIM

In the event of a claim or any circumstance that is likely to result in a claim, notification must be immediately made to:

By post: Caytons Claims Ltd, 10A, Tower 42, 25 Old Broad Street London EC2N 1HQ
By email: claims@caytonslaw.com
By phone: 0207 398 7600

The above must be provided with as much information as possible about the claims, including any information which may be required immediately upon request. No admission of liability or payment offer can be made by you without prior written consent of the Insurer.

COMPLAINTS PROCEDURE

If you have a query or complaint regarding your Claim, please contact:

By post: Caytons Claims Limited, 10A, Tower 42, 25 Old Broad Street, London EC2N 1HQ
By email: claims@caytonslaw.com
By phone: 0207 398 7600

Should you wish to make a complaint about the Policy or the service we offer please contact:

By post: NBS Underwriting, NBS House, Aire Valley Business Park, Wagon Lane, Bingley BD16 1WA
By phone: 0333 032 5000

When making a complaint, please include in any initial correspondence, details of your complaint and Policy, including your Policy reference number, to enable the enquiry to be dealt with efficiently.

If you remain dissatisfied after your complaint has been considered, or you have not received a final decision within eight (8) weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service.

Contact details: The Financial Ombudsman Service. Exchange Tower, Harbour Exchange London E14 9SR
Tel: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Making a complaint does not affect your right to take legal action.