

Paragon Select Let Residential Property Policy Summary

This document provides a summary of the cover available under your Residential Property policy; this summary does not contain the full terms and conditions of the contract. Full terms and conditions can be found in the policy booklet.

Your Policy is arranged and administered by Paragon Car Ltd and underwritten by Ptarmigan Underwriting UK on behalf of the insurers, China Taiping Insurance (UK) Company Limited; who are Registered in England (Company number: 1766035). Their Registered Office is; 2 Finch Lane, London, EC3V 3NA.

Paragon Car Ltd. is registered in England company no. 04133312 with a registered office at 55 Station Parade, Hayes, Bromley, Kent BR2 7EB and is authorised and regulated by the Financial Conduct Authority (FRN 312028).

Ptarmigan Underwriting UK, a trading name of Lucas Fettes and Partners Ltd and Lucas Fettes and Partners Ltd are an Insurance Intermediary authorised and regulated by the Financial Conduct Authority. FCA register number is 146279.

Registered office: Plough Court, 37 Lombard Street, London, EC3V 9BQ. Registered in England & Wales 1445305.

China Taiping Insurance (UK) Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA register number is 202690.

These parties can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on 0800 111 6768.

Policy Period

Cover starts on the date shown on the certificate/schedule and will continue for 12 months. You should review and update the cover required periodically to ensure it continues to meet **your** needs.

About your cover

This policy is designed to offer protection for buildings and/or landlords contents of **your** tenanted property if they are damaged by certain events. It also covers **you** for **your** legal liability to pay compensation for accidental death or injury to any person or loss or damage to third party property arising directly as a consequence of **your** ownership of the said tenanted Property.

Features and Benefits of Select Let

The policy provides protection for the buildings and/or landlords contents of **your** tenanted residential property, if they are damaged by certain events, including fire, flood, theft, subsidence and storm, giving **you** protection and peace of mind, ensuring **you** do not have to face expensive repair or replacement costs.

Subject to certain limitations explained in the policy booklet **we** will pay up to the buildings and/or landlords contents sum insured **you** have selected.

You are automatically protected for loss of rent and landlords legal liability. For full details of the features and benefits available in **your** insurance policy, please refer to sections 1 and 3 of the policy booklet.

The standard cover for Loss of Rent is 30% of the buildings sum insured / 12 months limit.

The standard cover for landlords legal liability cover is £2,000,000.

Optional cover may also be available for the following:

Additional accidental damage to your buildings and landlords contents of **your** tenanted residential property, for full details please refer to sections 1 and 2 of the policy booklet.

Exclusions under my Select Let Landlords Insurance Policy

There are some circumstances that **you** are not covered for. These generally involve anything that is caused deliberately or illegally by **you** or the tenant or persons legally on the property.

The most significant exclusions of this policy are set out below. There may be other exclusions that are significant to **you**, so **you** need to check the policy booklet for full details.

A standard excess of £100 will normally apply to claims across sections 1 & 2 of the policy apart from the peril of Escape of Water where a £250 excess will apply and Subsidence, Heave or Landslip where a £1,000 excess will apply. Any variances to these excesses will be stated on **your** policy schedule.

The buildings and/or landlords contents are not covered for subsidence or heave if the damage is caused by river or coastal erosion; demolition repairs or alteration; normal settlement shrinkage or expansion; defective workmanship or design.

The buildings and/or landlords contents are not covered for certain damage when the property has been unoccupied for more than 45 consecutive days.

The buildings and/or landlords contents are not covered for theft or attempted theft unless there was a violent and forcible entry or exit.

The buildings and/or landlords contents are protected against an escape of water or oil from any fixed water or heating installation, apparatus and pipes, however there is no cover for the apparatus from which the water or oil escaped.

If the buildings as specified in the schedule will be left unattended for 14 days or more **you** must immediately ensure that the gas and water system must be turned off and drained at the mains or any heating system in place must be set at a continuous minimum temperature of 14 degrees celsius.

Failure to comply will result in any claims under peril 3 of sections 1 & 2 of the policy booklet being declined.

If the type of tenant changes it is a necessity that **you** immediately advise **your broker / insurance advisor**.

Cooling off Period

You may cancel this insurance by writing to **your broker/insurance advisor** within 14 days of either the start of the period of insurance or the date on which **you** receive the Policy document, whichever is the later, and receive a refund of the premium paid less our operational costs. However the company reserve their rights not to refund any premium if **you** have made a claim on this policy.

Cancellation Rights

Written confirmation of the cancellation of the policy may be given at any time by **you** or by **us**, as detailed in the policy wording under the heading 'Cancellation' shown on page 1 of the policy wording. **We** will give **you** a minimum of 14 days' notice of cancellation to enable **you** to find alternative cover. **You** may cancel the policy by giving **us** 14 days' notice in writing.

Claims Process

If **you** wish to make a claim please contact:

Charles Taylor General Adjusting Services Ltd, Unit 3, St Phillips Court Yard, Church Hill, Coleshill, Birmingham B46 3AD

Dedicated Claimsline (Business & Out of Hours): 0207 608 1334

Dedicated Email: ctaipingclaims@ctplc.com

You should take note of your obligations shown in CLAIMS PROCEDURE AND CONDITIONS on page 8

Complaints Process

We are dedicated to providing **you** with a high standard of service and **we** want to ensure **we** maintain these standards at all times.

If **you** are unable to resolve the matter with **your** broker or insurance advisor and wish to make a complaint **you** may do so at anytime by referring the matter to the Managing Director, Paragon Car Ltd, London House, Thames Road, Crayford, Kent, DA1 4SL or by email to Complaints@paragon-uk.net

If **your** complaint is in relation to the way in which **your** insurance was sold, the administrator will pass **your** complaint, within one working day, to the firm that arranged **your** insurance with **us**; who will deal with **your** complaint.

Complaints that cannot be resolved by Paragon Car Ltd:

If **your** complaint about **your** policy cannot be resolved by the end of the next working day, **your** agent will pass it to:-

The Compliance Officer
China Taiping Insurance (UK) Co. Ltd
2 Finch Lane
London EC3V 3NA Telephone: 0207 8391888

We or the administrator will investigate **your** complaint as soon as possible, and endeavour to resolve **your** concerns within three working days. If **we** are unable to do so, **we** will acknowledge receipt within five working days and advise when **you** can expect a detailed response. We will investigate the matter thoroughly and issue a final response letter within eight weeks; or advise **you** if **we** need more time to investigate the matter; and when **you** will receive **our** final response letter. **We** will also confirm when **we** expect to issue our final response and advise **you** that you may be eligible to refer the complaint to the Financial Ombudsman Service. (see details below):

Financial Ombudsman Service
Complaints that cannot be resolved may be referred to the Financial Ombudsman Service. The (FOS) and can be contacted at: Exchange Tower, London E14 9SR

Telephone 0800 023 4567 (free from landlines) or 0300 123 9123

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

Financial Services Compensation Scheme

If **we** cannot meet our obligations you may be entitled to compensation under the Financial Services Compensation Scheme.

This depends upon the type of insurance and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim.

Further information is available from the Financial Conduct Authority or the FSCS. The FSCS can be visited at www.fscs.org.uk or by contacting the FSCS on 020 77414100.

Applicable to All Policies

Paragon will charge a policy fee of £15.75 on new business and renewals, plus IPT. A further charge of £15.00 will be made for any adjustments made in the policy period, plus IPT.

For Cancellations you will receive a pro-rata refund of any new business fee paid followed by a charge of £25.00 where the policy has been in force longer than the cooling off period of 14 days stated in your policy, plus IPT.

Data Protection

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998.

By proceeding to enter into this insurance contract with **us** **you** consent that **we** may process the personal data (including sensitive personal data) that **we** collect from **you** in accordance with **our** Privacy Policy [<http://uk.cntaiping.com/uk-privacy/>], a copy of which can be provided on request. **Your** personal data will be retained in strict confidentiality and security.

Also, **you** agree that for underwriting and administration purposes, **your** information may be transferred to, and stored or processed at, other China Taiping group companies; some of these companies may be located in countries where privacy and data protection law differ from the UK, including countries outside the European Economic Area ("EEA").

Your information may be processed by data processors engaged by China Taiping Insurance (UK) Co Limited, including some that may be outside the EEA.

It may also be necessary to share **your** data with other third parties, including loss adjustors and claims handlers, as set out in our privacy policy (see link above), These data processors will be subject to a written agreement concerning the treatment, storage and use of **your** personal information.

Where it is necessary to transfer, store or process data, **we** collect from **you** at a destination outside the EEA, any such transfers will be made in compliance with the Data Protection Act. By submitting **your** personal data, **you** agree to this transfer, storing or processing.

Should **you** have any questions or comments or wish to access, correct, modify or delete **your** information, or, where relevant, withdraw **your** consent to the use of **your** information as set out in this notice, or receiving communication from **us**, please send **your** request to:

Paragon Car Ltd.
London House
Thames Road
Crayford
Kent
DA1 4SL

Email: info@paragon-uk.net

Statement of Fact

This document contains important information about **you** and **your** property which **you** provided. It was used by **us** in assessing the coverage conditions and/or premium charged for this insurance. If any of the statements are incorrect, **you** must inform **your** broker or insurance advisor immediately.

Schedule

This document gives details of **you** as well as the covered property. It tells you what limits apply to your policy as well as whether certain coverages mentioned in the policy are covered or not. It also shows what premium and tax has been charged for the insurance. If any of the details shown do not meet your requirements, **you** should inform **your** broker or insurance advisor immediately.