

Legal Expenses Insurance Policy

Some important facts about the Legal Expenses policy are summarised below. This summary does not describe all of the terms and conditions of the policy, so please take time to read the policy document to make sure that You understand the cover that it provides. All references below to the cover provided are contained within the full policy wording. Please note that a full policy wording is available for Your inspection upon request.

Name of Insurer

The policy is underwritten by: Ageas Insurance Limited, Registered in England No. 354568. The company is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority.

Registered Office:

Ageas House
Hampshire Corporate Park
Templars Way
Eastleigh
Hampshire
SO53 3YA

Name of Agent

Policy Expert is the Agent appointed by the Coverholder to transact this insurance with You.

Registered Office:

32-38 Dukes Place,
London,
EC3A 7LP

Tel: 0330 0600 601.

Policy Expert is a trading name of QMetric Group

Limited, Registered in England No. 7151701 who are authorised and regulated by the Financial Conduct Authority.

Name of Coverholder

Legal Insurance Management Ltd. who are authorised and regulated by the Financial Conduct Authority.

Registered Office:

1 Hagley Court North
The Waterfront
Brierley Hill
West Midlands
DY5 1XF

Type of Insurance

The policy is designed to cover the cost of Professional Fees charged by a claims handler, solicitor or accountant following a specific occurrence, provided that cover for that occurrence is detailed within the policy wording and is not specifically excluded within the policy Schedule issued.

Significant Features and Benefits

The policy includes the following features (unless specifically excluded by the policy Schedule issued), which are fully explained in detail in the policy wording. The limit of indemnity provided will be shown on the policy Schedule issued.

Sections of Cover

| Sections of Cover | Cover provided | Specific Section Exclusions |
|--------------------------|--|--|
| Personal Injury | Death of or bodily injury resulting from the negligence of another person. | <p>Excluding:</p> <ul style="list-style-type: none"> • Pharmaceutical or any related conditions. • Extended use of artificial tanning equipment. |
| Consumer Disputes | Pursuing or defending a claim, which arises from a contract for services, purchase, hire, hire purchase or sale of personal goods. | We do not cover claims where the value in dispute is less than £100. Claims relating to the planning, erection and the like of buildings or disputes with local or government authorities, contracts connected to Your business or profession or any incidents as a result of defective products, goods or services are also excluded. |
| Home Rights | Pursuing claims connected to goods or services used in Your home or an infringement of Your rights relating to Your home. | We do not cover disputes connected to leased or rented property, planning erection and the like of buildings, or disputes with local government authorities, compulsory purchase and the like to any property and mining subsidence. |
| Taxation | Professional Fees arising from or relating to an in-depth HM Revenue & Customs investigation of Your personal tax affairs. | We do not cover investigations that had already commenced or You knew would commence before our cover started, investigations involving the Special Compliance Office, false or misleading statements to HM Revenue & Customs, deficiencies in accounts or any claim involving criminal proceedings. |
| Employment | Disputes with Your employer in respect of a contract of employment. | |

Sections of Cover (continued)

| Sections of Cover | Cover provided | Specific Section Exclusions |
|------------------------------|--|---|
| Jury Service Expenses | The actual loss of salary or wages of an Insured Person for the time off work to attend a Court for Jury Service provided the amount paid under this section shall not exceed £100 per person per day up to a maximum of £1,000 per claim. | We do not cover the first 5 days of such service. |
| Legal Helpline | Free access to legal advice & assistance. | The helpline can provide general advice only and cannot assist with complex legal matters which may require the review of documentation and is not intended to replace the services of a solicitor. |

Significant and Unusual Exclusions or Limitations

The policy will exclude claims where the incident falls outside of the scope of cover provided by the policy wording or where this is subject to a specific exclusion or limitation. Please refer to the policy wording for full details. The most significant or unusual exclusions or limitations are outlined below.

- If You can convince Us that there are sensible prospects of being successful in Your claim and that it is reasonable for Professional Fees to be paid we will take over the claim on Your behalf appoint a specialist of our choice to act on Your behalf.
- We may limit the Professional Fees that we will pay under the policy where we consider it is unlikely a reasonable settlement of the claim will be obtained, the potential settlement amount of the claim is disproportionate compared with the time and expense incurred in pursuing or defending the claim or where there are insufficient prospects of obtaining recovery of any sums claimed.
- Where it may cost Us more to handle a claim than the amount in dispute we may at our option pay to You the amount in dispute which will then constitute the end of the claim under the policy.
- If Legal Proceedings have been agreed by Us You may at that stage decide to nominate and use Your own solicitor or indeed, You may wish to continue to use our own specialists. If You decide to nominate Your own professional we must agree this in advance and You will be responsible for any Professional Fees in excess of i) those which our own specialists would normally charge Us (details are available upon request) or ii) in respect of Small Claims Court matters, any Professional Fees in excess of those that are ordinarily recoverable from that respective court.
- At conclusion of the claim if You are awarded any costs (not Your damages), these must be paid to Us.
- Please note that if You should engage the services of a professional prior to making contact with Us any costs that You incur are not covered by this Insurance.
- This is a policy where You must notify Us during the Period of Insurance and within 30 days of any circumstances which may give rise to any claim under the policy. Failure to do so could mean that we decline to pay a claim for Your Professional Fees.
- The jurisdiction and territorial limits of the policy is The United Kingdom, Channel Islands and Isle of Man.
- We do not cover claims connected to matrimonial or family disputes.
- The policy does not cover any activity connected to a business or any venture for gain.
- In the event that you make a claim under this policy which you subsequently discontinue due to your own disinclination to proceed, any legal costs incurred to date will become your own responsibility and will be required to be repaid to the insurer.
- We do not cover any matter in respect of which an Insured Person is entitled to Legal Aid.
- We do not cover any Professional Fees incurred in defending or pursuing new areas of law or test cases.
- We do not cover any claim directly or indirectly arising from an allegation of mis selling or mismanagement of financial services or products.

Duration of Contract

The cover provided by the policy is normally for a twelve month period. Where this is altered, it will be clearly shown within the quotation provided and policy Schedule subsequently issued.

Cancellation

If within 14 days of receipt of this policy You are unhappy with any of the terms and conditions contained within this Policy Wording, please contact Policy Expert immediately on the number shown on Your Schedule. Subject to there being no claims pending or having been paid on this policy, Policy Expert will arrange a pro-rata refund of premium equal to the unused cover. If You wish to cancel this policy after 14 days, subject to there being no claims pending or having been paid, Policy Expert may charge You a cancellation fee and will arrange for a pro rata refund equal to the unused cover. Details of cancellation fees can be found in the Policy Expert Terms and Conditions on www.policyexpert.co.uk or by calling Policy Expert.

Claims Address

The person insured by the policy should report immediately (and in accordance with the policy terms and conditions during the Period of Insurance and no later than 30 days after the occurrence) any incident which may give rise to a claim under the policy.

Failure to do so could mean that we decline to pay a claim under the policy. The telephone number for the reporting of a claim is contained within the policy Schedule. A claim form will be dispatched for completion by the Insured Person and return to the address shown below.

If You wish to make a claim in writing, this must be made in person by the Insured Person seeking cover under the policy issued.

Please note that we will not enter into dialogue or correspond with anyone other than the Insured Person or the Insured Person's personal representatives (following death or serious incapacity) in relation to the notification and subsequent handling of a claim.

Claims Department

Legal Insurance Management Ltd
1 Hagley Court North
Brierley Hill
West Midlands
DY5 1XF

Complaints Procedure

Complaints about this Policy

In the event of a complaint arising under this Insurance, you should in the first instance write to the Managing Director of Legal Insurance Management Ltd at the above address.

If it is not possible to reach an agreement, you may have the right to make an appeal to the Financial Ombudsman Service. This applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at: -

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London

Complaints about the Agent

We hope you will be pleased with the service provided by Policy Expert. However, if you have a complaint about our service, you should contact Policy Expert:

Head of Customer Relations
Policy Expert
402-420 Sidbury Boulevard
Milton Keynes
MK9 2AF
Tel: 0330 0600 601

Compensation Scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim.

You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk



