

Ms Sinead Burrows Saltash Town Council The Guildhall 12 Lower Fore Street Saltash Cornwall PL12 GJX

# **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-2720862183
Insured	Saltash Town Council
Business	Parish / Town Council
Period of Insurance	
From	10 <sup>th</sup> October 2023
То	09 <sup>th</sup> October 2024
and any other period for which cover l	has been agreed.
Renewal Premium	£ 11,023.40
Premiums are inclusive of Insurance P	remium Tax and/or VAT as appropriate.
Schedule Number	118118478
Long term agreement active until	10 <sup>th</sup> October 2025
Preparation Date	05 <sup>th</sup> September 2023
Prepared by	Mr Jonathan Meiseles
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	<b>Buildings Sum</b>	Loss of Rent	Contents	Contents (b)	Contents (c)	Contents	Contents	Contents	Contents
	Insured		(a)			(d)	(e)	(f)	(g)
	£2,019,946.50	£40,000.00	£39,665.99	£0.00	£40,319.51	£0.00	£0.00	£0.00	£36,059.99
Guildhall, Address,									
12 Lower Fore									
Street, Saltash,									
Cornwall, PL12 6JX									
2. Heritage	£681,747.00	N/A	£10,283.11	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Centre, Address,									
15-17 Lower Fore									
Street, Saltash,									
Cornwall, PL12 6JX									
3. Maurice	£191,515.50	N/A	£6,010.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Huggins									
Room, Address,									
Callington Road,									
Saltash, Cornwall,									
PL12 6LA									
4. Caretakers	£75,883.50	N/A	£1,202.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Building, Address,									
Church Town									
Cemetery, Saltash,									
Cornwall, PL12									
4AR									
	£2,384,910.00	N/A	£12,236.36	£150,081.68	£60,099.99	£0.00	£0.00	£0.00	£0.00
Library, Address,									
Saltash Library,									
Callington Road,									
Saltash, Cornwall,									
PL12 6DX									



6. Longstone	£538,411.50	N/A	£16,337.86	£0.00	£3,500.97	£0.00	£0.00	£0.00	£0.00
Depot, Address,	ŗ				,				
Glebe Avenue,									
Callington Road,									
Saltash, Cornwall,									
PL12 6DN									
7. Saltash Station	£873,262.50	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Building, Address,									
Station Road,									
Saltash, Cornwall,									
PL12 4DY									
8. Waterside	£186,697.50	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Toilets, Address,									
Old Ferry Road,									
Saltash, Cornwall,									
PL12 6BJ									
9. Toilet	£118,041.00	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Block, Address,									
Alexandra Square,									
Saltash, Cornwall,									
PL12 6AN									
10. Toilet	£124,952.40	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Block, Address,									
Longstone Park,									
Saltash, Cornwall,									
PL12 6EU									
11. Toilet	£87,928.50	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Block, Address,									
Belle Vue Road,									
Saltash, Cornwall,									
PL12 6ES									
12. Toilet	£72,270.00	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Block, Address,									
Churchtown									
Cemetery, Off									
Farm Lane,									
Saltash, Cornwall,									
PL12 4AR									

For Premises: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 Insured Perils applicable to Material Damage : 1-13, 15 & 16

#### Excesses Applicable to Premises 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 & 12

The following Excesses apply to each and every loss arising in respect of each and every separate premises:Accidental Damage£250Theft£250



Riot civil commotion and Malicious Persons	£250
Storm or Flood	£250
Escape of Water	£250
Falling Trees or Branches	£250

Variable contents excess active:

Premises	Contents	Excess
Premises 1: 12 Lower Fore Street,	Office, Computer and Sports Equipment	£250
Saltash, Cornwall, PL12 6JX		
Premises 1: 12 Lower Fore Street,	Furniture, Fixtures & Fittings	£250
Saltash, Cornwall, PL12 6JX		
Premises 1: 12 Lower Fore Street,	Civic Regalia	£250
Saltash, Cornwall, PL12 6JX		
Premises 2: 15-17 Lower Fore	Furniture, Fixtures & Fittings	£250
Street, Saltash, Cornwall, PL12 6JX		
Premises 3: Callington Road,	Furniture, Fixtures & Fittings	£250
Saltash, Cornwall, PL12 6LA		
Premises 4: Church Town	Furniture, Fixtures & Fittings	£250
Cemetery, Saltash, Cornwall, PL12		
4AR		
Premises 5: Saltash Library,	Furniture, Fixtures & Fittings	£250
Callington Road, Saltash,		
Cornwall, PL12 6DX		
Premises 5: Saltash Library,	Stock & Other Unspecified Contents	£250
Callington Road, Saltash,		
Cornwall, PL12 6DX		
Premises 5: Saltash Library,	Office, Computer and Sports Equipment	£250
Callington Road, Saltash,		
Cornwall, PL12 6DX		
Premises 6: Glebe Avenue,	Furniture, Fixtures & Fittings	£250
Callington Road, Saltash,		
Cornwall, PL12 6DN		
Premises 6: Glebe Avenue,	Office, Computer and Sports Equipment	£250
Callington Road, Saltash,		
Cornwall, PL12 6DN		

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



#### Part B – Business Interruption

Premises Address	Additional Expenditure	Indemnity Period (Months)	Loss of Data	Indemnity Period (Months)	Loss of Gross Revenue	Indemnity Period (Months)
All Premises	£250,000	36	N/A		£10,000	36

For Premises: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 Insured Perils applicable to Business Interruption : 1-13, 15 & 16

#### **Operative Endorsements:**

None



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
Prefab Shed	£16,966.22	£250
Portacabin & Contents	£11,366.11	£250
The Cornish Cross	£435,393.13	£250
St Stephens Cemetery- Boundary Wall	£349,170.10	£250
Street Furniture	£92,007.48	£250
Watering Station	£5,933.07	£250
Gates, Fences & Walls	£60,099.99	£250
Ferry Sculpture	£46,207.27	£250
Play Equipment	£148,297.92	£250
Talking Bench	£15,287.04	£250
Civic Regalia	£784,699.59	£250
Garden & Maintenance Machinery/Tools & Associated Equipment	£60,099.99	£250
Market Equipment	£2,134.75	£250
Laptops & Portable Electronic Equipment	£7,700.00	£250
Christmas Lights & Waterfront Lighting	£12,020.00	£250
Bunting	£2,404.00	£250
Display Cabinet	£2,905.11	£250
Model of Cornish Cross	£6,010.00	£250
IT Equipment including Laptops for use at home	£1,808.84	£250
Sanitising Equipment	£1,750.49	£250
BT Phone Box at Saltash Railway Station	£5,665.00	£250
12 speakers to be installed in Fore Street, Saltash and the associated	£6,764.01	£250
equipment which will be kept at the Guildhall		
Metal Work Bench in Fore Street	£9,900.00	£250

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 premises</li> <li>(i) in the custody of or under the actual supervision of any Member or Employee</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:

£15,000,000

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 F – Hirers' Liability

Limit of Indemnity:

£2,000,000

Excess: £100 each and every claim for damage to the premises or contents caused other than by fire or explosion

#### **Operative Endorsements**

None

#### Part G – Employers Liability

Limit of Indemnity:

£10,000,000

#### **Operative Endorsements:**

None



#### Part H – Libel and Slander

Sum Insured

£500,000

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

#### **Operative Endorsements**

None



#### Part I – Motor Vehicles

#### Additional Cover : Section 24

U. Occasional Business Use V. Loss of No Claim Discount/Excess

#### **Operative Endorsements:**

None

#### Part J – Motor Legal Expenses and Uninsured Loss Recovery

Limit of Indemnity:

#### **Operative Endorsements:**

None

Not Operative Operative

£100,000 per insured incident



#### Part K – Inspection Contract

**Service:** Inspections of each item of Plant described in the Plant Specification under Contract Number El2720862187.

#### **Operative Endorsements:**

None

#### Part L – Plant Protection

**Cover:** As described in the Plant Specification by means of cover codes as defined in Section 12 in respect of each item of plant

	Limits of Indemnity
Section 2(a) Insured Damage to Plant	£500,000
Section 2(b) Own Surrounding Property Damage	£500,000

Excess: £100 each and every loss

#### **Operative Endorsements:**

None



Sum Guaranteed £5,000,000

#### Part N - Fidelity Guarantee

#### Persons Guaranteed: All members and employees

Excess: £100 each and every loss

**Operative Endorsements:** 

None

#### Part O – Personal Accident

Cover is limited to  $\pm 500,000$  any one person and  $\pm 2,000,000$  any one incident.

#### Persons Insured:

<b>Employees</b> Capital Sum Weekly Sum Cover	Sections 2 and 3 - Accident and Assault Cover	£100,000.00 £400.00
<b>Volunteers</b> Capital Sum Weekly Sum Cover	Sections 2 and 3 - Accident and Assault Cover	£100,000.00 £400.00
<b>Directors/Councillors</b> Capital Sum Weekly Sum Cover	Sections 2 and 3 - Accident and Assault Cover	£100,000.00 £400.00
Key Personnel Key Personnel Capital Sum Weekly Sum Cover	Clerk, Finance Officer Sections 2 and 3 - Accident and Assault Cover	£100,000.00 £500 for up to 10 weeks and £100 per week thereafter

#### 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

Saction

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 - £5,000 Limit	Operative
8. Statutory Licence Protection	Operative
Limit of Indemnity:	£200,000

#### **Operative Endorsements**

The following is also operative: Debt Recovery

#### **Insured Incident**

The **insurer** will negotiate for the **insured's** legal rights including enforcement of judgment to recover money and interest due from the sale or provision of goods or of services, provided always that:

a) the amount of the debt exceeds £250 (incl VAT)

b) the claim under this Part is made within 90 days of the money becoming due and payable

c) the **insurer** has the right to select the method of enforcement, or to forego enforcing judgment if the **insurer** is not satisfied that there are, or will be, sufficient assets available to satisfy judgment.

Exceptions

We will not provide indemnity in respect of or arising from or relating to:

a) any debt arising from an agreement entered into prior to the inception date of the indemnity

provided by this section if the debt is due within the first 90 days of the indemnity provided by this section

b) the recovery of money and interest due from another party where the other party intimates that a defence exists

c) any claim relating to:

i) any settlement payable under an insurance policy

ii) any lease, licence or tenancy of land or buildings

iii) any motor vehicle owned by, or hired or leased to you other than agreements relating to the sale of motor vehicles where you are engaged in the business of selling motor vehicles

d) any dispute which arises out of the purchase, hire, sale or provision of computer hardware, software, systems or services.



## **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

If you need advice on a claim, it is important that you speak to the appropriate specialist. Claims specialists are available to discuss your cover and advise you on how to make a claim. Their contact details are:

Type of Claim	Claims	Claims contact details	
	team		
Buildings, contents including "All Risks" Items		Tel:	0800 028 0336
Business interruption	Property	Email:	farnboroughpropertyclaims@uk.zurich.com
Money	Claims	A al al u a a a c	Zunich Municipal Dranauty Claims, Zunich Financial Compises
Works in progress		Address:	PO Box 3303, Interface Business Park, Swindon, SN4 8WF
Public liability		Tel:	0800 876 6984
Employers liability			
Personal assault under Money		Email:	fnlc@uk.zurich.com (new claims)
Personal accident			zmflc@uk.zurich.com (subsequent correspondence)
Financial and administrative liability	Liability		
Professional negligence	Claims	Address:	Zurich Municipal Casualty Claims, Zurich House, 1 Gladiator
Hirers liability			Way, Farnborough, Hampshire, GU14 6GB (DX 140850,
Fidelity guarantee			Farnborough 4)
Libel and slander			
Engineering insurance			
Engineering – Deterioration of stock			
Business travel			
Motor		Tel:	0800 916 8872 (new motor claims)
			0800 232 1913 (customer damage)
	Motor		
	Claims	Email:	zmmotorclaimsoffice@uk.zurich.com
		Address:	Zurich Municipal Motor Claims, PO Box 3322, Interface
			Business Park, Swindon, SN4 8XW
Legal Expenses	DAS	Tel:	0117 934 2116 (Switchboard)
	Legal		
	Claims		

### General claims procedure

This is a description of the general claims procedure you will need to follow:

- 1. Contact the relevant claims office, to notify the claim
- 2. If necessary, a claim form will be sent out to you for completion, or you will be asked to send details in writing
- 3. In the event of uncertainty, please call the relevant office for guidance.
- 4. Out of hours/Emergency Property losses please contact 0800 028 0336
- 5. Track open claims on-line at: <u>https://www.zurich.co.uk/municipal/existing-customers</u>



#### DAS Head and Registered Office:

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