

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of Insurance?

This cover is designed for Residential property Landlords that wish to cover themselves for the cost of legal fees in the event of a breach of their tenancy agreement. The policy will cover up to a maximum of £50,000 of professional legal fees for any event detailed within the "What is insured" section below providing that all the Tenant Referencing conditions detailed on Page 1 of the main policy terms and conditions



What is insured?

Landlords Legal Costs & Expenses

✓ Legal Pursuit:

We will negotiate your legal rights as follows:-

- After an incident of physical damage to your property
- In trying to get possession of your property following a breach of tenancy agreement (see main policy terms for valid Tenancy Agreements)
- To evict anyone in your property that has not got your permission to be there
- To recover any rent your tenant owes for renting your property where at all possible

Policy Limits : £50,000

✓ Legal Defence:

We will defend your legal rights if an incident arising from letting your property leads to your being prosecuted in a criminal court

Policy Limits : £50,000

✓ Hotel Expenses:

- We will pay up to £50 per day up to the limit of cover for hotel expenses where no alternative accommodation is available to you whilst you try to gain possession of your property for you to live in it.

Policy Limits : £1,500

(Note: All sections of cover - nil excess will apply)



What is not insured?

- ✗ Any claim whereby you have not fully adhered to the Tenant Referencing terms of the policy (as detailed on Page 1 of your main policy terms and conditions) prior to allowing a tenant to vacate your rented property
- ✗ Any claim arising within the first 90 days of cover or outside the period of cover detailed on your policy schedule
- ✗ Any claim where your delay in reporting an incident to us has prejudiced the Insurer's position
- ✗ Any claim concerning or arising from:
 - Building, converting or extended all or part of the tenanted property
 - Town or Country planning laws
 - Subsidence, heave, landslip, mining or quarrying
 - Works by or under order of any government, public or local authority
- ✗ Any costs incurred where you have engaged with a solicitor prior to registering a claim on your policy



Are there any restrictions on cover?

- ! The policy will expire one calendar year from the date it was issued.
- ! Pursuit of a claim outside the jurisdiction of the courts of England & Wales, Scotland and Northern Ireland.
- ! You must register a claim with us or advise us of an incident that could result in a claim prior to any proceedings
- ! You must ensure that you comply with the requirements of any statutory deposit scheme
- ! You must fully adhere to the Tenant Referencing terms of the policy (see Page 1 of your main policy terms and conditions for full details)
- ! Maximum legal costs covered - £50,000



Where am I covered?

You are covered within the United Kingdom of Great Britain and Northern Ireland.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



When and how do I pay?

Your premium will be payable to the broker or agent that you chose to purchase this policy from. Full details of the premium paid will be detailed on your policy schedule.



When does the cover start and end?

Your cover start date and end date will be detailed on your policy schedule.



How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14 day cooling off period, please contact the organisation from whom you bought your policy, however, no refund of premium will be due.

Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk> or by calling them on 0800 111 6768 or 0300 500 8082.

Making a claim

If you need to make a claim, please obtain a claim form no later than 31 days after the event by contacting us in one of the following ways;

- Calling us on Tel: **0114 220 1794**
- Emailing us at assist@lexelle.com
- Writing to us at **Claims Department, Lexelle Limited, PO Box 4428, Sheffield, S9 9DD.**

On all correspondence please tell us you are insured for Lexelle Landlords Legal Expenses Insurance and provide the Master Certificate reference number shown at the heading of your main policy wording along with your policy reference detailed on your policy schedule. This will help us to validate your policy details and deal with your claim as quickly as possible.

Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below:

Complaints regarding the **SALE OF THE POLICY**

Please contact the Broker Agent that sold you the policy.

Complaints regarding **CLAIMS**

Claims Manager, Lexelle Limited, PO Box 4428, Sheffield, S9 9DD.

Tel: 0114 249 3300

Email: assist@lexelle.com

On all correspondence please tell us you are insured for Landlords Legal Expenses Insurance and provide the Master Certificate number shown at the heading of your main policy terms and conditions along with the your policy reference detailed on your policy schedule.

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

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR.

Tel: 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **your** local Citizens Advice Bureau.

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

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What happens if we can't meet our liabilities?

Great Lakes Insurance SE 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 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.