



# 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.
- Policy written in plain English.

## Significant and unusual exclusions or limitations

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

## 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**

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## Our complaints procedure

We value the opportunity to investigate any concerns you may have about any aspect of our service and are committed to handling all complaints fairly, thoroughly and promptly.

### Who to contact in the first instance

Many concerns can be resolved straight away therefore in the first instance please get in touch with your usual contact as they will generally be able to provide you with an immediate response to your satisfaction.

Contact details will be provided on correspondence that we or our representatives have sent you. If we cannot resolve your complaint straight away we will aim to resolve your concerns as soon as possible and we will keep you informed of progress while our enquiries are continuing. The majority of complaints we receive are resolved within four weeks of receipt.

### Next steps if you are not happy with the response provided

If you are not satisfied with the manner in which your complaint has been dealt with, any further complaint should be addressed to us at Amlin House, Parkway, Chelmsford, Essex CM2 0UR  
E-mail: [Aulcomplaints@amlin.co.uk](mailto:Aulcomplaints@amlin.co.uk)

Should you remain dissatisfied, you may refer your complaint to Policyholder & Market Assistance at Lloyd's, who will investigate and assess your complaint. Lloyd's contact details are as follows.

Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA  
Phone: 0207 327 5693

Fax: 0207 327 5225

E-mail: [Complaints@Lloyds.com](mailto:Complaints@Lloyds.com)

The Financial Ombudsman Service (FOS)

If we or Lloyd's are unable to resolve your complaint to your satisfaction within 8 weeks or if you remain dissatisfied following receipt of our final response letter you can ask the FOS to formally review your case. You must contact the FOS within 6 months of our final response.

The FOS contact details are as follows:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

You can telephone for free on:

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

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

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

This is a free and impartial service and will not affect your legal rights.

The FOS can help with most complaints if you are:

- a consumer
- a business employing fewer than 10 persons that has an annual turnover or balance sheet that does not exceed €2 million
- a charity with an annual income of less than £1million
- a trustee of a trust with a net asset value of less than £1million.

If you are unsure whether the FOS will consider your complaint please contact them directly for further information.

You are entitled to contact the FOS at any stage of your complaint.

Following this complaints procedure does not affect your legal rights.

### The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation should we be unable to meet our obligations. Further information is available on [www.fscs.org.uk](http://www.fscs.org.uk) or you may contact the FSCS on 020 7892 7300.

Following this complaints procedure does not affect your legal rights.

### 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 English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

### How we will use your data

Stephen Lower Insurance Services Ltd and Amlin UK hold data in accordance with the Data Protection Act 1998. It may be necessary for us to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, we may share information you give us with other organisations and public bodies, including the Police, accessing and updating various databases. If you give us false or inaccurate information and we suspect fraud, we will record this and the information will be available to other organisations that have access to the database(s). We can supply details of the databases we access or contribute to, on request.

### Insurer

Lloyd's Syndicate 2001 managed by Amlin Underwriting Limited through its service company Amlin UK Limited. Amlin UK Limited is wholly owned by and an Appointed Representative of Amlin Underwriting Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under reference number 204918. Amlin UK Limited is registered in England No. 2739220. Registered office: St Helen's, 1 Undershaft London EC3A 8ND.

Arranged by

Underwritten by