

Directors' and Officers' Liability for Residents' Associations

Policy Summary

Arranged by Stephen Lower Insurance Services Ltd

This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by the Stephen Lower Insurance Services Limited Directors' and Officers' Liability for Residents' Associations policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.

Type of insurance and cover

This policy provides cover for personal liabilities in relation to directors, officers and others whilst managing residential management companies.

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

Significant features and benefits

- Limits of indemnity of up to £1 million (higher limits available on request).
- Initial cover periods of between six and 18 months.
- Cover includes legal representation at any proceedings subject to our written consent.
- The policy cover applies at the time a claim is made and the limit of indemnity includes all costs.

Significant and unusual exclusions or limitations

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

Cancellation rights

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

Claims

To notify a claim please call **01303 247 047** or email claims@stephenlower.co.uk

Our complaints procedure

Stephen Lower Insurance Services Ltd's aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times Stephen Lower Insurance Services Ltd are committed to providing you with the highest standard of service.

If you have any questions about your policy or the handling of a claim you should, in the first instance, contact Stephen Lower Insurance Services Ltd or your insurance agent. In the event that you are dissatisfied and wish to make a complaint, you can do so at any time. Please contact:

Post: The Operations Director of Stephen Lower Insurance Services Ltd, 145 New Dover Road, Capel-Le-Ferne, Folkestone, Kent, CT18 7JR.
Telephone: +44 (0) 1303 241170
Email: complaints@stephenlower.co.uk

If you are dissatisfied with the outcome of your complaint, or if you have not received a written final response within eight weeks from the date Stephen Lower Insurance Services Ltd received your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service who will independently consider your complaint free of charge. Their contact details are:

Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone: (Fixed): 0800 0234567 Tel (Mobile): 0300 1239123
Tel (Outside UK): +44 (0) 20 7964 0500 Fax: +44 (0)20 7964 1001
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org

Please note:

- You must refer your complaint to the Financial Ombudsman Service within six months of the date of the final response.

To check if you are an eligible complainant or if you are unsure whether the Financial Ombudsman Service will look at your complaint please contact them directly for further information. You are entitled to contact the Financial Ombudsman Service at any stage of your complaint. Their contact details are shown above.

The existence of this Complaints Procedure does not affect any right of legal action you may have against AXIS Specialty London.

[The Financial Services Compensation Scheme \(FSCS\)](#)

AXIS Specialty London is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if they cannot meet their obligations to you under this policy. If you were entitled to compensation from the Scheme, the level and extent of the compensation would depend on the nature of this policy. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website www.fscs.org.uk.

[Law applicable to the contract](#)

UK law allows both you and us to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to your address as shown in the schedule. If there is any dispute as to which law applies it shall be the law of England and Wales.

The parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.

[Insurer](#)

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