

Rent Guarantee Insurance Policy Summary

This is a summary of your Rent Guarantee policy and does not contain the full terms and conditions of the cover, which can be found in the policy wording. It is important that you read the policy wording carefully when you receive it.

Type of insurance and cover

The Rent Guarantee Policy protects you, in respect of professional costs and unpaid rent as itemised in your policy wording, for the period commencing from when you pay or promise to pay the premium, which in no circumstances can exceed 12 months.

Significant features and benefits

Your policy includes the following features, which are explained in detail in your policy leaflet:

Cover	Limit of Indemnity
<ul style="list-style-type: none"> Professional costs in proceedings if an insured event occurs during the period of insurance 	Up to £10,000 of professional costs per claim
<ul style="list-style-type: none"> Monthly benefit in respect of rent arrears. 	Up to 6 months or until vacant possession has been gained whichever is soonest.
<ul style="list-style-type: none"> Benefit will be paid as stipulated in the policy wording at 1/30th of the monthly benefit for each continuous day that rent is in arrears. 	Once 6 month's rent has been paid to the insured the policy shall terminate and all cover shall cease

Significant and unusual exclusions or limitations

Your policy excludes some situations. Please refer to your policy wording for full details although the most significant or unusual exclusions are outlined below.

Benefit will not be paid in respect of the following:

- Which is not reported to the Insurer within 30 days of it occurring.
- Within the first 90 days of the period of insurance where the tenancy agreement commenced before the period of insurance.
- Where the insured fails to provide evidence relating to the tenant reference.
- Arising from and connected to the insured's performance of his obligations under the tenancy agreement.
- Where there are insufficient prospects of success in the proceedings due to the terms of the tenancy agreement being unenforceable.
- Arising from dispute between the insured and his agent or mortgage lender.
- The insured event began to occur or had occurred before the insured purchased this policy.
- The insured fails to give proper and prompt information or evidence to the insurer or the professional adviser.
- The insureds act, omission or delay prejudices the insurers position in connection with the proceedings or prolongs the length of the claim.
- The insured has breached a condition of this policy.
- The insured has reasonably realised when purchasing this policy that a claim under this policy might occur.
- Professional costs have not been agreed in advance or above those for which the insurer has given prior written approval.

Duration of Policy

The policy will remain in force from the date of commencement for a period which in no circumstances will exceed 12 months.

Claims Procedure

If you have a claim, you must make it as soon as possible either by telephone (confirmed in writing) to Complete Claims Ltd on 0161 817 7759 and your written communication should be addressed to Complete Claims Ltd, 4th Floor Grange House, John Dalton Street, Manchester, M2 6FW.

Cancellation

Written confirmation of the cancellation of the policy may be given at any time by you or by us and/or the insurers. We and/or the insurers will give you a minimum of 14 days notice of cancellation to enable you to find alternative cover. You may cancel the policy by giving us written instructions.

Cooling off Period

Before you accept this policy you have 14 days to review your policy wording. If you are not totally happy with this policy and you have not made a claim you can write to us requesting that your insurance is cancelled and that any monies paid be returned. We will then cancel your insurance.

Complaints Procedure

If you have any complaint you can contact the Intermediary who arranged the insurance for you. If you wish to register a complaint in connection with the policy, please contact Complete Claims Ltd in writing:

The Compliance Manager, Complete Claims Ltd, 4th Floor Grange House, John Dalton Street, Manchester, M2 6FW: or

By telephone: 0161 817 7700 By Fax: 0161 817 7701

If your problem isn't resolved you may contact the insurers, IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG. The insurers will contact you within five days of receiving your complaint to inform you of what action they are taking. The insurers will try to resolve the problem and give you an answer within four weeks. If it will take the insurers longer than four weeks the insurers will tell you when you can expect an answer.

If the insurers have not given you an answer in eight weeks they will tell you how you can take your complaint to the Financial Ombudsman Service for review. This complaints procedure does not affect any legal right you have to take action against the insurers.

If you are still not satisfied you can contact the:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR

The insurers are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the insurers cannot meet their obligations. This depends upon the type of business and circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. Further information is available from the Financial Services Authority or the FSCS. The FSCS can be visited on the internet at www.fscs.org.uk or by contacted on 020 7892 7300

The complaints procedure above does not affect any legal right you may have to take action against us.

This policy is provided by: IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG. Registered No. 1229676. Tel 0115 941 1022

Authorised and regulated by the Financial Services Authority

You can check the above details on the Financial Services Authority Register by visiting the FSA website: www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234



Complete
Landlord
Legal
Protection
& Optional
Rent
Guarantee

An Introduction



4th Floor Grange House
John Dalton Street
Manchester M2 6FW

Tel: 0161 817 7700
Fax: 0161 817 7701

www.completeclaims.co.uk



INVESTOR IN PEOPLE

During the last decade changes in the property market have seen a huge increase in both the supply and demand for rented property. The amount of Private and Commercial Landlords has risen due to the potential returns from property portfolios being higher than most other types of investments.

Statistics show that as a landlord your property is one of 800,000 private dwellings being let within the UK, in addition to the vast amount of commercial properties.

Every landlord faces potential legal problems when letting a property to a tenant. The high level of legal fees to deal with such problems means that when things go wrong, very few landlords can afford the necessary professional advice they need.

Why not take the opportunity to protect yourself from these potential legal risks and ensure that when the need arises you have the relevant legal support and assistance readily available.

Research within today's market has suggested that approximately 1 in 20 tenancy agreements end in dispute, in addition to other property related disputes. These can include any of the following:

- Malicious Damage
- Nuisance
- Sitting Tenants
- Rent Recovery
- Debt Recovery
- Tax and VAT investigations

The **Complete Claims Landlords Legal Let Policy** is a comprehensive product that provides each landlord with professional legal assistance and peace of mind against potential problems concerning the letting of their property. The policy provides cover for up to £50,000 of legal costs per incident to deal with claims and disputes arising from

- ✓ Property Legal Disputes
- ✓ Debt Recovery

Plus Court Attendance Expenses in relation to a claim. The free telephone based Legal Advisory Service provides professional assistance 24 hours a day for any matter relating to the letting of the property.

Landlords Rent Guarantee Insurance can also be added to the policy (Private Dwellings only), which will cover up to £1,000 for unpaid rent each month, for a maximum of 6 months.

The **Complete Claims Landlords Legal Let Policy** is positioned within the market to ensure clients receive a valuable cover for a highly competitive premium.

Whatever property you are letting we will be able to assist in providing cover for the cost of Legal Fees.

Legal Let Legal Expenses Insurance

This is a summary of your Legal Let Legal Expenses and Insurance does not contain the full terms and conditions of the cover, which can be found in the policy wording. It is important that you read the policy wording carefully when you receive it.

Type of insurance and cover

Your Legal Let policy is a legal expenses policy which provides cover to help landlords meet the cost of bringing and defending civil action to protect their interest in residential property situated in England, Scotland or Wales.

Significant features and benefits

Your policy includes the following features, which are explained in detail in your policy leaflet:

Cover	Limit of Indemnity
Legal costs incurred in disputes arising from a letting of residential property owned by you to an individual (provided that the amount in dispute exceeds £400) and the type of letting is one covered by the Housing Acts 1988 or 1996 OR, if it is not such a tenancy, it is a lawful letting to a company and/or the annual rent exceeds £25,000 actual or alleged wrongful acts by a tenant (or a third party) which causes physical damage to your property or financial loss to you provided that no contract exists between you and the third party other than a tenancy agreement or any other agreement for the repair of the property an infringement by someone of your legal rights or by you of the rights of a tenant or third party relating to the rightful occupation or ownership of the property by you any contract made by you during the Period Of Insurance for the sale or purchase of the property	Up to £50,000 of legal costs
Rent Recovery	
Attendance Expenses	payment of up to £100 per person per day up to a maximum of £1,000 for any one claim to cover actual loss of salary or wages by you (or your employees)

Significant and unusual exclusions or limitations

Your policy excludes some situations. Please refer to your policy wording for full details although the most significant or unusual exclusions are outlined below.

Your Legal Let policy will **NOT** give you any cover for any claim in respect of:

- Any claim against your letting or management agent.
- The amount in dispute must be more than £400.
- Any claim not reported to us under the rent recovery section within 45 days of the date when the rent was due.
- Legal expenses incurred before Complete Claims Ltd has agreed to pay them on your behalf.
- Any dispute with multiple tenants of a single property unless the liability of the multiple tenants is "joint and several" i.e. each tenant is liable for the other acts and omissions.
- Fines, damages or other penalties which you are ordered to pay by a court.
- Claims where you have other insurance cover which entitles you to recover the relevant legal expenses (except for the amount of any excess which you are required to pay under such other insurance).
- Disputes which in the first instance relate to issues handled by a rent or rates tribunal or the lands tribunal **unless** you are defending legal proceedings brought by a tenant.
- Matters arising from the ownership, use or occupation of the property for the conduct of any profession, trade or business.
- Most claims arising from disputes with any government, public or local authority.
- Any claim which arises in the first three months of the Period of Insurance **except** where the current Certificate Of Insurance is an immediate continuation of a previous Legal Let Policy covering the same property and tenant: **or** in the case of a new tenant, the tenancy agreement took effect after the commencement of the Period Of Insurance.

- In the case of a Property Dispute you will not have cover for any dispute which you may have which arises from or relates to the breakdown of a marriage or similar personal relationship.
- You are responsible for meeting the first £100 (plus VAT) in respect of each claim made by you under your Legal Let Policy.

Duration of Policy

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Claims Procedure

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Complete Claims Ltd is authorised and regulated by the Financial Services Authority (303046) You can check the above details on the Financial Services Authority Register by visiting the FSA website: www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234

Cancellation

Written confirmation of the cancellation of the policy may be given at any time by you or by us and/or the insurers. We and/or the insurers will give you a minimum of 14 days notice of cancellation to enable you to find alternative cover. You may cancel the policy by giving us written instructions.

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By telephone: 0161 817 7700

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