

Residents Association Management Liability Summary of Cover

This is a summary of our Residents Association Management Liability insurance cover and does not contain the full terms and conditions of the cover, which can be found in the policy document. It is important that you read the policy document carefully when you receive it.

What is Residents Association Management Liability insurance?

Aviva Residents Association Management Liability Insurance provides a flexible solution comprising 2 sections:

- Directors & Officers Liability (Core) – protects the individuals
- Corporate Legal Liability (optional) – protects the company

Significant benefits & features

What is Directors & Officers Liability insurance?

It provides protection for the directors and officers of a company for claims against them.

Cover:

- ✓ Aggregate basis as standard.
- ✓ Territorial limit is United Kingdom and EEA (excluding Republic of Ireland).
- ✓ Broad definition of 'insured person', including employees acting in a managerial capacity.
- ✓ Reimbursement to the company if it pays out to protect you.
- ✓ Legal representation expenses (up to the policy limit).

Additional Cover:

- ✓ Cover for legal costs, expenses and any civil damages awarded against you.
- ✓ Automatic cover for spouses, heirs and legal representatives named in proceedings.
- ✓ Unlimited reporting period for retired directors and officers.
- ✓ Property damage defence costs.
- ✓ Cover for emergency defence costs.
- ✓ Cover for bodily injury defence costs.

Significant benefits & features

What is Corporate Legal Liability insurance?

It provides protection for your company against a wide range of claims made against it.

Cover:

- ✓ Aggregate basis as standard.
- ✓ Territorial limit is United Kingdom and EEA (excluding Republic of Ireland).

Additional Cover:

- ✓ Breach of contract defence costs.
- ✓ Corporate manslaughter defence costs.
- ✓ Pollution defence costs.
- ✓ Health and safety investigation costs.
- ✓ Identity fraud investigation costs.

Significant exclusions and limitations

The most significant exclusions & limitations are listed below. Please refer to the policy wording for the full list of exclusions and limitations.

Applicable to all covers

- ✗ Known wrongful acts.
- ✗ Pending and/or prior litigation.
- ✗ Existing wrongful acts reported elsewhere i.e. to a previous insurer.
- ✗ Sanctions prohibition or restriction under United Nations, European Union, United Kingdom, Canada or United States of America.
- ✗ Severability of Interest.
- ✗ Proven fraud, dishonesty and criminal acts.

Applicable to Directors & Officers Liability

- ✗ Bodily injury/property damage.

- ✗ Pollution clean-up costs.
- ✗ Professional services and advice unless from a failure to provide supervision.

Applicable to Corporate Legal Liability

- ✗ Personal profit or illegal remuneration.
- ✗ Bodily injury/property damage.
- ✗ Competition and Trade Interference.
- ✗ Intellectual Property, Confidentiality and Data Protection.
- ✗ Pollution except for defence costs.
- ✗ Tax obligations.

Certain limitations apply to the policy. This will be shown on your schedule, for example:

- ✗ Claims outside of the territorial limits.
- ✗ The excess (the amount you have to pay on any claim).

Business Law – Online legal documents, templates and guides

Business Law:

To help business-owners stay on top of the constant challenge of running their business, Business Law (provided by DAS Businesslaw and powered by Farillio) is a service built specifically to help businesses stay on top of employing staff and debts (including debt recovery), as well as providing tools that business owners can use to quickly produce essential business documents such as data protection, modern slavery and health and safety policies.

Visit <http://avivabusinesslaw.farill.io> to find out more – registration voucher code is provided upon purchase of your policy.

Your obligations

This is a summary of the actions you must take to make sure your policy cover operates fully.

- You must make a fair presentation of the risk to us, which includes telling us of any circumstances which we would take into account in our assessment or acceptance of this insurance. If you fail to make a fair presentation of risk this could affect the extent of cover provided or invalidate your policy
- You must also make a fair presentation to us in connection with any variations, e.g. changes you wish to make to your policy
- You must notify us as soon as possible or at the renewal of the policy if you create or acquire a European Company mid-way through the policy period, the Acquisitions Condition has been extended to give automatic cover for EEA risks
- You must notify us promptly of any event which might lead to a claim and follow the claims procedure set out in your policy
- For further details and any specific obligations relating to your trade or business activities following our assessment of your risk, please refer to your policy documents

Making a claim

Claims can be reported:

Telephone: **020 7157 2569***

Monday to Friday (excl Bank Holidays) - 09.00 and 17.00

* Calls charged at national call rates. For our joint protection telephone calls may be recorded and/or monitored.

Email: prclms@aviva.com

Any written notice should be sent to:

The Senior Claims Manager

Aviva Global Corporate and Speciality

80 Fenchurch Street

London

EC3M 4AE

How do I make a complaint?

If for any reason you are unhappy with our service, we would like to hear from you. In the first instance, please contact your insurance adviser. Where a complaint cannot be resolved to your satisfaction, you may be able to ask the Financial Ombudsman Service to carry out an independent review. Whilst we are bound by their decision you are not. Contacting them will not affect your legal rights. You can contact the Financial Ombudsman Service by telephone on **0800 023 4567**. You can also visit their website at **www.financial-ombudsman.org.uk** where you will find further information.

Where am I covered?

This will depend on the product and choices you have made. Please refer to the policy booklet for details of where you are covered.

When and how do I pay?

Payment options should be discussed with your insurance adviser.

How do I cancel the contract?

You can cancel your policy at any time during your period of cover, subject to the notice period shown in your policy. To cancel, contact your insurance adviser.

Would I receive compensation if Aviva were unable to meet its liabilities?

Depending on the circumstances of your claim you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. See **fscs.org.uk**

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Risks situated within the UK and other countries excluding the EEA are underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and our firm's reference number is 202153.

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