

keyfacts[®]

This document summarises the standard cover offered by our Property Agents Professional Indemnity product. For full terms and conditions please check your policy wording and your schedule for any additional covers or exclusions.

Our standard features:

- ✓ Civil liability
- ✓ Infringement of intellectual property rights
- ✓ Defamation
- ✓ Dishonest acts of employees
- ✓ Dishonest acts of partners/directors
- ✓ Loss of documents of up to £250,000
- ✓ Mitigation of loss coverage
- ✓ Ombudsman awards
- ✓ Property agents statutory obligations including the new CPRs
- ✓ Joint agency appointments
- ✓ Representation costs
- ✓ Data Protection Act costs of up to £250,000
- ✓ Compensation for court attendance of up to £500 for partners/directors and £250 other
- ✓ Prosecution defence of up to £500,000
- ✓ Privacy costs of up to £25,000
- ✓ Virus costs of up to £20,000
- ✓ Pursuit costs of up to £20,000
- ✓ Innocent non-disclosure
- ✓ Cover for liability to Legionella exposure
- ✓ Electronic Trading risks:
 - Claims from business activities transacted via electronic or social media channels
 - Cost of rectifying a virus transmission
 - Cost associated with redressing a breach of privacy

Claims conditions

You must give immediate notice of any claim or circumstance to:

Email: claims@custodianinsurance.co.uk

Phone: **0207 648 4343**

You must not admit liability and give us full cooperation in settling your claim.

Other conditions

You must aid us in obtaining indemnity from other parties where appropriate.

You must tell us as soon as possible about any information that could affect the insurance.

Professional Indemnity: Property Agents

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Not covered:

- Previous claims or claims arising from activities undertaken prior to any retroactive date
- Bodily injury or property damage unless caused by breach of professional duty
- Claims by associated parties such as subsidiaries or joint venture partners
- Breach of employee obligations
- Onerous contractual liability which is where you have accepted excessive contractual liabilities
- Pollution, asbestos or radioactive and contamination claims
- Business risk claims arising from bankruptcy, trading losses, insolvency, pension and benefits and viruses (unless covered under virus costs)
- War or terrorism related claims
- Manufacture, production or supply of equipment or products
- Valuation claims other than for sale or lettings
- FCA regulated activities or investment advice claims are not covered

Cancellations

You can cancel the policy by giving 30 days written notice if you cease trading or sell your business. We will return your premium pro rata and only deduct a £20 administration fee.

We can cancel the policy immediately if the premium has not been paid or by giving 30 days written notice along with a reason for the cancellation and providing a full pro rata return premium with no administration fee charged.

Contact us

You can contact us by post, e-mail or telephone as follows:

Custodian Management Ltd
3 Lombard Street
London
EC3V 9AA

Tel: 0207 648 4343
Email: info@custodianinsurance.co.uk

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