

Search Delay Indemnity Policy (Purchaser and Lender)- Certificate of Insurance

Policy Number: GESI 0032439CV



Schedule

Insurer	Great Lakes Insurance SE, UK Branch Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstraße 107, 80802 Munich. Registered with the commercial register of the local court of Munich under number: HRB 230378. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Great Lakes Insurance SE UK Branch is authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request.								
Insured/You/Your	The purchaser of the Property, their occupants of the Property Your/their mortgage lenders and added to the Declaration attaching to the Master Policy by the Completing Client all of whom will be bound by the terms of this Policy.								
Property	The Property which has been added to the Declaration attaching to the Master Policy by the Completing Client								
Limit of Indemnity	The amount stated in the Declaration attaching to the Master Policy by the Completing Client but subject to a maximum of £5,000,000.00 in respect of each individual Property this value will increase to reflect the actual increase in fair Market Value of the Property during the Period of Insurance up to a maximum total limit representing 200% of the amount stated in the event of a claim.								
Premium	<table border="1"> <thead> <tr> <th>Limit of Indemnity</th> <th>Premium (including IPT)</th> </tr> </thead> <tbody> <tr> <td>Up to £500,000.00</td> <td>£10.00</td> </tr> <tr> <td>£500,000.01 - £1,000,000.00</td> <td>£28.00</td> </tr> <tr> <td>£1,000,000.01 - £5,000,000.00</td> <td>£50.00</td> </tr> </tbody> </table>	Limit of Indemnity	Premium (including IPT)	Up to £500,000.00	£10.00	£500,000.01 - £1,000,000.00	£28.00	£1,000,000.01 - £5,000,000.00	£50.00
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£500,000.01 - £1,000,000.00	£28.00								
£1,000,000.01 - £5,000,000.00	£50.00								
Inception Date	The date that the Property was added to the Declaration attaching to the Master Policy by the Completing Client								
Period of Insurance	From the Inception Date and continuing for the period of the Insured's interest in the Property.								
Insured Use	The continued use of the Property as a single residential dwelling house as constructed at the Inception Date.								



Additional Conditions and Exclusions See Insured Risk Appendix.

This Policy is the contract between You and the Insurer and it includes the Schedule and any endorsement, extension, plan or appendix issued with it. We have issued the Policy in reliance upon confirmation of the Statements of Fact that are listed in an Insured Risk Appendix attached to this Policy. If a Statement of Fact made to Us was not true, the Insurer may reject Your claim.


 R P Partington
 Director

 Signed by CLS Property Insight Limited on behalf and with the authority of the Insurer

Definitions

Where a word is defined below or in the Schedule, it will have the same meaning whenever it appears in this Policy

Administrator/We/Us	CLS Property Insight Limited, 17 Kings Hill Avenue, West Malling, Kent, ME19 4UA. CLS Property Insight Limited can be contacted by email at: info@clspropertyinsight.co.uk or by telephone on 01732 753 910.
Adverse Interest	Communication from a third party to You in relation to an Insured Risk.
Completing Client	PSG Financial Services Limited, 1 Capitol Court, Dodworth, Barnsley, South Yorkshire S75 3TZ. Registered Company Number 05543910.
Declaration	The monthly declaration submitted by the Completing Client to the Insurer via the Administrator.
Insured Risk	A matter defined in an Insured Risk Appendix attached to this Policy which may affect Your interest in the Property.
Loss	Financial loss as described in an Insured Risk Appendix attached to this Policy which You have directly suffered because of an Insured Risk.
Loss Event	All or any of: (a) disposal for value of all or part of Your interest in the title to the Property following an Order which causes You to realise a reduction in Market Value; or (b) actual dispossession from all or part of Your Property following an Order which causes You to realise a reduction in Market Value; or (c) such other event following an Order which causes You to realise a reduction in Market Value.
Master Policy	Policy Number GESI 0032439CV which the Completing Client has added to a Declaration submitted to the Administrator each month.
Market Value	The value of the Your interest in the title to the Property as determined by a surveyor appointed by agreement between the Insurer and the Insured, but subject to General Condition 11.

Order	A final order, decision, judgment or permanent injunction from a court, the Upper Tribunal (Lands Chamber) or other body of competent jurisdiction upholding an Insured Risk in full or in part.
Relevant Register	Any or all of the registers referred to in the definition of “Search”.
Search	<ol style="list-style-type: none">1. Local authority search in the form LLC1 of the Register of Local Land Charges with a full set of enquiries of the appropriate local authority in Form Con29(O) and/or (R) or any official form in substitution thereof or PCCB approved form of equivalent scope;2. Drainage and water search by way of an enquiry to the appropriate sewerage or water authority in respect of sewerage or water matters in Form Con29(DW) or any official form in substitution thereof or PCCB approved form of equivalent scope;3. Mining search by way of a standard or special enquiry to the appropriate authority in relation to mining matters in Form Con29(M) or any official form in substitution thereof or PCCB approved form of equivalent scope; and4. Common land and/or town or village green search in respect of common land and/or town or village greens in the form of an optional enquiry of form Con29 or any official form in substitution thereof or PCCB approved form of equivalent scope;5. Environmental Search by way of the contamination aspect of any desktop environmental search which is PCCB approved or of equivalent scope.
Statements of Fact	The statements shown as “Statements of Fact” in an Insured Risk Appendix, being statements confirmed by You to Us in relation to the Insured Risk(s) and relied upon by the Insurer when deciding to insure the Insured Risk(s).

Cover

Provided the Premium and Insurance Premium Tax have been paid to the Administrator within 14 days of the Inception Date or another period to which the Insurer has agreed in writing, the Insurer will indemnify the Insured for Loss.

Protection for Mortgagees and Successors in Title

Notwithstanding the Exclusions set out below, the Insurer will not refuse to pay a claim to You resulting from any act, omission or misrepresentation committed or made by any other person (whether or not also insured under this Policy) unless that person acted on behalf of the Insured or with the knowledge or consent of the Insured or the Insured had knowledge of that act, omission or misrepresentation at the time when the Insured acquired the benefit of this Policy.

Exclusions

The Insurer will not be liable to indemnify the Insured for:

1. Loss arising wholly or partly because of the wilful act (save for acts in accordance with the Insured Use) or neglect of the Insured after the Inception Date;
2. Loss arising from a deliberate or reckless failure to disclose to the Insurer every material circumstance which the Insured knows or ought to know or misrepresentation of any material fact. Where the failure to disclose or misrepresentation is not deliberate or reckless, depending on the circumstances, the insurer may still be entitled to refuse a claim or reduce proportionately the amount to be paid on a claim;
3. Loss arising from any matter stated as an Additional Exclusion in an Insured Risk Appendix.

Claims Conditions

When You make a claim under this Policy You must adhere to the conditions listed below. If You do not adhere to these conditions the Insurer may reject Your claim or reduce the amount of Loss that it pays to the extent that the breach is responsible for increasing the amount of Loss.

1. It is a condition precedent of the Insurer's liability under this Policy that the Insured will give written notice to the Administrator at the address shown under "Making a Claim", below, as soon as reasonably practicable, of any circumstances likely to give rise to a claim for which the Insurer may be liable under this Policy and provide the Administrator with such information and documentation as may reasonably be requested.
2. The Insurer will be entitled to decide how to defend or settle a claim and in so doing will be entitled to offer the Insured an appropriate title indemnity policy on terms acceptable in the conveyancing market to protect against potential losses flowing from the existence of an Insured Risk.
3. The Insurer will be entitled to participate fully in any defence, negotiation or settlement of a claim or circumstance and in any such event the Insured will (to the extent reasonably practicable in the circumstances, but without limitation):
 - (i) not incur any cost or expense without first consulting with and receiving written consent from the Insurer;
 - (ii) not make any admission of liability, offer, settlement, promise, payment or discharge without first consulting with and receiving written consent from the Insurer;
 - (iii) give the Insurer access to and provide the Insurer with copies of all correspondence and documentation available to the Insured in relation to the claim or circumstance and afford the Insurer sufficient time in which to review and comment on such documentation;
 - (iv) inform the Insurer of any proposed meeting with any third party in relation to a claim or circumstance and allow the Insurer to attend such meeting and, if the Insurer so requests, provide a detailed written account of the subject and outcome of any such meeting or discussion at which the Insurer was not present;
 - (v) conduct all negotiations and proceedings in respect of any claim or circumstance with advisers of which the Insurer has approved in writing and take such action as the Insurer may reasonably require to contest, avoid, resist, compromise or otherwise defend any claim or circumstance;
 - (vi) provide the Insurer with such other information and assistance in connection with any claim or circumstance as the Insurer may reasonably request.
4. The Insurer will be entitled to all rights and defences it may have in respect of a claim by an Insured against any successor to that Insured.
5. If at the time of any claim made under this Policy there is any other insurance in place whether effected by the Insured or by any other person under which the Insured may be entitled to make a claim wholly or partly in respect of the Insured Risk the Insurer will be liable to pay or contribute in respect of a claim under this Policy only rateably with such other insurance.
6. If the Insured makes any claim knowing it to be false or fraudulent as regards amount or otherwise, this Policy will become voidable and all claims under it may be forfeited.

General Conditions

The following general conditions apply to this Policy. If You do not adhere to these general conditions the Insurer may reject Your claim or reduce the amount of Loss that it pays to the extent that Your breach is responsible for increasing the amount of Loss.

1. It is a condition precedent to the Insurer's liability under this insurance contract that the statements contained in the Statements of Fact made to the Insurer by the Insured are true and accurate at the time of inception of the contract.

2. The Insurer and Insured agree that each will, where required to take any action or provide its consent or compliance, do so reasonably and without undue delay.
3. It is condition precedent to any liability of the Insurer under this Policy that the Insured will only use the Property for the Insured Use.
4. It is condition precedent to any liability of the Insurer under this Policy that the Insured will not, without the written consent of the Insurer:
 - a. disclose the existence of this Policy, other than to:
5. the Insured's employees, directors, managers, legal advisers, representatives, agents, valuers, auditors, and other professional advisers,
6. The Insured's mortgagees or, prospective mortgagees,
7. prospective purchasers, their mortgagees/prospective mortgagees,
8. prospective tenants and tenants, their mortgagees/prospective mortgagees,
9. employees, directors, managers, legal advisers, representatives, agents, valuers, auditors, and other professional advisers of any of the parties cited in this condition;
 - a. communicate on any matter regarding an Insured Risk with any party who, it is reasonable to believe, may be entitled to assert an Adverse Interest;
 - b. make an application to any court or the Upper Tribunal (Land Chamber) or the Land Registry in respect of an Insured Risk.
10. This Policy will be governed by and construed in accordance with the law of England and Wales and is subject to the jurisdiction of the courts of England and Wales.
11. The total liability of the Insurer in respect of all claims made or sums payable under this Policy will not exceed, in the aggregate, the Limit of Indemnity.
12. This Policy will not be in force unless it has been signed by a person who has been authorised to do so by the Insurer.
13. The Insured will take reasonable steps to mitigate Loss provided that where such steps are taken at the request of the Insurer and after the notification of an Adverse Interest the cost of such steps and any financial loss suffered by the Insured attributable to such steps will be borne by the Insurer to the extent that they do not constitute Loss
14. The Insurer may, at its discretion, with the prior consent of the Insured, take any reasonable steps which it considers necessary to mitigate Loss whether or not it is liable under this Policy (including but not limited to pursuing or defending any action at law or otherwise or making an application to a court, the Upper Tribunal (Lands Chamber) or other body of competent jurisdiction in the name of and on behalf of the Insured in relation to an Insured Risk). For the avoidance of doubt the costs of such steps and any financial loss suffered by the Insured attributable to such steps will be paid by the Insurer to the extent that they do not constitute Loss. By taking any action under the condition the Insurer will not be taken to have conceded any liability or waived any provision of this Policy.
15. If the Insurer agrees or is obliged to make any payment to or on behalf of an Insured because of an Insured Risk, the Insurer will immediately be subrogated to any rights which that Insured may have in relation to that Insured Risk.
16. If any dispute arises as to Market Value or an amount to be paid under this Policy (the Insurer having otherwise accepted liability) such dispute will be referred to an arbitrator to be appointed by agreement between the Insurer and Insured or, failing agreement, by the President at that time of the Royal Institution of Chartered Surveyors. Where referral to arbitration is made under this Condition, the making of an award will be a condition precedent to any right of action against the Insurer. The costs of any arbitration will be shared equally by the Insurer and Insured.
17. For the purposes of this Policy, the Administrator is authorised to provide any consent required under the terms of this Policy on behalf of the Insurer.
18. Any Additional Condition in an Insured Risk Appendix.

Cancellation Rights

This Policy may be cancelled by contacting the Cancellations Department at cancellations@clspropertyinsight.co.uk within 14 days of the Inception Date. Provided no claim has been made or is pending any premium paid will be refunded in full. No refund of premium will be available if the policy is cancelled after 14 days from the Inception Date.

If the premium is not paid to Us within 14 days, We have the right to cancel the policy from the Inception Date. Notice will be sent to the Insured in the post.

If this Policy is cancelled, this may breach a condition of a loan secured over the Property or other terms for the sale of the Property.

Making a Claim

As soon as any circumstances likely to lead to a claim under the policy become known to You, please write with details to the Claims Manager at claims@clspropertyinsight.co.uk quoting the policy number. Please be aware of the Claims Conditions and General Conditions of the policy.

Complaints Procedure

We aim to provide an excellent service. If You have any cause for complaint You should, in the first instance, contact the Administrator by email complaints@clspropertyinsight.co.uk, by telephone at 0203 409 9510 or by post to CLS Property Insight Limited, 17 Kings Hill Avenue, West Malling, Kent, ME19 4UA. Please quote the details of the Policy (surname and initials, policy number and property address). If the matter is not resolved to Your satisfaction, please write to:

The Complaints Manager, ERGO UK Specialty Limited for Great Lakes Insurance SE, UK Branch, by email complaints@ergo-commercial.co.uk, by telephone 020 3003 7130 or by post to ERGO UK Specialty Limited for Great Lakes Insurance SE, Munich Re Group Offices, Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

The Financial Ombudsman Service

Exchange Tower

London E14 9SR

0800 023 4 567 Calls to this number are now free on mobile phones and landlines

0300 123 9 123 Calls to this number cost no more than calls to 01 and 02 numbers

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

Financial Services Compensation Scheme (FSCS)

Great Lakes Insurance SE, UK Branch is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event that it cannot meet its obligations if You are an individual, an unincorporated association or a small business. The FSCS will meet up to 90% of Your claim without any upper limit. Further details can be obtained from www.fscs.org.uk or You may contact the FSCS on 0800 678 1100 for further details.

Data Privacy Notice

The privacy and security of Your personal information is very important to CLS Property Insight Limited ('CLS'). The details provided here are a summary of how We process – that is collect, use, share, transfer and store – Your information.

For our full Data Privacy Notice please visit Our website <https://cls.co.uk/Content/PDFs/Website/Privacy%20Statement.pdf> or contact our Compliance Manager at: 17 Kings Hill Avenue, Kings Hill, West Malling, ME19 4UA or by email: Compliance@clspropertyinsight.co.uk or by telephone: 01732 753 910.

Your insurance brokers or other intermediaries (if applicable) may have their own reasons for processing Your personal data. Please contact them directly should You require further information about their uses of Your data.

Collection of data

CLS may collect a range of personal and business information supplied by You or third parties on Your behalf. This information may include the following: basic personal details such as Your name, address, telephone number, gender, marital status, and additional information about Your insurance requirements, such as details of Your business.

We will always attempt to explain clearly when and why We need this information and the purposes for which We will use it and where necessary We will obtain Your explicit consent to use personal data.

CLS may also collect data about You, Your business or the insured property from a number of different sources, including but not limited to the electoral roll, third party databases available to the insurance industry, other insurance firms, loss adjusters and/or other parties involved in the process of administering a claim, as well as publicly available sources.

Personal data about others

We may collect data about other individuals, such as Employees, family, or members of Your household. If You give Us information about another person, it is Your responsibility to ensure and confirm that You have told that person why and how CLS uses personal data and that You have that person's permission to provide that data to Us and for Us to process it.

Our uses of data

CLS uses the data We collect to operate our business and provide the products We offer. The information We collect may be used for (amongst other purposes) the following: to assess Your application for a quote or product; to evaluate the risk You present; to verify Your identity; to administer Your Policy and deliver our services; to conduct statistical analysis for pricing purposes; to administer claims; and to investigate and resolve complaints.

Should the need arise, CLS may also use data for the following purposes: to collate Your Policy or claims history; to undertake credit referencing or credit scoring and to assist with financial crime and fraud detection.

Sharing Your data

If You request a quote, or purchase a product, Your personal information may be shared with and processed by a number of third parties which include but are not limited to regulatory, dispute resolution or law enforcement bodies; other

insurance organisations including reinsurers; fraud prevention and credit reference agencies (who may keep a record of the search); or other relevant third parties within our administrative structure.

Your data may be disclosed when We believe in good faith that the disclosure is required by law; necessary to protect the safety of our employees or the public; required to comply with a judicial proceeding, court order or legal process; or for the prevention or detection of crime (including fraud).

Transfer and Storage of Your Data Overseas

Personal details may be transferred to countries outside the EEA. They will at all times be held securely and handled with the utmost care in accordance with all applicable principles of English law. Personal details will not be transferred outside the EEA unless the transfer is to a country which is considered to have equivalent standards with regard to data protection, or We have taken reasonable steps to ensure that suitable data protection standards are in place.

Data Retention

CLS will only keep data for as long as it is necessary to continue providing our products and services to You and/or to fulfil our legal and regulatory obligations in line with our data retention policy.

Data Subject Rights

You have a number of rights in relation to the information We hold about You. These rights include but are not limited to the right to a copy of Your personal information We hold; to object to the use of Your personal information; to withdraw any permission You have previously provided; and to complain to the Information Commissioner's Office at any time if You are not satisfied with our use of Your information. For a more complete list of Your rights please refer to the full Data Privacy Notice.

Please note that there are times when We will not be able to delete Your information. This may be as a result of a requirement to fulfil our legal and regulatory obligations, or where there is a minimum statutory period of time for which We have to keep Your information. If We are unable to fulfil a request We will always let You know our reasons.

Changes to this Data Privacy Notice

We may amend this Data Privacy Notice from time to time for example, to keep it up to date or to comply with legal requirements. Should any significant changes be made to the ways in which CLS processes data from those described at the time of collection, We will post a notice on our website.

Policy Number: GESI 0032439CV

Insured Risk Appendix: Search Insurance (Purchaser and Lender) Including New Build – Certificate of Insurance

This Appendix is part of the above-numbered Policy.

Insured Risks

1. The Property is or may be affected by an adverse entry that would have been disclosed in a Search had one been carried out at the Inception Date which causes you to suffer a Loss.

Additional Conditions Additional Exclusions

1. None
1. Loss arising from any matter(s) revealed by a previous Search result obtained by You or provided to You by a previous owner of the Property.
2. Loss arising from any matter entered on a Relevant Register that would not have been the subject of any previous Search(es) obtained by the Insured or provided to the Insured.
3. Loss arising from matters revealed by a Search which has been ordered after the Inception Date.
4. Loss arising from any matter entered on to a Relevant Register after the Inception Date.
5. Any consequential loss or penalty interest in the event of an Order.
6. Loss arising from financial failure, insolvency or bankruptcy.
7. Loss which is recoverable under any buildings insurance policy covering the Property.
8. Loss arising from any invalidity or unenforceability of a mortgage deed arising out of breach by You of any banking, building society, money laundering, financial services or consumer credit legislation or regulations from time to time.
9. Any loss in respect of any contamination remediation costs arising from the identification or registration or any failure to remediate of any contaminated land, as contaminated land defined and pursuant to the Environmental Protection Act 1990 or otherwise.
10. Loss due to the extraction or attempted extraction of coal, minerals, gas, oil or geothermal energy including but not limited to subsidence, ground heave or landslip.
11. Loss in the event the Property is used otherwise than in accordance with the Insured Use.
12. Loss as a result of any matters relating to flood including any flood data contained in any Search.
13. Loss as a result of any matters in relation to the High Speed 2 (HS2) train route or the Crossrail train route.
14. Loss arising from toxic mould, mycota, fungus, mould, mildew, Japanese knotweed, asbestos, and other contamination transmitted from the building into the ground at the Property.
15. Loss arising from the cost of any remediation works arising from the identification or registration of any land as contaminated land pursuant to the Environmental Protection Act 1990 or the Water Resources Act 1991.
16. Loss arising directly or indirectly relating to remediation of the property from required compliance with any local authority planning conditions where development of the property takes place or is to take place or as a result of discovery of contamination during any such development.
17. Loss arising from any Section 106 or CIL obligations.
18. Loss arising from any charges which the Insured was aware of at the Inception Date which the seller made the Insured aware of in the TA6 form or other communication.
19. Loss arising from any failure by You or a previous owner of the Property to comply with the terms and conditions of any subsisting planning permission and/or Building Regulations which relate to the Property.
20. Loss or liability arising from any agreement created under Section 106 of the Town and Country Planning Act 1990 (as amended).

Policy Number: GESI 0032439CV

Insured Risk Appendix: Search Delay Insurance (Purchaser and Lender) Including New Build

This Appendix is part of the above-numbered Policy.

Loss

1. Reasonable legal and other professional fees and expenses which the Insurer allows or requests You in writing to incur so as to commence, defend or make a settlement in a legal action relating to an Adverse Interest relating to an Insured Risk defined in this Appendix (which may include making an application to a court or the Upper Chamber (Lands Tribunal)).
2. The cost of an out-of-court settlement relating to an Adverse Interest relating to an Insured Risk defined in this Appendix which the Insurer allows or requests You in writing to make.
3. Liability for any financial charge that would have been disclosed in a Search obtained on the Inception Date.
4. Any money the Insurer allows You in writing to pay to a third party to free the Property from the Adverse Interest relating to an Insured Risk defined in this Appendix.
5. Reduction in the Market Value of the Property caused directly by an Insured Risk calculated at the date of a Loss Event by reference to:
 - a. the Market Value of the Property prior to an Order relating to an Insured Risk defined in this Appendix on the assumption that the Insured Risk does not exist; and
 - b. the Market Value of the Property following an Order relating to an Insured Risk defined in this Appendix.
6. Any other costs and expenses You incur with the Insurer's written consent because of an Insured Risk defined in this appendix.

Statements of Fact

- A. The Property is located in England or Wales; and
- B. Neither the seller nor the buyer (or in the case of re-mortgage, the borrower) is aware of any monies owing to a Local Authority in relation to the Property otherwise capable of protection by a Local Land Charge; and
- C. Neither the seller nor the buyer (or in the case of re-mortgage, the borrower) is aware of any disputes in relation to access to and from the Property and no payments made or demanded in respect of the maintenance and repair of any access ways; and
- D. Neither the seller nor the buyer (or in the case of re-mortgage, the borrower) is aware of any building work at the Property lacking planning permission and/or building regulations consent; and
- E. Neither the seller nor the buyer (or in the case of re-mortgage, the borrower) is aware of any other adverse matter contained in the Local Authority registers applicable to the Property; and
- F. Neither the buyer nor the seller of the Property is aware of a Remediation Notice due to be or having been served on the Property for which remedial works have not been completed.

Insurance Product Information Document

Company: Great Lakes Insurance SE, UK Branch

Product: Search Purchaser and Lender

Registered with the commercial register of the local court of Munich under number: HRB 230378. Registered office: Königinstraße 107, 80802 Munich. Authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority.

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this type of insurance?

This policy protects You if the property is affected by any matter which would have been revealed by a search, as defined within the policy, had one been carried out on the Inception Date.



What is insured?

- ✓ Loss you incur which arises out of an insured risk and includes:
- ✓ damages, compensation, costs and/or expenses (but not fines or other penalties) which you have to pay because of an Order as defined within the full policy terms;
- ✓ the amount by which the value of the property is reduced by the effect of an Order as defined within the policy terms;
- ✓ any other costs and expenses you incur with the Insurer's written consent because of an Insured Risk.



What is not insured?

- ✗ The Insurer can refuse to pay a loss or reduce any payment for the loss because:
- ✗ You confirmed a statement of fact to us which you knew or could reasonably have been expected to know was not true; and/or
- ✗ You make a claim knowing that it is false or fraudulent; and/or
- ✗ You disclose that this policy exists to another person who is not a potential purchaser of the property, their mortgage lender or the legal advisers of each.
- ✗ Additional exclusion(s) are contained in the insured risk appendix attached to this policy.



Are there any restrictions on cover?

- ! You must only use the property for the insured use.
- ! You will not, without the written consent of the Insurer; disclose the existence of this policy, other than to prospective purchasers, their mortgagees, and their respective Legal representatives;
- ! communicate on any matter regarding an insured risk with any party who, it is reasonable to believe, may have an interest in enforcing an insured risk;
- ! make an application to any court or the Upper Tribunal (Land Chamber) or the Land Registry in respect of an insured risk.



Where am I covered (Geographical Limits)?

✓ You are covered at the risk address(es) shown on your schedule of insurance.



What are my obligations?

You are required to keep to the conditions as shown in your full policy documentation. As soon as any circumstances which are likely to lead to a claim under the policy become known to you, please write with details to the Claims Manager at claims@clspropertyinsight.co.uk quoting the policy number. Please be aware of the claims conditions and general conditions of the policy.



When and how do I pay?

You will pay the premium to your insurance broker, agent or intermediary who acted on your behalf to place your insurance with us within the agreed payment terms between you and them. If you placed the insurance directly with us, you will pay us within 14 days of the inception date.



When does the cover start and end?

The cover will start from the inception date as documented in the property schedule of this policy.

The duration of the policy is for a period co-extensive with the term of the Insured.



How do I cancel the contract?

This Policy may be cancelled by contacting the Cancellations Department at cancellations@clspropertyinsight.co.uk within 14 days from the inception date. Provided no claim has been made or is pending, any premium paid will be refunded in full. No refund of premium will be available if the policy is cancelled after 14 days from the inception date.

If the premium is not paid to us within 14 days, we have the right to cancel the policy from the inception date. Notice will be sent in the post.

If this policy is cancelled, this may breach a condition of a loan secured over the property or other terms for the sale of the property.

Initial Disclosure Document

To the Intermediary

This document must be revealed to the ultimate policyholder (including any lender's interest) before the conclusion of the insurance contract.

If you are a Solicitor, Licensed Conveyancer or Legal Executive you should disclose this document to your client and/or their lender and/or the purchaser's legal representative for the benefit of their client and/or lender prior to the conclusion of the insurance contract.

To the Policyholder

Who are we?	CLS Property Insight Limited is a specialist insurance intermediary, who arranges legal indemnity insurance. We can be contacted by email info@clspropertyinsight.co.uk .
Whose policies do we offer?	We offer a range of insurance products from a number of insurers all of whom are authorised and regulated to provide insurance in the United Kingdom by the FCA, and all of whom we are satisfied have satisfactory financial strength and credit ratings for the type of risk and level of cover we provide.
What Services do we provide?	We assume you are reading this because you have received professional advice that identified a need for the insurance policy requested. We are not permitted to provide advice on your requirement for the insurance policy, or recommend how you should proceed. You will need to make your own choice about how to proceed and we recommend that this is done with guidance from your professional advisor.
Payment for our services	CLS Property Insight Limited will not charge you a fee for arranging the insurance policy. Should you decide to proceed with purchasing the insurance policy you will be charged the premium that applies to the insurance policy you request. You may be charged an administration fee by the intermediary who arranges the policy for you. The intermediary will be responsible for disclosing the amount of their administration fee to you.
Company status	CLS Property Insight Limited is authorised and regulated by the Financial Conduct Authority. Our Reference number is 718255. Our permitted business is arranging non-investment insurance contracts. You can check this on the FCA Register by visiting their website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.
What the Financial Conduct Authority is	<p>The FCA is an independent body that regulates the financial service industry (including general sales and administration) in the UK. The FCA requires that we provide this document for your information.</p> <p>The FCA requires us to provide you with this document for your information. We recommend that you use the information provided in this document to help you decide if our services are right for you.</p>
What to do if you have a complaint	<p>We aim to provide an excellent service. If You have any cause for complaint You should, in the first instance, contact the Administrator at complaints@clspropertyinsight.co.uk. Please quote the details of the Policy (surname and initials, policy number and property address). If the matter is not resolved to Your satisfaction, please write to:</p> <p>The Complaints Manager, ERGO UK Specialty Limited for Great Lakes Insurance SE, UK Branch, by email complaints@ergo-commercial.co.uk, by telephone 020 3003 7130 or by post to ERGO UK Specialty Limited for Great Lakes Insurance SE, Munich Re Group Offices, Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.</p> <p>If You are still dissatisfied, then You may have a right to refer Your complaint to:</p> <p>The Financial Ombudsman Service Exchange Tower London E14 9SR 0800 023 4 567 calls to this number are now free on mobile phones and landlines 0300 123 9 123 calls to this number cost no more than calls to 01 and 02 numbers Email at: complaint.info@financial-ombudsman.org.uk.</p> <p>The existence, and Your use of, this complaints process is without prejudice to Your other rights under this insurance and to Your rights in law.</p>
The Financial Services Compensation Scheme (FSCS)	Great Lakes Insurance SE, UK Branch is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation under FSCS if You are a "retail customer" as defined by the Financial Conduct Authority. Further details can be obtained from www.fscs.org.uk or by telephone on 0800 678 1100