



Insurance Programme

Gallagher are the appointed broker for Curtis Banks Limited, and have arranged on their behalf a property owners' insurance policy on a portfolio basis, which provides the following unique benefits compared to "stand alone" arranged insurance covers:

- Blanket waiver of average included – Buildings claims will not be proportionately reduced if your asset is underinsured, subject to a valuation programme being in place and the reinstatement value being adjusted in intervening years between valuations, to reflect prevailing rate of inflation
- Significant flexibility for properties that become unoccupied; no cover restrictions or premium increases for the current period of insurance
- Wider cover with low levels of policy excess
- Enhanced policy limits
- Enhanced claims service; including a nominated loss adjuster

All policies are regularly reviewed to ensure these maintain the widest levels of cover at competitive premiums.

Please Note: Curtis Banks receives commission on the Property Owners Insurance Policy based on a percentage of total premium amounts paid to cover costs involved in arranging the insurance policy.

Key Covers

The policy provides cover for "All Risks" of physical loss or damage, including Fire, Theft, Flood, Breakage of Fixed Glass, Subsidence, Landslip and Heave. On this basis of cover, effectively, the policy will respond in the event of Damage unless specifically excluded. General policy exclusions are as follows, but are not exhaustive:

- Faulty or defective design or materials
- Faulty or defective workmanship
- Gradual deterioration, wear and tear, corrosion, rust, wet or dry rot, loss of weight, Dampness, dryness, marring scratching
- shrinkage evaporation
- vermin or insects
- Collapse of buildings. Nb. this exclusion does not apply if the collapse is due to an insured peril / specified event
- War Risks

The policy also provides cover following an act of terrorism for damage to properties in the UK (excluding Northern Ireland), and to loss of rental income, should damage lead to a loss of rent.

Property Owners Liability cover is provided up to a limit of liability of £20,000,000 any one loss to protect the property owners' legal liabilities.

This policy is not designed to cover Public Liability for tenant's activities or operations, nor for the business in occupation and/or their own contents (unless negligence from the property owner is established).

Sums Insured

Your Certificate of Insurance will detail the sums insured in relation to the building reinstatement value, and whether any loss of rent is insured.

Policy Excess

The policy excesses specific to your property insured are noted on the Certificate of Insurance issued to you.

Additional Interests

The policy contains an "Other Interests" Clause which includes the interest of lessees and mortgagees.

Unoccupied Property

Whilst the Curtis Banks policy does not include any conditions for unoccupied properties, there are a number of risk management guidelines that the insurer, QBE, would recommend are implemented at all times to reduce the risk of loss:

These are as follows:

- From 1st November to 31st March either the central heating system should be kept in full working condition with controls set and maintained at an adequate level to prevent freezing and water pipes storage tanks and cisterns in unheated or exposed parts of the building to be adequately lagged or trace heated to reduce the risk of freezing or, alternatively, the water supply should be turned off at the mains and all water systems drained, except sprinklers, with disconnection of the supply to be in such a way as to avoid easy reconnection by intruders)
- Wherever possible existing sprinkler protection should be maintained with weekly tests continued and from 1st November to 31st March the building should be heated
- The contents of silos and hoppers containing combustible material must be emptied and removed from the site
- The integrity of fences gates boundary walls must be maintained and site gates and entry and exit doors must be secured by good quality locks
- Letter boxes must be sealed and accessible windows and roof lights regardless of the level at which they are installed must be secured
- Existing intruder alarms should be operational and maintained in efficient working order during the period of unoccupancy with existing central station connections being maintained and existing maintenance contracts continued
- Internal and external inspections should be undertaken at least monthly to ensure that the building or unoccupied portion is secure and that no damage has occurred. Such inspections should be recorded in writing or full time 24 hour security to be in operation

If you are unable to comply with the above, please notify Curtis Banks as soon as possible.

Claims Procedure

In the event of damage by any Insured Peril, details must be provided to the Insurers within 30 days. In respect of Riot, Malicious and Criminal Damage details must be provided within 7 days and the Police informed immediately.

Please notify your nominated Loss Adjuster, Crawford & Co using the following:

Contact Address: Mezzanine Level
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA

Email: pou@crawco.co.uk

Telephone No: +44 (0) 1273 224 181

Emergency Helpline: +44(0) 121 200 3773

Property Damage

Damage to the buildings must immediately be reported to the Nominated Loss Adjusters.

Any claim involving Malicious Damage or Theft must also be reported to the Police within 7 days.

The nominated Loss Adjuster may attend the site to investigate the damage and discuss the scope of the repair works necessary.

Liability

In the event of any claim arising where a third party holds you responsible for damage to their property or for bodily injury to them, and such damage or bodily injury has or is alleged to have occurred as a result of the operation of the buildings, it must immediately be reported to the Nominated Loss Adjusters.

General Instructions

- Do not take any action which will prejudice the position of the insurer(s)
- Do not make any admission of liability, nor make any promise of payment
- Immediately forward any correspondence, unanswered, to the Nominated Loss Adjusters including any Writ Summons and any other legal documents served on you and any correspondence received from the third party or their representative
- No documents or correspondence of any type received from the third party or their representative should be answered
- If plant or machinery is involved in a bodily injury claim no adjustment or improvement should be made and any parts concerned should be preserved:
 - no inspection of any part of the plant or machinery should be permitted without the consent of the Insurer(s)
- Care must be taken to preserve any evidence which might be relevant in ascertaining liability