

# Directors' and Officers' Liability for Residents' Associations

## Policy summary

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This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by Zurich Insurance plc Directors' and Officers' Liability for Residents' Associations policy. The full terms, conditions and exclusions are shown in the policy document. If you want to see full details of the cover, please refer to the policy document.

### Type of insurance and cover

This policy provides cover for management company's directors, officers and others and for the management company itself. It provides cover for liabilities that may arise in the course of running the management company, on behalf of its residents.

The standard duration of this non-investment insurance contract is 12 months.

### Significant features and benefits

- Limits of indemnity of up to £1 million. Higher limits are available upon request.
- Extends to reimburse the company in situations where they are allowed to pay directors' and officers' defence costs.
- Extends to cover claims brought against the management company itself.
- Cover includes legal representation at any proceedings subject to our written consent.
- The policy cover applies at the time a claim is made and the limit of indemnity includes all costs.
- Policy written in plain English.

### Significant and unusual exclusions or limitations

- Proven fraud or illegal profit.
- Actual bodily injury or property damage.
- Cover in relation to parent companies and for professional services.

### Insurance Act 2015

The policy embraces the principles of the Insurance Act 2015 law reforms. It also incorporates a modification which has the aim to promote good customer outcomes, whereby in cases of non-deliberate or non-reckless non-disclosure or misrepresentation we will request any additional premium which may be required and pay subsequent claims in full rather than proportionately reducing subsequent claims payments.

### Cancellation rights

This policy does not entitle you to a cooling-off period.

### Claims

To notify a claim please contact  
Financial Lines Claims Team,  
UK Claims Operation,  
Zurich Insurance plc,  
70 Mark Lane,  
London,  
EC3R 7NQ

E Mail:  
professional&financial.lines.newclaims@uk.zurich.com

## Our complaints procedure

We want to provide a first class service. If you have any cause for complaint you should, in the first instance, contact either the intermediary who arranged the policy for you, or the branch that issued your policy. Please quote the details of your policy (your surname and initials, policy number, departmental reference, etc).

If we are unable to resolve your complaint to your satisfaction within 8 weeks, or if we have provided you with a final decision letter, you may be able to refer your complaint to the Financial Ombudsman Service (ombudsman). This is a free and impartial service and you are entitled to contact the ombudsman at any stage of your complaint. For more information please contact the ombudsman directly or visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can telephone for free on:

08000 234 567 for people phoning from a "fixed line"  
(for example, a landline at home)

0300 123 9 123 for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02

Or e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The ombudsman will only consider your complaint if, at the time of notification, you are a consumer, a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million, a charity with an annual income of less than £1 million or a trustee of a trust with a net asset value of less £1 million.

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. You may contact the FSCS on 0800 678 1100 or further information is available at [www.fscs.org.uk](http://www.fscs.org.uk).



Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.

UK Branch registered in England and Wales Registration No. BR7985.

UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. These details can be checked on the FCA's Financial Services Register via their website [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768. Our FCA Firm Reference Number is 203093.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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