

# Notice to Policyholders

The new QBE “Your Residential Flats Policy”

Effective from 1st May 2017



Your QBE Insurance Policy has recently been updated. We have pleasure in detailing the differences to the reissued policy wording below:

**Policy Condition - Insurance Act; Fair Presentation:** Page 19 - Insurance Act 2015 clauses have been added to the policy conditions - Duty of fair presentation conditions now apply. The Insurance Act 2015 is designed to modernise insurance law and came into force for all policies from 12 August 2016. The Act is looking to provide a fair and transparent balance between You, the Insured, and your Insurer. The main change is the duty to make a “fair presentation” when arranging Your insurance. Under the Act You have an obligation to disclose material matters which You, or your colleagues, fellow management team, ought to know, to ensure all relevant information is exchanged and is accurate.

**Policy Condition - Sanctions Limitation:** Page 21 – additional policy condition included - This condition states the policy will not provide cover or benefit if payment contravenes any sanction or trade restriction under United Nations resolutions or those of any other country.

**Section 1) Insured Property – Day One Cover:** Page 25 - This section now includes the Day One basis of cover - The rebuilding cost of the property is stated as the Declared Value and 35% uplift is provided automatically to cover expected inflation. This additional benefit has no effect on the premium charged.

**Section 1) Insured Property – Flat Roof Condition:** Page 31 – A new cover condition now applies - The condition requires that any flat roof area over 10 years old is inspected by a qualified person every 2 years and any defects are attended to within 30 days or longer when agreed by us.

**Section 5) Employers' Liability:** Page 13 - The definition of employee has been extended to include “voluntary worker”- Cover under this section now extends to include voluntary workers.

**Section 10) Legal Expenses (Optional Cover)** – the policy limit of indemnity is increased to £250,000.

In addition the following benefits now apply:

- ◆ Page 59: The basis of cover has been refined; previously an agreement was required that it was more likely than not” that an outcome would be successful this has now been updated to a “Reasonable Prospects” basis which specifies at least 51% prospect of success for there to be benefit provided by this section.
- ◆ Page 60: Additional cover – Commercial and Residential Leased or Let Property - Cover is now provided to include costs and fees for disputes with tenants over breach of tenancy agreement, repossession, recovery of money due from lease, licence or tenancy – please refer to the policy wording for full details.
- ◆ Page 61: Additional cover – Repossession – Cover is now provided to include costs and expenses to negotiate legal rights in trying to get possession of let property - please refer to the policy wording for full details.
- ◆ Page 64: Additional cover - Employee civil defence – You can request that Legal Expenses section be extended to cover costs and expenses to defend a person's legal rights whilst acting as an employee under certain circumstances - please refer to the policy wording for full details.

