

# POLICY DOCUMENT

NEW HOMES

VERSION 10

Welcome to **Your Premier Guarantee for New Homes insurance Policy**. Although problems with **Your Home** are unlikely, the **Premier Guarantee for New Homes Policy** provides **You** with the comfort that particular types of problems which may occur in the first ten years after **Your Home** is built will be corrected.

**You** should ensure that **You** are aware of what is covered by **Your Premier Guarantee for New Homes Policy**, by reading these Terms and Conditions in conjunction with **Your Development Initial Certificate / Home Initial Certificate** and / or **Your Certificate of Insurance** and any endorsements attached to them.

Please note that the **Policy** is a policy of indemnity and does not provide any cover for any legal liabilities that **You** may have to third parties arising out of the use or ownership of the **Home**.

The **Policy** is subject to a number of definitions, conditions, exclusions and **Financial Limits**: if **You** have any questions or require further guidance then please contact us on **0800 107 8446**.

## HOW TO MAKE A CLAIM

We know how difficult and stressful it can be if things go wrong with **Your Home** and we aim to work with **You** to ensure that we can get **You** back to normality as quickly as possible.

If **You** feel **You** have a valid claim, please check **Your Development Initial Certificate / Home Initial Certificate** or **Your Certificate of Insurance** (as appropriate) to ensure that cover is included. **You** should also refer to the relevant section to obtain full details of what we will require from **You** should **You** make a claim. **You** can contact our claims team on **0151 650 4343**, email [claims@premierguarantee.co.uk](mailto:claims@premierguarantee.co.uk) or **You** can write to us.

For items that are not covered by the **Policy**, assistance may be available under the terms of the Consumer Code for Home Builders (CCHB). If the issue is likely to be covered by the CCHB, then we will supply a claim form on request and details of how to begin this process. Full details of the CCHB are available on our website: [www.premierguarantee.com](http://www.premierguarantee.com)



**Gary Devaney**  
Chairman and CEO

Premier Guarantee is a brand name for a range of structural warranties arranged by MD Insurance Services Limited. MD Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). MD Insurance Services Limited is a managing general agent for the **Underwriter**. Its registered office is at 2 Shore Lines Building, Shore Road, Birkenhead, Wirral CH41 1AU.

For details of our FCA authorisation, visit [www.fca.org.uk](http://www.fca.org.uk)

## TERMS AND CONDITIONS OF INSURANCE

These Terms and Conditions of Insurance consist of:

1. **INFORMATION on Premier Guarantee for New Homes.**
2. **DEFINITIONS AND INTERPRETATION**, detailing all definitions and rules of interpretation applicable to the **Policy**.
3. **THE TYPES OF INSURANCE COVER** giving precise details of the cover, as applicable, any special conditions or specific exclusions, the **Financial Limits** and how to make a claim:
  - **Section 3.1 – Insolvency of the Developer during the Building Period.**
  - **Section 3.2 – Defects Insurance Period (Years 1 and 2).**
  - **Section 3.3 – Structural Insurance Period (Years 3 to 10).**
  - **Section 3.4 – Contaminated Land.**
  - **Section 3.5 – Additional Cover for Approved Inspector Building Control Function.**
4. **ADDITIONAL COVER** detailing automatic extensions in cover to the **Policy**.
5. **EXCLUSIONS** detailing exclusions applicable to the whole **Policy**.
6. **CONDITIONS** applicable to the whole **Policy**.
7. **DISPUTE RESOLUTION SERVICE AND ALTERNATIVE OPTIONS** detailing the process for the **Dispute Resolution Service** and other dispute resolution options available.
8. **HOW TO MAKE A COMPLAINT** detailing the options **You** have for making a complaint about the **Policy**.

We can provide **Policyholders** with protection in a number of ways. It should, however, be noted that all sections of the **Policy** may not necessarily be applicable for every **Home**. The **Development Initial Certificate / Home Initial Certificate** and **Certificate of Insurance** will detail the exact cover provided.

In order to illustrate the service which we provide, the following bullet points provide examples of the kinds of cover which a typical **Policy** *might* provide.

- Insuring any deposit paid or additional costs incurred in the event of **Insolvency** or **Fraud** by the **Developer** during the **Building Period**. See section 3.1 for details.
- During the first two years from the date of completion of the **Home**, or the date specified in the **Certificate of Insurance**, the **Developer** is responsible for remedying **Defects** and resultant damage to the **Home**. Should the **Developer** unjustifiably refuse to remedy the **Defect** and resultant damage (including after the use of the **Dispute Resolution Service** where applicable) and / or fails to do so because of **Insolvency**, then the **Underwriter** will meet valid claims under the **Policy**. See sections 3.2 and 7 for details.
- Insuring the **Home** for a period of 8 years from expiry of the **Defects Insurance Period** against:
  - the risk of **Major Damage** to the **Structure** of the **Home**. See section 3.3 for details.
  - a danger to health and safety caused by a **Defect** in chimneys or flues. See section 3.3 for details.
  - **Remediation Expenses** incurred in treating or isolating or removing any substance from the **Policyholder's Land** in a controlled manner in accordance with the requirements of any **Statutory Notice**. See section 3.4 for details.
  - The cost of any repair, replacement or rectification as a result of a present or imminent danger to the physical health and safety of the occupants of the **Home** because the **Home** does not comply with **Building Regulations** that applied to the work at the time of construction, conversion, refurbishment or renovation works carried out under the **Contract**. See section 3.5 for details.

It should be noted that the examples provided above are given for illustrative purposes only. Since each contract of insurance will differ according to individual requirements, the **Policyholder** should refer to the **Home Initial Certificate / Certificate of Insurance** and the **Policy** to ascertain the precise cover in force at any time.

## THE QUALITY OF YOUR HOME

All **Homes** insured under a **Policy** are the subject of a system of checks and inspections:

- The **Developer** and the **Builder** have to comply with **Building Regulations** and the authorised **Building Control** Body involved inspects their work. These Regulations are statutory requirements and are concerned mainly with health and safety, access for the disabled and conservation of fuel and power issues.
- The **Developer** has been issued with the Premier Guarantee **Technical Manual**. This sets out the Functional Requirements the **Developer** and / or the **Builder** has to comply with when constructing a **Home** and will be detailed on **Your Certificate of Insurance**. The latest version of the **Technical Manual** can be downloaded from the Premier Guarantee website – [www.premierguarantee.com](http://www.premierguarantee.com) – although this may not be the version applicable to **Your Policy**. If **You** contact us on **0800 107 8446** we will be able to confirm which version of the **Technical Manual** applies to the **Home** and provide **You** with a further copy if required.
- **Surveyors** will have completed inspections before the **Certificate of Insurance** was issued. Such inspections are carried out solely for the purpose of satisfying the **Underwriter** that the **Home** represents a normal risk for insurance under **Premier Guarantee for New Homes**. It should not be inferred that the inspections are for any other purpose.
- It is the first **Policyholder's** responsibility to ensure that a thorough inspection of the **Home** is carried out prior to hand-over. If the inspection identifies any defects, they should be reported to the **Developer** and remedied prior to completing the purchase of the **Home**.

- The **Building Control** function will have been undertaken by either a Local Authority or an **Approved Inspector**.
  - If the Local Authority has carried out **Building Control** and a **Certificate of Approval** has been issued by the **Surveyor** then, subject to satisfaction of all **Policy** conditions, a **Cover Note** will be issued, if requested, for the **Home**.
- If **Building Control** has been undertaken by an **Approved Inspector** and
  - a) a satisfactory final inspection has been carried out by the **Surveyor**; and
  - b) the **Approved Inspector** has confirmed that they are not aware of any circumstances that would restrict their ability to issue a **Final Certificate**; and
  - c) subject to satisfaction of all **Policy** conditions,
 then a **Cover Note** will be issued, if requested, for the **Home**.
- The **Certificate of Insurance** will be issued to the **Policyholder** by the **Scheme Administrator** on behalf of the **Underwriter** provided that a **Certificate of Approval** has been issued by the **Surveyor** and, if applicable, a **Final Certificate** has been issued by the **Approved Inspector** and subject to satisfaction of all **Policy** conditions. The **Certificate of Insurance** should be filed with the **Policy**.
- Any extensions in cover at the time of issue of the **Policy** and subsequent alterations will be confirmed by separate endorsements, which should also be filed with the **Policy**. The **Policyholder** should refer to these endorsements and the **Policy** to ascertain the precise cover in force at any time.
- This **Policy** is transferrable to future owners of the **Home**.

## YOUR PRIVACY

We will store personal information about **You** safely and keep confidential. We may need to pass on personal information such as **Your** name and address to the **Developer** or **Builder** to assist in the resolution of a claim. If required by a court or government body, we may be required to pass on personal information. We may need to tell a subsequent owner(s) about claims an earlier owner has made, if it affects what a subsequent owner of the **Home** can claim under the **Policy**. For further details please refer to [www.premierguarantee.com/privacy-policy](http://www.premierguarantee.com/privacy-policy)

## YOUR RIGHT TO CANCEL

**You** have the right to cancel cover under the **Policy**. If **You** wish to cancel the cover, **You** must do so within 14 days starting on the day after **You** receive the **Premier Guarantee for New Homes Policy** documents. **Your** request to cancel must reach the **Scheme Administrator** by letter or email. Contact details are:

Scheme Administrator,  
MD Insurance Services Limited,  
2 Shore Lines Building,  
Shore Road,  
Birkenhead,  
Wirral,  
CH41 1AU

Email: [customerservices@premierguarantee.co.uk](mailto:customerservices@premierguarantee.co.uk)

**You** should make any request for the cancellation of a **Policy** in writing or by email and any relevant **Certificate of Insurance** should be promptly returned to the **Scheme Administrator**.

Before cancelling the cover, please check with **Your** mortgage lender, because they may require **You** to have this cover (or its equivalent) as a condition of their loan. Please remember also that if **You** sell the **Home** within the period of cover, a purchaser (and any lender at that time) will usually require the cover to be in place.

If **Your Home** includes **Common Parts**, **Your** cancellation will apply to both the cover on **Your** individual **Home** and the cover for **Your** share of the cost of any claim relating to the **Common Parts**. **You** may be obliged under **Your** lease or title to contribute to the cost of repairs along with **Your** neighbours and this may include the costs of repairs which would otherwise be covered under the **Policy**.

#### **CANCELLATION PRIOR TO CERTIFICATE OF INSURANCE BEING ISSUED**

In the event of cancellation, charges for our services will apply as follows:

As construction contracts can be of varying duration and there is always a technical audit, our fees will vary depending on the stage at which notification of cancellation is given. The amount retained by us will be a pro-rata rate based on the cost of any inspections carried out and any plan checks undertaken prior to the notification of cancellation. If **Insolvency** of the **Developer** during the **Building Period** cover is applicable for the contract period, then 14% of the insurance premium will be retained. For sections of cover which have not commenced an administration fee of up to 35% of the insurance premium will also be charged subject to a minimum fee of £100.00.

#### **CANCELLATION FOLLOWING CERTIFICATE OF INSURANCE BEING ISSUED**

1. If a third party has completed the proposal form or paid the premium, **You** will not be entitled to a refund of premium or any other monies. The premium or any other monies can only be paid back to the party who originally paid the premium or any other monies and who still has an insurable interest in the property.
2. If **You** have completed a proposal form and paid the premium **You** may be entitled to refund. This will take into account the period where cover has been in force, plus an administration fee subject to a minimum fee of £100.00.

## 2. DEFINITIONS AND INTERPRETATION

### 2.1. DEFINITIONS

Wherever any of the following words or expressions are used in the **Policy** (including in the welcome and introductory pages), then such word or expression shall, unless the context otherwise requires, have the meaning given below. Where a word is given a particular contractual meaning, it will appear throughout the contract in bold.

<b>APPROVED INSPECTOR</b>	Any person, sole trader, partnership, company or other organisation authorised by the Construction Industry Council who or which carries out <b>Building Control</b> for the <b>New Development</b> and who or which is registered with Premier Guarantee.
<b>BUILDER</b>	Any person, sole trader, partnership, company or other organisation who or which constructs the <b>Home(s)</b> at the <b>New Development</b> .
<b>BUILDING CONTROL</b>	The function of checking that building work has been carried out in accordance with the <b>Building Regulations</b> (England and Wales), Building Standards (Scotland) and associated legislation.
<b>BUILDING PERIOD</b>	The period commencing on the date specified in the <b>Home Initial Certificate</b> issued for the <b>Home</b> by the <b>Scheme Administrator</b> on behalf of the <b>Underwriter</b> and ending upon the date the <b>Certificate of Approval</b> is issued for the <b>Home</b> at the <b>New Development</b> .
<b>BUILDING REGULATIONS</b>	The <b>Building Regulations</b> (Building Standards in Scotland) are a set of standards for the design and construction of new and altered buildings.
<b>CERTIFICATE OF APPROVAL</b>	The certificate issued by the <b>Surveyor</b> to the <b>Scheme Administrator</b> on behalf of the <b>Underwriter</b> on or following satisfactory completion of the <b>Home</b> .
<b>CERTIFICATE OF INSURANCE</b>	The certificate issued by the <b>Scheme Administrator</b> on behalf of the <b>Underwriter</b> to signify acceptance of a <b>Home</b> for insurance under this <b>Policy</b> following issue of the <b>Certificate of Approval</b> by the <b>Surveyor</b> and satisfaction of all <b>Policy</b> conditions.
<b>COMMON PARTS</b>	Those parts of a multi-occupied building (of which the <b>Home</b> is part) for which the <b>Policyholder</b> is legally obliged to contribute for the cost and upkeep with the owners of other parts of such building, or by way of contribution to the <b>Management Company</b> .
<b>CONTINUOUS STRUCTURE</b>	A single building or structure containing more than one unit of housing (such as blocks of flats or terraces) which does not rely on any other building or structure to sustain and transmit combined loads safely to the ground.
<b>CONTRACT</b>	The contract or agreement between the <b>Developer</b> and the <b>Policyholder</b> in respect of the purchase, construction, conversion, refurbishment and / or renovation of the <b>Home(s)</b> at the <b>New Development</b> .
<b>COVER NOTE</b>	A document issued by the <b>Scheme Administrator</b> confirming that a <b>Surveyor</b> has carried out a satisfactory final inspection of the <b>Home</b> and that the <b>Certificate of Insurance</b> will be issued subject to satisfaction of all <b>Policy</b> conditions.
<b>DEFECT</b>	<p>A failure to comply with a Functional Requirement of the <b>Technical Manual</b> which is in force at the time the <b>Policy</b> is executed. It is important to note that failure to follow certain performance standards or guidance in the supporting requirements of the <b>Technical Manual</b> may not in itself amount to a <b>Defect</b>, as it may be possible to achieve the recommended performance in other ways.</p> <p>Where a <b>New Development</b> entails the conversion, refurbishment or renovation of an existing building(s), failure to comply with the Functional Requirements of the <b>Technical Manual</b>, in relation to the retained elements of the <b>Home</b> only, will not constitute a <b>Defect</b>, unless <b>Major Damage</b> has occurred.</p>

<b>DEFECTS INSURANCE PERIOD</b>	<p>For <b>Common Parts</b>, the period commencing on the earliest date specified for the commencement of the <b>Defects Insurance Period</b> on a <b>Certificate of Insurance</b> issued for a <b>Home</b> that shares the <b>Common Parts</b> and ending either three years from such date, or two years from the latest date specified for the commencement of the <b>Defects Insurance Period</b> on a <b>Certificate of Insurance</b> for a <b>Home</b> sharing the <b>Common Parts</b>, whichever is the earlier.</p> <p>For all other purposes, the period commencing on the date specified in the <b>Certificate of Insurance</b> and ending two years after such date. The <b>Defects Insurance Period</b> may differ to the period shown above and if this is the case it will be detailed in the <b>Certificate of Insurance</b>. It is important that the <b>Certificate of Insurance</b> is read in conjunction with the <b>Policy</b>.</p>
<b>DEVELOPER</b>	<p>Any person, sole trader, partnership, company or other organisation who or which is registered with us and has registered the <b>New Development</b>, and with whom the <b>Policyholder</b> enters into the <b>Contract</b>.</p>
<b>DEVELOPMENT INITIAL CERTIFICATE</b>	<p>The certificate issued by the <b>Scheme Administrator</b> on behalf of the <b>Underwriter</b> signifying its agreement to the provision of the insurance cover for the <b>New Development</b> as set out in this <b>Policy</b>, subject to receipt of a <b>Certificate of Approval</b> and a <b>Final Certificate</b> (if required) for each <b>Home</b>, and satisfaction of all <b>Policy</b> conditions.</p>
<b>DISPUTE RESOLUTION SERVICE</b>	<p>A consensual process whereby the <b>Scheme Administrator</b> may (at its sole discretion) appoint a building surveyor to attempt to resolve a dispute between the <b>Developer</b> and <b>Policyholder</b>.</p>
<b>EXCESS</b>	<p>The amount the <b>Policyholder</b> is required to pay in the event of a valid claim under each section of the <b>Policy</b>. The <b>Excess</b> is index-linked in accordance with the condition of the <b>Policy</b> in section 6 entitled '<b>Indexation</b>'.</p> <p>Note that a separate <b>Excess</b> shall apply to each separately identifiable cause of loss or damage for which a payment is made under the <b>Policy</b> by the <b>Underwriter</b>, regardless of whether more than one cause of loss is notified at the same time.</p>
<b>EXTERNAL ENVELOPE</b>	<p>The basement, ground floors, external walls, roofs, skylights, windows and doors of a <b>Home</b>.</p>
<b>FINAL CERTIFICATE</b>	<p>The Certificate issued by the <b>Approved Inspector</b> following completion of the <b>Building Control</b> function for a <b>Home</b> at the <b>New Development</b>.</p>
<b>FINANCIAL LIMIT</b>	<p>The maximum the <b>Underwriter</b> will pay for any claims under the terms of a particular section.</p>
<b>FRAUD</b>	<p>Has the meaning set out in section 1 of the Fraud Act 2006 (a copy of which can be found at: <a href="http://www.legislation.gov.uk/ukpga/2006/35/contents">http://www.legislation.gov.uk/ukpga/2006/35/contents</a>).</p>
<b>HOME</b>	<p>The property newly built, newly converted, newly refurbished or newly renovated by the <b>Developer</b> as part of the <b>Contract</b> and described in the <b>Certificate of Insurance</b> comprising:</p> <ol style="list-style-type: none"> <li>a) the <b>Structure</b>;</li> <li>b) all non-load bearing elements, any new electrical fixed wiring and lighting system, heating system, air conditioning, smoke alarms, waste-disposal units or water-softening equipment newly installed at the date of issue of the <b>Certificate of Approval</b> and for which the <b>Policyholder</b> is responsible;</li> <li>c) any <b>Common Parts</b>, or any retaining or boundary walls forming part of or providing support to the <b>Structure</b>;</li> <li>d) any path or driveway within the curtilage of such property giving access to the principal entrance;</li> <li>e) the drainage system that the <b>Policyholder</b> is responsible for maintaining; and</li> <li>f) any garage or other permanent outbuilding.</li> </ol> <p>Note that <b>Home</b> does not include any swimming pool, lift, escalator, or associated plant and equipment and / or mechanical or electrical equipment, temporary structure, free-standing household appliance, fence, or retaining or boundary wall not forming part of or providing support to the <b>Structure</b>. <b>Home</b> does not include garage or permanent outbuilding not included within the scope of the works undertaken by the <b>Developer</b>, which did not form part of the original planning application for the <b>Home</b>, was not constructed at the same time as the <b>Home</b> and did not meet <b>Building Regulation</b> standards. For the avoidance of doubt, personal chattels do not fall within the definition of <b>Home</b>.</p>



<p><b>HOME INITIAL CERTIFICATE</b></p>	<p>The certificate issued by the <b>Scheme Administrator</b> on behalf of the <b>Underwriter</b> signifying its agreement to:</p> <ul style="list-style-type: none"> <li>a) the provision of the insurance cover for section 3.1 (if applicable) for the <b>Home</b> during the <b>Building Period</b>; and / or</li> <li>b) the provision of the insurance cover under the other sections (3.2, 3.3, 3.4 and / or 3.5, as applicable), subject to (and commencing upon) the issuance of the <b>Certificate of Insurance</b> for the <b>Home</b>.</li> </ul>
<p><b>INSOLVENCY</b></p>	<p>The occurrence of any of the following events:</p> <ul style="list-style-type: none"> <li>a) an order is made, or a resolution is passed, for the winding-up, administration or bankruptcy of the <b>Developer</b> (except for the purposes of solvent amalgamation or reconstruction previously approved by the <b>Underwriter</b> in writing); or</li> <li>b) a liquidator, trustee, administrator, administrative receiver, receiver, manager, trustee in bankruptcy or similar official is appointed over the whole or any part of the assets of the <b>Developer</b>, or the <b>Developer</b>, or the directors of the <b>Developer</b>, request any person to appoint any of the same; or</li> <li>c) a notice of intention to appoint an administrator, or a notice of appointment under Schedule B1 to the Insolvency Act 1986, is issued by the <b>Developer</b> or its directors.</li> </ul>
<p><b>LAND</b></p>	<p>The area that is covered by a single detailed planning consent, or a series of consents, relating to continuous development by the <b>Developer</b>, including the ground that surrounds and supports the <b>Home</b> and which was:</p> <ul style="list-style-type: none"> <li>a) purchased by the initial <b>Policyholder</b> with the <b>Home</b> at the same time as the <b>Contract</b> was entered into or completed; and / or</li> <li>b) owned by the initial <b>Policyholder</b> when a <b>Contract</b> was entered into.</li> </ul>
<p><b>LIMIT OF INDEMNITY</b></p>	<p>The maximum liability of the <b>Underwriter</b> during the <b>Defects Insurance Period</b> and / or the <b>Structural Insurance Period</b>, being the amount shown as the <b>Original Purchase Price</b> on the <b>Certificate of Insurance</b> or the <b>Financial Limit</b> in the relevant section, whichever is the lesser. The <b>Limit of Indemnity</b> is index-linked in accordance with the condition of the <b>Policy</b> in section 6 entitled '<b>Indexation</b>'.</p>
<p><b>MAJOR DAMAGE</b></p>	<p>Either:</p> <ul style="list-style-type: none"> <li>a) Destruction of or physical damage to any portion of the <b>Home</b> for which a <b>Certificate of Insurance</b> has been issued, caused by a <b>Defect</b> in the design, workmanship, materials or components of: <ul style="list-style-type: none"> <li>i. the <b>Structure</b>; or</li> <li>ii. the waterproofing elements of the <b>External Envelope</b>;</li> </ul> </li> </ul> <p>and which is first discovered during the <b>Structural Insurance Period</b>.</p> <p>Or:</p> <ul style="list-style-type: none"> <li>b) A condition requiring immediate remedial action to prevent actual destruction of, or major physical damage to, any portion of the <b>Home</b> for which a <b>Certificate of Insurance</b> has been issued, caused by a <b>Defect</b> in the design, workmanship, materials or components of: <ul style="list-style-type: none"> <li>i. the <b>Structure</b>; or</li> <li>ii. the waterproofing elements of the <b>External Envelope</b>;</li> </ul> </li> </ul> <p>and which is first discovered during the <b>Structural Insurance Period</b>.</p> <p>Where the <b>New Development</b> contains the conversion, refurbishment or renovation of an existing building(s) then the period during which <b>Major Damage</b> can be discovered is extended to the <b>Defects Insurance Period</b>.</p> <p>The term <b>Major Damage</b> shall include any physical loss, destruction or damage to the <b>Home</b> caused by contamination or pollution as a direct consequence of a <b>Defect</b> in the design, workmanship, materials or components of the <b>Structure</b> of the <b>Home</b>.</p>

<b>MANAGEMENT COMPANY</b>	The person(s) (in the context of a multi-occupied building) having contractual responsibility for the repair and maintenance of the <b>Structure</b> and / or the <b>Common Parts</b> under any applicable agreement.
<b>NEW DEVELOPMENT</b>	<p>A <b>Home</b> or group of <b>Homes</b> located at the site noted on the <b>Development Initial Certificate / Home Initial Certificate</b> for the <b>New Development</b> and for which an individual <b>Certificate of Insurance</b> is issued for each <b>Home</b>.</p> <p><b>New Development</b> shall be deemed not to include any building works other than the <b>Home(s)</b> detailed in the <b>Development Initial Certificate / Home Initial Certificate</b>.</p>
<b>ORIGINAL PURCHASE PRICE</b>	The sum specified as such within the <b>Certificate of Insurance</b> .
<b>POLICY</b>	These Terms and Conditions of Insurance, the <b>Development Initial Certificate</b> , the <b>Home Initial Certificate</b> , the <b>Certificate of Insurance</b> and the <b>Technical Manual</b> .
<b>POLICYHOLDER / YOU / YOUR</b>	<p>For section 3.1: the person who has paid a deposit for the <b>Home</b> to the <b>Developer</b> and who has received a <b>Home Initial Certificate</b> showing that cover under section 3.1 is applicable.</p> <p>For sections 3.2, 3.3, 3.4 and 3.5: the owner acquiring a freehold or leasehold interest, or their successors in title, or any mortgagee in possession or lessor and for whom a <b>Certificate of Insurance</b> has been issued for the <b>Home</b> showing that the relevant cover under those sections is applicable.</p> <p><b>Policyholder / You / Your</b> excludes the <b>Developer</b> (or their mortgagee in possession), or the <b>Builder</b>, or any of their respective relatives or associated companies or anyone having an interest in the construction or sale of the <b>Home</b>, unless otherwise confirmed in writing by the <b>Scheme Administrator</b>.</p>
<b>PREMIER GUARANTEE FOR NEW HOMES</b>	The insurance cover provided by the <b>Underwriter</b> in accordance with, and subject to, the provisions of this <b>Policy</b> .
<b>REMEDATION EXPENSES</b>	Reasonable expenses incurred for the investigation, isolation, removal or treatment of contamination to the extent required by any <b>Statutory Notice</b> .
<b>RULES OF REGISTRATION</b>	The conditions which the <b>Developer</b> and <b>Builder</b> (where applicable) must comply with in order to be able to insure a <b>New Development</b> with us.
<b>SCHEME ADMINISTRATOR</b>	MD Insurance Services Limited, 2 Shore Lines Building, Shore Road, Birkenhead, Wirral, CH41 1AU (acting as agent on behalf of the <b>Underwriter</b> ). The terms 'we', 'us' or 'our' denote MD Insurance Services Limited.
<b>STATUTORY NOTICE</b>	A notice served on the <b>Policyholder</b> by a Statutory Authority, under the provisions of legislation that requires the <b>Policyholder</b> to carry out remediation of contamination.
<b>STRUCTURAL INSURANCE PERIOD</b>	<p>For <b>Common Parts</b>, the period commencing on the earliest date specified on a <b>Certificate of Insurance</b> issued for a <b>Home</b> that shares the <b>Common Parts</b> and ending either nine years from such date, or eight years from the latest date specified on a <b>Certificate of Insurance</b> for a <b>Home</b> sharing the <b>Common Parts</b>, whichever is the earlier.</p> <p>For all other purposes, the period commencing on the date specified in the <b>Certificate of Insurance</b> and ending eight years after such date.</p> <p>The <b>Structural Insurance Period</b> may differ to the period shown above; if this is the case it will be detailed in the <b>Certificate of Insurance</b>. It is important that the <b>Certificate of Insurance</b> is read in conjunction with the <b>Policy</b>.</p>

<b>STRUCTURE</b>	<p>Is comprised of the following elements of a <b>Home</b>:</p> <ul style="list-style-type: none"> <li>a) foundations;</li> <li>b) ceilings, load-bearing parts of floors, staircases and associated guard rails, walls and roofs, together with load-bearing retaining walls necessary for stability;</li> <li>c) non-load bearing partition walls;</li> <li>d) chimneys and flues;</li> <li>e) roof covering;</li> <li>f) any external finishing surface (including rendering) necessary for the water-tightness of the <b>External Envelope</b>;</li> <li>g) internal floor decking and screeds, where these fail to support normal loads;</li> <li>h) wet applied plaster;</li> <li>i) double or triple glazed panes to external windows and doors; and</li> <li>j) the underground drainage that the <b>Policyholder</b> is responsible for maintaining.</li> </ul>
<b>SURVEYOR</b>	<p>The party appointed by the <b>Scheme Administrator</b> and the <b>Underwriter</b> who carries out checks and inspections solely on behalf of the <b>Underwriter</b> and who, prior to the issue of the <b>Certificate of Insurance</b> for the <b>Home</b>, issues a <b>Certificate of Approval</b>.</p>
<b>TECHNICAL MANUAL</b>	<p>The Functional Requirements and performance standards issued to the <b>Developer</b> by the <b>Scheme Administrator</b> at the time that the <b>Policy</b> is executed (or, in the case of the Performance Standards contained therein, any amendments which have been notified to the <b>Developer</b> by the <b>Scheme Administrator</b>, as set out in the <b>Rules of Registration</b>). The latest version of the <b>Technical Manual</b> can be downloaded from the Premier Guarantee website – <a href="http://www.premierguarantee.com">www.premierguarantee.com</a> – although this may not be the version applicable to <b>Your Policy</b>. If <b>You</b> contact us on <b>0800 107 8446</b> we will be able to confirm which version of the <b>Technical Manual</b> applies to the <b>Home</b> and provide <b>You</b> with a further copy if required.</p>
<b>UNDERWRITER</b>	<p>As detailed on the <b>Development Initial Certificate</b>, the <b>Home Initial Certificate</b>, and the <b>Certificate of Insurance</b>.</p>

## 2.2 INTERPRETATION

1. References to this **Policy** or to any other document or contract referred to in this **Policy** means this **Policy** or such other document or contract as amended, varied, supplemented, modified or novated from time to time.
2. In this **Policy** (unless the context otherwise requires):
  - a) the words “including” and “include” and words of similar effect shall be deemed to have the words “without limitation” following them;
  - b) words importing persons shall include natural persons, firms, associations or other unincorporated bodies, companies, corporations or other bodies corporate and vice versa;
  - c) words importing the singular shall include the plural and vice versa;
  - d) references to a section are to a section of this **Policy**;
  - e) any reference to any legislative provision, shall be deemed to include any subsequent re-enactment or amending provision and any regulations made under it;
  - f) words importing the masculine shall include the feminine.
3. The headings in this **Policy** are for ease of reference only and shall not affect its construction or interpretation.

### 3.1 INSOLVENCY OF DEVELOPER DURING THE BUILDING PERIOD

3.1.1. Following the payment of a deposit by the **Policyholder** to the **Developer**:

- a) if, due to **Insolvency** or **Fraud**, the **Developer** does not commence work on a **Home**, the **Underwriter** will refund the deposit paid by the **Policyholder**;
- b) if, due to **Insolvency** or **Fraud**, the **Developer** fails to complete the **Home** after work has commenced, the **Underwriter** will (at its sole option):

pay the additional cost required to complete the **Home**; or refund the deposit paid by the **Policyholder** to the **Developer** in respect of the **Home**, subject always to the **Financial Limit** below.

#### 3.1.2. FINANCIAL LIMITS FOR SECTION 3.1

The maximum the **Underwriter** will pay for any claim under this section is the lesser of:

- a) the monies paid to the **Developer** by the **Policyholder**; or
- b) 10% of the **Original Purchase Price** for the **Home**; or
- c) £100,000.

#### 3.1.3. SPECIAL CONDITIONS APPLICABLE TO SECTION 3.1

1. Cover is only applicable where a **Home Initial Certificate** has been issued and cover under section 3.1 is shown as applicable.
2. This section of cover ends upon completion of the **Building Period**.
3. If the **Policyholder** withholds, retains or receives back any part of the deposit for the **Home**, the **Underwriter** will be entitled to deduct such amount from monies that it would otherwise be obliged to pay under this section.
4. The **Underwriter** is only liable under this section in respect of the original deposit price, as noted in the **Contract** (and not in respect of any extras agreed subsequently).
5. The **Policyholder** cannot recover under this section if and to the extent that he / she is entitled to make a claim under contract against the **Developer** in respect of liquidated damages or financial penalties of any kind.
6. This section covers only the deposit paid by the **Policyholder** in respect of the **Home** to the **Developer** named in the **Home Initial Certificate** (and not any reservation fee, or other fee, paid or agreed to be paid to the **Developer** by the **Policyholder**).
7. For the purpose of this section only, the term '**Developer**' excludes the **Builder** (unless the **Developer** and the **Builder** are one and the same legal entity for the **New Development**) and any sub-contractor or sub-consultant employed at the **New Development**.

#### 3.1.4. CLAIMS PROCEDURE FOR SECTION 3.1

1. Before making a claim under the **Policy**, please check **Your Home Initial Certificate** to ensure that cover under this section is included.
2. Should the **Developer** fail to complete or commence works on the **Home** because of **Insolvency** or **Fraud**, the **Policyholder** must immediately notify the **Scheme Administrator** on **0151 650 4343**, and request a claim form.
3. The **Policyholder** must submit the claim form within a reasonable period of time and also:
  - a) supply the **Scheme Administrator** with the evidence **You** have that the **Developer** has entered **Insolvency**, or has committed an act of **Fraud** and as a result has not started or cannot complete **Your Home**; and
  - b) subsequently provide the **Scheme Administrator** with all information and documentation it may request in relation to investigating the claim.

## 3.2. DEFECTS INSURANCE

3.2.1. The **Underwriter** will indemnify the **Policyholder** during the **Defects Insurance Period** against the cost of repairing, replacing or rectifying any **Defect** and resultant damage to the **Home** for which the **Developer** is responsible and which:

- a) is discovered and notified in writing to the **Developer** during the **Defects Insurance Period**; and
- b) is notified in writing to the **Scheme Administrator** no later than 6 months after the expiry of the **Defects Insurance Period**.

3.2.2. The **Underwriter** shall have no liability under this section unless:

- a) the **Developer** has not responded to the claim within a reasonable time period (as determined by the **Underwriter**); and / or
- b) the **Developer** has withheld consent to resolve the dispute by using the **Dispute Resolution Service**; and / or the **Developer** has not responded within a reasonable time period (as determined by the **Underwriter**) to a request to resolve the dispute by using the **Dispute Resolution Service**; and / or
- d) the **Developer** has accepted the decision of a building surveyor after using the **Dispute Resolution Service** but has failed to carry out the works or repairs recommended in the surveyor's report within the time stipulated; and / or
- e) the **Developer** has not effected the relevant repairs or works determined by the **Dispute Resolution Service** or Arbitration; and / or
- f) the **Developer** has failed to carry out such repair, replacement or rectification work due to its **Insolvency**.

3.2.3. In the event of a valid claim being made under this section, the **Underwriter** will either (at its option) arrange to have such **Defect** and resultant damage to the **Home** corrected or pay the cost of repairing, replacing or rectifying any **Defect** and resultant damage to the **Home**.

### 3.2.4. FINANCIAL LIMITS FOR SECTION 3.2 (DEFECTS INSURANCE)

1. The maximum the **Underwriter** will pay for all claims relating to a **Home** under this section is in the case of each **Policy**:

- a) £1,000,000 for any newly constructed **Home**; or
- b) £500,000 for any converted or refurbished **Home**; or
- c) (in either case) the **Original Purchase Price** for the **Home**, whichever is the lesser.

2. The cumulative maximum which the **Underwriter** will pay under all sections (3.2 - 3.5 inclusive) for claims made by all **Policyholders** (of whatever type of policy issued by the **Underwriter**) relating to any property within the same **Continuous Structure** is:

- a) £25,000,000 for all claims relating to all newly constructed **Continuous Structures**; or
- b) £5,000,000 for all claims relating to all converted or refurbished **Continuous Structures**.

3. For the avoidance of doubt, the **Financial Limits** under this section 3.2 shall be applicable notwithstanding the fact that property within the same **Continuous Structure** may be employed for different uses (commercial, domestic or social for example) and have different owners. Once the cumulative maximum liability for the claims made in respect of any or all property located within the same **Continuous Structure** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere within that same **Continuous Structure**, whomsoever made by.

4. The maximum the **Underwriter** will pay for any claim relating to **Common Parts** will be the proportion of the loss represented by the number of individual **Certificates of Insurance** issued to the **Policyholders** that share those **Common Parts**. The **Underwriter** is not responsible for the proportion of any loss where individual **Homes** have not received a **Certificate of Insurance**.

5. Unless stated otherwise in the **Certificate of Insurance**, the **Financial Limits** above are index-linked in accordance with the condition of the **Policy** in section 6 entitled 'Indexation'.
6. Claims under this section are subject to the **Excess** as detailed in the **Certificate of Insurance**.
7. Please note in the event that **You** are not the first owner of the **Home**, the **Financial Limits** may have already be utilised by a previous owner and **You** will only be entitled to the remainder.

### 3.2.5. SPECIAL CONDITIONS APPLICABLE TO SECTION 3.2 (DEFECTS INSURANCE)

1. If the **Policyholder** receives back, either in part or whole, any payments in respect of a claim under this section which has already been paid by the **Underwriter**, then the **Policyholder** shall reimburse the **Underwriter** in full for the amount of such payment.

### 3.2.6. EXCLUSIONS TO SECTION 3.2 (DEFECTS INSURANCE)

1. The **Underwriter** is only liable under this section in respect of the **Contract** for the **Home** and not in respect of any extras agreed subsequently.
2. The **Underwriter** shall not be liable to the **Policyholder** for any:
  - a) external landscaping or garden features;
  - b) adjustment of doors following the fitting of carpets or flooring;
  - c) drawing of chimneys;
  - d) contractual disputes between the **Developer** and the **Policyholder** (including issues regarding specification of items);
  - e) dampness, condensation or shrinkage not caused by a **Defect**;
  - f) chips or scratches to fittings in any room not caused by a **Defect**;
  - g) minor blemishes that are subjective in degree (including brush marks, decoration and other cosmetic issues);
  - h) items that have been subsequently changed or altered on behalf of the **Policyholder** at their request (such as fitting of wardrobes and other fittings);
  - i) deterioration caused by neglect or failure to carry out normal maintenance;
  - j) **Defects** within existing: handrails or balustrades, paths, drives, garden areas or paved areas sold as part of the **Contract** for the sale of the **Home**;
  - k) any **Defect** or other issue about which the **Policyholder** was aware (or could reasonably have been expected to be aware of) prior to purchasing the **Home**;
  - l) ceilings that are not in an enclosed part of the **Home** (such as balcony ceilings);
  - m) water entry, dampness or condensation to the enclosing walls, floors and ceilings of any underground: car-parking and any associated underground refuse stores, cycle stores, plant rooms (that do not house items of plant that directly service the **Home** and for which the failure of such plant would prevent the normal use of the **Home**), lifts / escalators, associated access stairs and lobbies; where a **Continuous Structure** entails the conversion, refurbishment or renovation of an existing building(s) and where the structural integrity of the **Home** is not affected;
  - n) replacement of any solar roof tiles or panels solely due to failure to generate heat or electricity or any failure to generate anticipated amounts of heat or electricity;
  - o) costs, losses, expenses or damage to any areas of decorative flooring (including laminates, carpets, tiles and parquet) installed after the issue of the **Certificate of Approval**.

### 3.2.7. CLAIMS PROCEDURE FOR SECTION 3.2 (DEFECTS INSURANCE)

1. The **Developer** is responsible for rectifying any **Defect** and resultant damage which occurs within the **Defects Insurance Period**.
2. If **You** consider that there is a **Defect** which requires the attention of the **Developer**, **You** should notify the **Developer** in writing as soon as possible to allow them to arrange for any **Defect** and resultant damage (subject to **Policy** exclusions) to be corrected. Correspondence with the **Developer** should be recorded as evidence and made available, if required, to the **Scheme Administrator**.

3. If the **Developer** is unable or unwilling to rectify the **Defect** and resultant damage, **You** should contact the **Scheme Administrator** on **0151 650 4343** and:
  - a) notify them of a potential claim and request a claim form; and
  - b) complete the claim form and send evidence (including photographs and reports if appropriate) to the **Scheme Administrator** to show that the **Developer** has been approached to rectify the **Defect** and resultant damage; and
  - c) if there is any **Insolvency** affecting the **Developer**, provide evidence to demonstrate this; and
  - d) allow access to the **Home** during normal working hours; and
  - e) obtain permission to access neighbouring land and obtain any other permission needed to allow investigations and work; and
  - f) provide the **Scheme Administrator** with all information and documentation it may request in relation to investigating the claim.
  
4. At this point, the **Scheme Administrator** may offer the **Dispute Resolution Service** if at its sole discretion it considers this appropriate. Details of the **Dispute Resolution Service** and other options available to settle a dispute are available in section 7.

### 3.3. STRUCTURAL INSURANCE

- 3.3.1. The **Underwriter** will indemnify the **Policyholder** against all claims discovered and notified to the **Scheme Administrator** during the **Structural Insurance Period** in respect of:
  - a) the cost of complete or partial rebuilding or rectifying work to the **Home** which has been affected by **Major Damage**, provided always that the liability of the **Underwriter** does not exceed the reasonable cost of rebuilding the **Home** to its original specification;
  - b) the cost of repairing or making good any **Defects** in the chimneys and flues of the **Home** which was newly constructed by the **Developer** and which causes an imminent danger to the health and safety of occupants.
  
- 3.3.2. In the event of a valid claim being made under this section, the **Underwriter** will either (at its sole discretion) arrange to have such damage corrected or pay the cost of repairing, replacing or rectifying any damage resulting from items (a) and (b) above.
  
- 3.3.3. **FINANCIAL LIMITS FOR SECTION 3.3 (STRUCTURAL INSURANCE)**
  1. The maximum the **Underwriter** will pay for all claims relating to a **Home** under this section is in the case of each Policy:
    - a) £1,000,000 for any newly constructed **Home**; or
    - b) £500,000 for any converted or refurbished **Home**; or
    - c) (in either case) the **Original Purchase Price** for the **Home**, whichever is the lesser.
  
  2. The cumulative maximum which the **Underwriter** will pay under all sections (3.2 - 3.5 inclusive) for claims made by all **Policyholders** (of whatever type of policy issued by the **Underwriter**) relating to any property within the same **Continuous Structure** is:
    - a) £25,000,000 for all claims relating to all newly constructed **Continuous Structures**; or
    - b) £5,000,000 for all claims relating to all converted or refurbished **Continuous Structures**.
  
  3. For the avoidance of doubt, the **Financial Limits** under this section 3.3 shall be applicable notwithstanding the fact that property within the same **Continuous Structure** may be employed for different uses (commercial, domestic or social for example) and have different owners. Once the cumulative maximum liability for the claims made in respect of any or all property located within the same **Continuous Structure** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere within that same **Continuous Structure**, whomsoever made by.

4. The maximum the **Underwriter** will pay for any claim relating to **Common Parts** will be the proportion of the loss represented by the number of individual **Certificates of Insurance** issued to the **Policyholders** that share those **Common Parts**. The **Underwriter** is not responsible for the proportion of any loss where individual **Homes** have not received a **Certificate of Insurance**.
5. Unless stated otherwise in the **Certificate of Insurance**, the **Financial Limits** above are index-linked in accordance with the condition of the **Policy** in section 6 entitled '**Indexation**'.
6. Claims under this section are subject to the **Excess** as detailed in the **Certificate of Insurance**.
7. Please note in the event that **You** are not the first owner of the **Home**, the **Financial Limits** may have already be utilised by a previous owner and **You** will only be entitled to the remainder.

#### 3.3.4. EXCLUSIONS TO SECTION 3.3 (STRUCTURAL INSURANCE)

1. The **Underwriter** is only liable under this section in respect of the **Contract** for the **Home** and not in respect of any extras agreed subsequently.
2. The **Underwriter** shall not be liable to the **Policyholder** for any:
  - a) ceilings that are not in an enclosed part of the **Home** (such as balcony ceilings);
  - b) water entry, dampness or condensation to the enclosing walls, floors and ceilings of any underground: car-parking and any associated underground refuse stores, cycle stores, plant rooms (that do not house items of plant that directly service the **Home** and for which the failure of such plant would prevent the normal use of the **Home**), lifts / escalators, associated access stairs and lobbies; where the structural integrity of the **Home** is not affected;
  - c) dampness, condensation or shrinkage to garages or outbuildings that form part of the **Home**, where the relevant **Building Regulations** do not require the building to resist moisture;
  - d) replacement of any solar roof tiles or panels solely due to failure to generate heat or electricity or any failure to generate anticipated amounts of heat or electricity;
  - e) sound transmission;
  - f) cracking, spalling or mortar erosion, which does not impair the structural stability or weather tightness the **Home**;
  - g) damage to the roof covering (including any underlays, fixings, mortar and weatherproofing details) unless damage results in the entry of water into the **Home**.

#### 3.3.5. CLAIMS PROCEDURE FOR SECTION 3.3 (STRUCTURAL INSURANCE)

1. On discovery of any occurrence or circumstance that is likely to give rise to a claim under this section, the **Policyholder** must immediately notify the **Scheme Administrator** on **0151 650 4343**, and request a claim form.
2. When notifying the **Scheme Administrator** of a claim, the **Policyholder** must also:
  - a) complete the claim form and send evidence (including photographs and reports if appropriate) to the **Scheme Administrator** confirming that there has been **Major Damage**; and
  - b) take all responsible steps to prevent further loss or damage; and
  - c) allow access to the **Home** during normal working hours; and
  - d) obtain permission to access neighbouring land and obtain any other permission needed to allow investigations and work; and
  - e) provide the **Scheme Administrator** with all information and documentation it may request in relation to investigating the claim.



### 3.4. CONTAMINATED LAND

- 3.4.1. The **Underwriter** will indemnify the **Policyholder** against all claims discovered and notified to the **Scheme Administrator** during the **Structural Insurance Period** in respect of **Remediation Expenses** incurred in treating or isolating or removing any substance from the **Land** in a controlled manner in accordance with the requirements of any **Statutory Notice**.
- 3.4.2. The **Underwriter** shall only be liable for any claims under this section that are first discovered and reported by the **Policyholder** to the **Scheme Administrator** during the period specified in the **Certificate of Insurance**.
- 3.4.3. In the event of a valid claim being made under this section, the **Underwriter** will either (at its sole option) pay the **Remediation Expenses**, or itself have any work necessary for remediation of contamination of **Land** carried out at its own expense.
- 3.4.4. **FINANCIAL LIMITS FOR SECTION 3.4 (CONTAMINATED LAND)**
1. The maximum the **Underwriter** will pay for all claims relating to a **Home** under this section is in the case of each **Policy**:
    - a) £1,000,000 for any newly constructed **Home**; or
    - b) £500,000 for any converted or refurbished **Home**; or
    - c) (in either case) the **Original Purchase Price** for the **Home**, whichever is the lesser.
  2. The cumulative maximum the **Underwriter** will pay for all claims made under all sections (3.2 - 3.5 inclusive) of cover added together for policies applying to a **New Development** on a single piece of **Land** is:
    - a) £25,000,000 for all claims relating to all newly constructed **Homes**; or
    - b) £5,000,000 for all claims relating to all converted or refurbished **Homes**.
  3. Once the cumulative maximum liability for the claims made under Sections 3.2, 3.3, 3.4 and 3.5 in respect of any or all property located on a single piece of **Land** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere on that single piece of **Land**, whomsoever made by.
  4. For the avoidance of doubt, the **Financial Limits** under this section shall be applicable notwithstanding the fact that property within the same **Continuous Structure** may be employed for different uses (commercial, domestic or social for example) and have different owners. Once the cumulative maximum liability for the claims made in respect of any or all property located within the same **Continuous Structure** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere within that same **Continuous Structure**, whomsoever made by.
  5. The maximum the **Underwriter** will pay for any claim relating to **Common Parts** will be the proportion of the loss represented by the number of individual **Certificates of Insurance** issued to the **Policyholders** that share those **Common Parts**. The **Underwriter** is not responsible for the proportion of any loss where individual **Homes** have not received a **Certificate of Insurance**.
  6. Unless stated otherwise in the **Certificate of Insurance**, the **Financial Limits** above are index-linked in accordance with the condition of the **Policy** in section 6 entitled '**Indexation**'.
  7. Claims under this section are subject to the **Excess** as detailed in the **Certificate of Insurance**.
  8. Please note in the event that **You** are not the first owner of the **Home**, the **Financial Limits** may have already been utilised by a previous owner and **You** will only be entitled to the remainder.

### 3.4.5. EXCLUSIONS TO SECTION 3.4 (CONTAMINATED LAND)

1. The **Underwriter** shall not be liable to the **Policyholder** for any:
  - a) damage and or expenses to any property and / or any costs associated with the remediation of land which is not owned by the **Policyholder**; or
  - b) contamination which first occurs after the issue of the **Certificate of Approval** for the **Home**; or
  - c) any damages payable to third parties, compensation or criminal expenses arising out of or in connection with contamination in, or under, the **Land**; or
  - d) contamination that migrates onto the **Land** after commencement of the **Building Period**; or
  - e) contamination caused by the presence of naturally occurring radons.

### 3.4.6. CLAIMS PROCEDURE FOR SECTION 3.4 (CONTAMINATED LAND)

1. Before making a claim under the **Policy**, please check **Your Certificate of Insurance** to ensure that cover under this section is included.
2. On discovery of any occurrence or circumstance that is likely to give rise to a claim under this section, the **Policyholder** must immediately notify the **Scheme Administrator** on **0151 650 4343**, and request a claim form.
3. When notifying the **Scheme Administrator** of a claim, the **Policyholder** must also:
  - a) take all reasonable and responsible steps to prevent further loss or damage; and
  - b) allow access to the **Home** and / or **Land** during normal working hours; and
  - c) obtain permission to access neighbouring land and obtain any other permission needed to allow investigations and work; and
  - d) provide the **Scheme Administrator** with all information and documentation it may request in relation to investigating the claim.

## 3.5. ADDITIONAL COVER FOR APPROVED INSPECTOR BUILDING CONTROL FUNCTION

- 3.5.1. The **Underwriter** will indemnify the **Policyholder** against all claims discovered and notified to the **Scheme Administrator** during the **Structural Insurance Period** against the cost of repairing, replacing or rectifying the **Home** where such repair, replacement or rectification cost is the result of a present or imminent danger to the physical health and safety of the occupants of the **Home** because the **Home** does not comply with **Building Regulations** which were applied to the construction, conversion or refurbishment in relation to the following:

- Part A - Structure; and / or
- Part B - Fire Safety; and / or
- Part C - Site preparation and resistance to contaminants and moisture; and / or
- Part J - Combustion appliances and Fuel Storage systems; and / or
- Part K - Protection from falling, collision and impact; and / or
- Part N - Glazing – safety in relation to impact, opening and cleaning.

- 3.5.2. Cover under this section only applies if an **Approved Inspector** has carried out the **Building Control** function. The **Certificate of Insurance** will show if cover is applicable. It only applies in England and Wales.

- 3.5.3. For claims that were referred to the **Developer** in the **Defects Insurance Period** as specified in the **Certificate of Insurance**, please see section 3.2.

### 3.5.4. FINANCIAL LIMITS FOR SECTION 3.5 (ADDITIONAL COVER FOR APPROVED INSPECTOR BUILDING CONTROL FUNCTION)

1. The maximum the **Underwriter** will pay for all claims relating to a **Home** under this section is in the case of each **Policy**:
  - a) £1,000,000 for any newly constructed **Home**; or
  - b) £500,000 for any converted or refurbished **Home**; or
  - c) (in either case) the **Original Purchase Price** for the **Home**, whichever is the lesser.

2. The cumulative maximum which the **Underwriter** will pay under all sections (3.2 - 3.5 inclusive) for claims made by all **Policyholders** (of whatever type of policy issued by the **Underwriter**) relating to any property within the same **Continuous Structure** is:
  - a) £25,000,000 for all claims relating to all newly constructed **Continuous Structures**; or
  - b) £5,000,000 for all claims relating to all converted or refurbished **Continuous Structures**.
3. For the avoidance of doubt, the **Financial Limits** under this section 3.5 shall be applicable notwithstanding the fact that any or all property within the same **Continuous Structure** may be employed for different uses (commercial, domestic or social for example) and have different owners. Once the cumulative maximum liability for the claims made in respect of any or all property located within the same **Continuous Structure** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere within that same **Continuous Structure**, whomsoever made by.
4. The maximum the **Underwriter** will pay for any claim relating to **Common Parts** will be the proportion of the loss represented by the number of individual **Certificates of Insurance** issued to the **Policyholders** that share those **Common Parts**. The **Underwriter** is not responsible for the proportion of any loss were individual **Homes** have not received a **Certificate of Insurance**.
5. Unless stated otherwise in the **Certificate of Insurance**, the **Financial Limits** above are index-linked in accordance with the condition of the **Policy** in section 6 entitled '**Indexation**'.
6. Claims under this section are subject to the **Excess** as detailed in the **Certificate of Insurance**.
7. Please note in the event that **You** are not the first owner of the **Home**, the **Financial Limits** may have already been utilised by a previous owner and **You** will only be entitled to the remainder.

#### 3.5.5. EXCLUSIONS TO SECTION 3.5 (ADDITIONAL COVER FOR APPROVED INSPECTOR BUILDING CONTROL FUNCTION)

1. Anything which **You** properly notified to the **Developer** under the **Defects Insurance Period** or for which **You** made a valid claim for under another section of the **Policy**.
2. Any claim in respect of site preparation and resistance to moisture relating to ground that is outside the foundations of the **Home**.

#### 3.5.6. CLAIMS PROCEDURE FOR SECTION 3.5 (ADDITIONAL COVER FOR APPROVED INSPECTOR BUILDING CONTROL FUNCTION)

1. Before making a claim under the **Policy**, please check **Your Certificate of Insurance** to ensure that cover under this section is included.
2. On discovery of any occurrence or circumstance that is likely to give rise to a claim under this section, the **Policyholder** must immediately notify the **Scheme Administrator** on **0151 650 4343**, which can provide a claim form.
3. When notifying the **Scheme Administrator** of a claim, the **Policyholder** must also:
  - a) take all responsible steps to prevent further loss or damage; and
  - b) allow access to the **Home** during normal working hours; and
  - c) obtain permission to access neighbouring land and obtain any other permission needed to allow investigations and work; and
  - d) provide the **Scheme Administrator** with a copy of the **Final Certificate** issued by the **Approved Inspector** and all information and documentation it may request in relation to investigating the claim.

In addition to any applicable cover under section 3, in the event of a valid claim under sections 3.2, 3.3, 3.4 or 3.5, the **Underwriter** will pay within the **Limit of Indemnity**:

### 1. ADDITIONAL COSTS

Such additional costs and expenses as are necessarily incurred by the **Policyholder** solely in order to comply with **Building Regulations** or Local Authority requirements or other legal requirements, provided that the **Underwriter** shall not be liable for those costs that would have been payable by the **Policyholder** in the absence of the discovery of a valid claim under the **Policy**.

### 2. ALTERNATIVE ACCOMMODATION COSTS

If, due to an event insured under this **Policy**, the **Home** is rendered uninhabitable then the **Underwriter** will pay the necessary cost of reasonable alternative accommodation incurred by the **Policyholder**, including removal and storage of the **Policyholder's** own possessions (for a period not exceeding 26 weeks).

The **Underwriter** will not pay for any costs or expenses:

- a) incurred without their written consent; and / or
- b) payable in respect of any **Home** not occupied by the **Policyholder** as a permanent residence.

The maximum amount payable under this section 4.2 is subject to a maximum liability of 10% of the unused **Limit of Indemnity** or £100,000 whichever is the lesser.

### 3. FEES

Such Architects', Surveyors', Legal, Consulting Engineers' and other fees as are necessarily and reasonably incurred by the **Policyholder** in relation to the complete or partial rebuilding or rectifying work to the **Home** (excluding any costs or fees incurred by the **Policyholder** in investigating and / or preparing a claim).

### 4. REMOVAL OF DEBRIS

The costs and expenses incurred by the **Policyholder** in respect of:

- a) removal of debris at; and / or
- b) dismantling or demolishing; and / or
- c) shoring up,

the **Home**.

## 5. EXCLUSIONS (APPLICABLE TO ALL SECTIONS)

The **Underwriter** shall not be liable to the **Policyholder** for any of the following:

1. **ALTERATIONS**  
Loss or damage due to or arising from any alteration, modification or addition to a **Home** after the issue of the **Certificate of Approval** unless (in each case) the **Scheme Administrator** has been informed, the **Policy** endorsed and any applicable additional premium paid to the **Scheme Administrator**.
2. **CHANGE IN COLOUR**  
Any change in colour, texture, opacity or staining or other ageing process to any element of the **Home**.
3. **ENDORSEMENT**  
Anything excluded by an endorsement issued by the **Scheme Administrator** and noted on the **Certificate of Insurance**.
4. **FLOODING AND WATER TABLE**  
Loss or damage resulting from flooding or failure of flood prevention / defence measures, however caused, or from a change in the water table level.
5. **GLAZED PANES**  
Loss of, or damage to, any existing double or triple glazing panes in any **Home** that has been converted, refurbished or renovated, unless such double or triple glazing panes were newly installed by the **Developer** or **Builder** at the time of such conversion, refurbishment or renovation.
6. **HUMIDITY**  
Loss or damage caused by, or consequent upon, humidity in a **Home** that is not the direct result of a **Defect**.
7. **INDIRECT LOSS**  
Unless expressly provided for in this **Policy**, economic loss of any description (including costs arising from inconvenience or distress, loss of enjoyment, loss of use, reduction in value of the **Home**, loss of income or business opportunity) arising either directly or indirectly as a result of the events or circumstances that led to **Your** claim or complaint.
8. **MAINTENANCE AND USE**  
Inadequate maintenance of a **Home** or the imposition of any load greater than that for which the **Home** was designed or the use of a **Home** for any purpose other than that for which it was designed, unless (in each case) the **Scheme Administrator** has been informed in writing, the **Policy** endorsed and any applicable additional premium paid to the **Scheme Administrator**.
9. **PERSONAL INJURY**  
Any costs, losses, expenses or damages for death, bodily injury, disease, illness or injury to mental health, however caused.
10. **PRIOR KNOWLEDGE**  
Anything which would constitute a valid claim under the **Policy** and about which the **Policyholder** was aware prior to purchasing the **Home** and as a consequence agreed a reduction in the purchase price for the **Home** or obtained any other remedy, benefit or compensation of any kind.
11. **RADIOACTIVE CONTAMINATION, CHEMICAL, BIOLOGICAL, BIO-CHEMICAL AND ELECTROMAGNETIC WEAPONS**  
Any loss or destruction of or damage to any property, any loss or expense whatsoever, any consequential loss or any legal liability directly or indirectly caused by or contributed to by or arising from:
  - (a)
    - (i) ionising radiations or contamination by radioactivity from nuclear fuel or from nuclear waste from the combustion of nuclear fuel;
    - (ii) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
  - (b) the use of any weapon or device:
    - (i) dispersing radioactive material and / or ionising radiation; or
    - (ii) using atomic or nuclear fission and / or fusion or other like reaction

- (c) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this will not apply in respect of radioactive isotopes (other than nuclear fuel or nuclear waste) used for the purposes for which they were intended
- (d) any chemical, biological, bio-chemical, or electromagnetic weapon.

12. **REASONABLENESS**

If items can be found to match existing items at a reasonable cost (being no more than a maximum of 20% higher than the original cost of the item(s)) the **Underwriter** will endeavour to facilitate this. However, the **Underwriter** will have no liability and will not be responsible for any additional costs if a similar match is not possible at a reasonable cost (being no more than a maximum of 20% higher than the original cost of the item(s)).

13. **SETTLEMENT**

Loss or damage caused by or consequent upon normal settlement or bedding down of a **Home**.

14. **SONIC BANGS**

Loss or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

15. **SPECIAL PERILS**

Loss or damage caused by or consequent upon fire, lightning, explosion, earthquake, storm, tempest, flood, subterranean fire, aircraft or other aerial devices or articles therefrom, escape of water, oil or any other liquids from tanks, pipes, heating system or other apparatus, malicious persons, theft, attempted theft, impact or any accidental cause.

16. **SUBSIDENCE**

Loss or damage caused by or consequent upon subsidence, heave or landslip, except where such loss or damage is as a result of a **Defect** in the design, workmanship, materials or components of the **Structure** of a **Home**.

17. **TERRORISM**

Any loss or damage directly caused by an act of terrorism. For the purposes of this exclusion, an act of terrorism shall mean an act involving the use of force or violence and / or the threat thereof that is committed for political, religious, or ideological purposes and with the intention to influence any government and / or to put the public, or any section of the public, in fear. The perpetrators of an act of terrorism can be acting alone or on behalf of, or in connection with, any organisation(s) or government(s).

18. **TOXIC MOULD**

Loss or damage arising out of any bacteria, yeasts, mildew, viruses, fungi, mould or their spores, mycotoxins or other metabolic products in a **Home** that is not the direct result of a **Defect**.

19. **VERMIN**

Loss or damage caused by or consequent upon the actions of rodents, vermin or insect infestation.

20. **WAR RISKS**

Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:

- (a) war, invasion, act of a foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, mutiny or military uprising, martial law; and
- (b) nationalisation, confiscation, requisition, seizure, damage or destruction by or by order of any government or any local or public authority; and
- (c) any action taken in controlling, preventing, suppressing or in any way relating to (a) and / or (b) above.

21. **WEAR AND TEAR**

Wear and tear, normal dampness, condensation, thermal movement, movement between different types of materials or shrinkage or normal deterioration (whether caused by neglect or otherwise).

22. **WILFUL ACTS**

Any wilful neglect or criminal act of the **Policyholder** or any other person.

### 1. APPLICABLE LAW

The law of England and Wales will apply to this contract unless:

- a) **You** and We agree otherwise; or
- b) at the date of the contract **You** are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, the Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

### 2. ARBITRATION

If any difference shall arise as to the amount to be paid under sections 3.1, 3.2, 3.3, 3.4 or 3.5 (liability being otherwise admitted) then such difference shall be referred to an arbitrator to be appointed by the parties in accordance with the Arbitration Act 1996.

### 3. CANCELLATION

Unless otherwise agreed in writing by the **Scheme Administrator** the **Underwriter** reserves the right to cancel the **Policy** and return any premium, less any retentions in line with the cancellation procedures of the **Policy** in the event of:

- (i) the **Building Period** exceeding three years from the start date notified to the **Scheme Administrator** when the original application was made;

or

- (ii) If building work ceases for 180 days or more before the **Home** is complete.

For the avoidance of doubt where cover has been provided under section 3.1, any cancellation in the circumstances set out in i) or ii) above will only apply to sections 3.2 – 3.5 of the **Policy** (as applicable).

### 4. CHANGES TO YOUR POLICY

**You** must take reasonable care to provide complete and accurate answers to the questions **We** or the **Underwriter** ask when **You** make changes to **Your Policy**. If any information **You** provide is not complete and accurate the **Underwriter** may:

- a) cancel **Your Policy** and refuse to pay any claim; or
- b) not pay any claim in full; or
- c) charge an additional premium; or
- d) change the **Excess** and / or the extent of cover.

### 5. CONTRIBUTION

If at any time of any occurrence giving rise to a claim under this **Policy**:

- a) there is (or would be, but for the existence of this insurance) any other insurance applicable; or
- b) the **Policyholder** has entitlement to any statutory damages, damage or compensation; or
- c) the **Policyholder** has initiated legal proceedings from which compensation may be received,

then any applicable cover under this **Policy** shall be limited to such amount in excess of such insurance, damages or compensation (without prejudice to any **Financial Limits** specified in the **Policy**) and shall not be called into contribution.

### 6. FRAUD

If a claim made is fraudulent or fraudulently exaggerated or supported by a false statement or fraudulent means or fraudulent evidence is provided to support the claim, the **Underwriter** may:

- (a) refuse to pay the claim,
- (b) recover any sums paid in respect of the claim,
- (c) by notice to the **Policyholder** cancel the policy with effect from the date of the fraudulent act without any return of premium.

If the **Underwriter** cancels the policy under (c) above, then the **Underwriter** may refuse to provide cover after the time of the fraudulent act. This will not affect any liability the **Underwriter** may have in respect of the provision of cover before the time of the fraudulent act.

7. **INDEXATION**

The **Limit of Indemnity** and **Excess** referred to within the **Certificate of Insurance** will be increased in line with the RICS House Re-Building Index or 5% per annum compound (whichever is the lesser) on each anniversary of the commencement of the period of insurance for sections 3.2, 3.3, 3.4 and 3.5. For the purpose of settlement of any claim hereunder, the **Limit of Indemnity** and **Excess**, as adjusted in accordance with the foregoing provisions, shall be regarded as the **Limit of Indemnity** and **Excess** at the time of discovery by the **Policyholder** of such claim.

8. **MULTI-OCCUPIED BUILDINGS**

Where the **Home** is part of a multi-occupied building (where a number of **Homes** are contained within one building), the **Management Company** shall normally co-ordinate the claim in respect of all **Policyholders** of the multi-occupied building and where that is the case the **Scheme Administrator** shall not be obliged to correspond with the individual **Policyholder** regarding such claims.

9. **NOTIFICATION OF CLAIMS**

It is important to note that it is a condition to the payment of any claim(s) under section 3.2 that concerns have been notified to the **Developer** in writing before the expiry of the **Defects Insurance Period** and if the **Developer** does not rectify then the **Defects** and resultant damage must be notified to the **Scheme Administrator** in writing within 6 months of the expiry of the **Defects Insurance Period**. The **Underwriter** will have no liability for any matter which is not notified within these time frames.

10. **RECOVERIES FROM THE DEVELOPER**

The **Underwriter** will not take proceedings against the **Developer** for claims which occur following the expiry of the notification period of the **Defects Insurance Period**, unless:

- a) the claims relate to remedial works undertaken by the **Developer** as part of a previous claim under the **Defects Insurance Period**, that have subsequently failed; and / or
- b) the **Developer** made a change in the design or the materials used during construction of the **Home** without notifying the **Surveyor**;
- d) the **Developer** breached their duty to make a fair presentation of the risk to the **Scheme Administrator** before the issue of the **Certificate of Approval**.

11. **RECOVERIES FROM THIRD PARTIES**

The **Underwriter** is entitled (and the **Policyholder** gives consent to the **Underwriter**) to take proceedings, at its own expense, to enforce any right the **Policyholder** may have against any third party before or after any admission of or payment of a claim under this **Policy**.

12. **REINSTATEMENT OF LIMIT OF INDEMNITY**

Where any successful claim has been made under any of sections 3.2, 3.3, 3.4 and 3.5 and which is met by the **Underwriter** for less than the **Limit of Indemnity** for the relevant section, such **Limit of Indemnity** shall (in accordance with the provisions of this **Policy**) be reduced to the extent such claim has been met by the **Underwriter**. In such circumstances, the **Policyholder** may request that the **Limit of Indemnity** be reinstated. The decision to reinstate any **Limit of Indemnity** shall be at the sole discretion of the **Underwriter** and shall in any event be subject to:

- a) payment by the **Policyholder** of any fee charged by the **Surveyor** for checking the design of the **Home** and inspecting any work for the repair or rebuilding of any **Home** which has been the subject of a claim under this **Policy**; and
- b) the **Surveyor** certifying that such repair or rebuilding work meets the **Underwriter's** required standards; and
- c) payment by the **Policyholder** of any additional premium required to be paid in respect of any such reinstatement, as notified by the **Underwriter**.

For the avoidance of doubt, the **Policyholder** shall be required to pay the **Surveyor's** fee referred to above regardless of whether or not the **Limit of Indemnity** is reinstated.



13. **TERMINATION**

This **Policy** will terminate automatically without refund of premium in the event that:

- a) the **Home** is destroyed by a cause other than that insured against in this **Policy**; or
- b) the **Underwriter** has paid a claim under section 3.1; or
- c) the **Underwriter** has paid the maximum amount for which it will be liable under the **Policy** in accordance with the **Limit of Indemnity** unless the **Limit of Indemnity** has been reinstated in line with the Reinstatement of **Limit of Indemnity** Condition.

The cover under this **Policy** in respect of any of sections 3.2, 3.3, 3.4 and 3.5 will terminate automatically without refund of premium in the event that the **Underwriter** has paid the maximum amount for which it will be liable under the relevant section in accordance with the relevant **Limit of Indemnity**.

14. **THIRD PARTY RIGHTS**

A person who is not a party to this **Policy** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this **Policy**, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

15. **UNDERWRITER'S RIGHTS**

In the event of any occurrence which may give rise to a claim under this **Policy**, the **Underwriter** and its agents (including the **Developer**, **Builder** and / or their subcontractors) shall, with the permission of the **Policyholder**, be entitled to enter the **Home** in order to carry out rectification works or the complete or partial rebuilding of the **Home**. If such permission is unreasonably withheld by the **Policyholder** then the **Policyholder** shall be responsible for any additional costs caused by the delay in carrying out such works and the **Underwriter** has the sole option to void the **Policy** from inception.

### A. The Dispute Resolution Service

1. If the **Developer** fails to remedy any **Defect** and resultant damage notified to him or the **Policyholder** is not satisfied with his response then the **Scheme Administrator** may, at its sole discretion, offer the **Dispute Resolution Service** as detailed below.
2. Following notification in writing by the **Policyholder** to the **Scheme Administrator**, the **Scheme Administrator** will investigate each dispute referred to the **Dispute Resolution Service**. Using the **Dispute Resolution Service** does not affect a **Policyholder's** legal rights or remedies against the **Developer** in any way. The **Policyholder** should, however, seek independent legal advice before using the **Dispute Resolution Service**.
3. The **Dispute Resolution Service** will attempt to bring the two parties together, investigate the dispute and make recommendations.
4. The possible outcomes of the investigation are that:
  - a) both the **Policyholder** and the **Developer** accept the report's findings and if any works are necessary the **Developer** carries them out within an agreed period of time; or
  - b) both the **Policyholder** and the **Developer** accept the report's findings but the **Developer** fails to carry out any necessary works within an agreed period of time. In such circumstances, the **Policyholder** should advise the **Scheme Administrator** which will attempt to ensure that the works are carried out accordingly; or
  - c) both the **Policyholder** and the **Developer** accept the report's findings however the **Policyholder** refuses access to the **Home** for whatever reason. If this is the case, the **Dispute Resolution Service** has failed; or
  - d) one or both parties do not accept the report's findings. If this is the case, the **Policyholder** shall be entitled to refer the matter to an alternative dispute resolution forum.
5. The **Dispute Resolution Service** will not be suitable for all disputes. The **Scheme Administrator** will advise upon technical issues and in particular whether the **Developer** has complied with the Functional Requirements of the **Technical Manual**. The **Scheme Administrator** will not advise on financial disputes, contractual issues or items that do not involve a breach of the Functional Requirements of the **Technical Manual**.
6. The **Excess** for the **Defects Insurance Period** shall be as specified in the **Certificate of Insurance**. If the value of the dispute is for an amount less than the **Excess** then the **Dispute Resolution Service** is not appropriate.
7. For items that are not covered by the **Policy**, assistance may be available under the terms of the Consumer Code for Home Builders (CCHB). Full details of the CCHB are available on our website [www.premierguarantee.com](http://www.premierguarantee.com) and a claim form is available on request.
8. Neither the **Scheme Administrator** nor the **Underwriter** shall have any liability to the **Policyholder** for any damages, loss, costs or expenses arising out of any negligent act, omission or default of the **Scheme Administrator** in performing its duties under the **Dispute Resolution Service**.

## B. Options to resolve a dispute other than by using the Dispute Resolution Service

9. Should the parties refer a dispute relating to a **Defect** and resultant damage to conciliation but the **Dispute Resolution Service** does not resolve the dispute, then either party can nevertheless opt for other forms of dispute resolution, including any of those set out below.

### Independent Expert or Arbitration

10. In the event of a dispute **You** may apply to the Chartered Institute of Arbitrators for the appointment of an Arbitrator.

11. If **You** wish to apply for an Arbitrator to be appointed, **You** must first notify us and we will supply **You** with a form to complete which should be sent to the Chartered Institute of Arbitrators by **You** with a copy sent to us.

12. We will then be entitled to proceed on the basis that no dispute has arisen.

13. The costs of using an Arbitrator will be borne by the parties to the dispute.

### 14. Additional Forms of Alternative Dispute Resolution

As well as referring a dispute to an Arbitrator, there are now several additional forms of Alternative Dispute Resolution. Information can be obtained from the Citizens Advice Bureau, County Court, Sheriffs Clerks Office or a solicitor.

### 15. Litigation

The Small Claims Court may be suitable for resolving contractual or financial disputes, as well as small disputes regarding standards of workmanship. Depending on the size of the dispute, other courts may be suitable for resolving claims involving financial and contractual disputes and larger claims regarding standards of workmanship.

### 16. Disclaimer

We do not recommend any form of dispute resolution process and the **Policyholder** should take legal advice as to the most appropriate forum for each particular dispute and the manner in which that dispute should be progressed.

## 8. HOW TO MAKE A COMPLAINT

1. We have the authority to administer complaints on behalf of the **Underwriter**. We aim to provide a first class service to every **Policyholder**. However, occasionally an enquiry or a complaint may arise, often as a result of a misunderstanding, which will usually be resolved quickly and to the satisfaction of the **Policyholder**.
2. If **You** have an enquiry or cause to make a complaint regarding **Your Policy** then **You** should, in the first instance, contact the insurance agent who arranged the insurance for **You**. If they are unable to resolve the problem, please contact:

The Complaints Officer  
MD Insurance Services Limited,  
2 Shore Lines Building,  
Shore Road,  
Birkenhead,  
Wirral,  
CH41 1AU

Email: [complaints@mdinsurance.co.uk](mailto:complaints@mdinsurance.co.uk)  
Tel: 0151 650 4343.

3. A copy of our Complaints Procedure will be provided with an acknowledgement of **Your** complaint.
4. Any complaint that cannot be resolved by us may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaint process or are available on request. This complaint procedure is without prejudice to the **Policyholder's** right to take legal action. Their address is:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Or via the website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

5. In all cases, the Reference Number appearing in the **Development Initial Certificate / Home Initial Certificate** and **Certificate of Insurance** should be quoted.

### 6. **Financial Services Compensation Scheme**

Policies issued by us on behalf of the **Underwriter** are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if the **Underwriter** is unable to meet its obligations under the terms of the **Policy**. If **You** are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the **Policy** contract. Further information about compensation scheme arrangements are available from the Financial Services Compensation Scheme. Their address is:

Financial Services Compensation Scheme  
10th Floor, Beaufort House  
15 St Botolph Street  
London, EC3A 7QU

Or via the Scheme website: [www.fscs.org.uk](http://www.fscs.org.uk)



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