

# Policy Wording



Professional Indemnity Insurance  
IT Professionals

for small and medium - sized enterprises

# Customer Care Services

As part of our commitment to customer care, we have provided additional services to help you when you need it most.

## Claims Helpline

We recognise that losses mean disruption to your business and that the ultimate test of any insurance policy is providing a fast, effective claims service. We also realise that running a business means that it might not be convenient for you to report a claim to us during normal office hours. That's why you can now notify us of any claim when it suits you - any time of the day or night. All you have to do is call!

## Advice Lines

Where do you turn to for answers to questions that affect your business? Our advice lines will put you in touch with highly qualified experts who can offer information and assistance on a wide range of issues:

- Legal Assistance (available 24 hours)
- Health and Safety issues (available 24 hours)
- Tax advice (available Monday to Friday, 9am to 5pm)
- Stress Counselling (available 24 hours)

## Helplines Card

This is your Helplines Card. Please keep it in a safe place.

### Helplines Card

<b>24 hour Claims Helpline</b> <small>(Quote your Policy number)</small>	<b>0800 072 0227*</b>
<b>Advice Lines</b> <small>(Quote ref. no. 71113)</small>	<b>01455 255015*</b>

\* For your protection, telephone calls may be recorded or monitored

**MORE TH>N<sup>®</sup> BUSINESS**  
PART OF THE RSA GROUP

## How to use the Helpline Services

Telephone the relevant number shown on your card, 24 hours a day, 365 days a year. Please quote code number 71113 for the Advice service.

---

**THIS POLICY (AND THE SCHEDULE WHICH FORMS AN INTEGRAL PART OF THE POLICY) IS A LEGAL CONTRACT. PLEASE EXAMINE IT THOROUGHLY TO ENSURE IT MEETS YOUR REQUIREMENTS. IF IT DOES NOT PLEASE ADVISE THE COMPANY IMMEDIATELY. WE WOULD REMIND YOU THAT YOU ARE REQUIRED TO INFORM THE COMPANY IMMEDIATELY OF ANY FACTS OR CHANGES WHICH WE WOULD TAKE INTO ACCOUNT IN OUR ASSESSMENT OR ACCEPTANCE OF THIS INSURANCE. FAILURE TO DO SO MAY INVALIDATE YOUR POLICY OR RESULT IN CERTAIN COVERS NOT OPERATING FULLY. IF YOU ARE IN ANY DOUBT AS TO WHETHER A FACT IS MATERIAL OR NOT, PLEASE CONTACT THE COMPANY.**

---

Royal & Sun Alliance Insurance plc (herein called the Company) and the Insured agree that

This Policy the Schedule (including any Schedule issued in substitution) and any Memoranda shall be considered one document and any word or expression to which a specific meaning has been attached shall bear such meaning wherever it appears

The Statement of Fact or any information supplied by the Insured shall be incorporated in the contract

The Company will provide the insurance described in this Policy subject to the terms and conditions for the Period of Insurance shown in the Schedule and any subsequent period for which the Insured shall pay and the Company shall agree to accept the premium

## Claim Notification

Conditions that apply to the policy and in the event of a claim are set out in your policy booklet. It is important that you comply with all policy conditions and you should familiarise yourself with any requirements.

Directions for claim notification are included under claims conditions. Please be aware that events that may give rise to a claim under the insurance must be notified as soon as reasonably possible although there are some situations where immediate notice is required. Further guidance is contained in the policy booklet.

Claims conditions require you to provide us with any reasonable assistance and evidence that we require concerning the cause and value of any claim. Ideally, as part of the initial notification, you will provide:

- Your name, address, and your home and mobile telephone numbers
- Personal details necessary to confirm your identity
- Policy number
- The date of the incident
- The cause of the loss or damage
- Details of the loss or damage together with claim value if known
- Police details where applicable
- Names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses

This information will enable us to make an initial evaluation on policy liability and claim value. We may, however, request additional information depending upon circumstances and value which may include the following:

- Original purchase receipts, invoices, instruction booklets or photographs
- Purchase dates and location of lost or damaged property
- For damaged property, confirmation from a suitably qualified expert that the item you are claiming for is beyond repair

Sometimes we may wish to meet with you to discuss the circumstances of the claim, to inspect the damage, or to undertake further investigations.

## PREFERRED SUPPLIERS

We take pride in the claims service we offer to our customers. Our philosophy is, where possible, to repair or replace lost or damaged property or vehicles and we have developed a network of contractors, repairers and product suppliers dedicated to providing claim solutions.

Where we can offer repair or replacement through a preferred supplier but, on request, we agree to pay our customer a cash settlement, then payment will normally not exceed the amount we would have paid our preferred supplier.

# Contents

<b>Definitions</b>	<b>4</b>
<b>Interpretation</b>	<b>6</b>
<b>Insurance Clauses</b>	<b>7</b>
<b>Limits of Indemnity</b>	<b>8</b>
<b>Exclusions</b>	<b>8</b>
<b>General Conditions</b>	<b>11</b>
<b>Claims Conditions</b>	<b>11</b>
<b>Renewal Procedure</b>	<b>12</b>
<b>Complaints Procedure</b>	<b>13</b>

# Terms and conditions

**NOTICE: THIS INSURANCE COVERS ONLY CLAIMS OR LOSSES MADE AND NOTIFIED TO THE COMPANY DURING THE PERIOD OF INSURANCE**

## Definitions

For the purposes of Professional Indemnity Insurance

- 1 **Asbestos Risks** means
  - A) the presence of Asbestos Asbestos Dust or Asbestos Containing Materials
  - B) the release of Asbestos Dust
  - C) the exposure of persons buildings or property to Asbestos Dust or Asbestos Containing Materials
  
- 2 **Asbestos** means  
crocidolite amosite chrysotile fibrous actinolite fibrous anthophyllite or fibrous tremolite or any mixture containing any of those minerals
  
- 3 **Asbestos Dust** means  
fibres or particles of Asbestos
  
- 4 **Asbestos Containing Materials** means  
any material containing Asbestos or Asbestos Dust
  
- 5 **Bodily Injury** means  
death disease illness or bodily or mental injury
  
- 6 **Circumstance** includes
  - A) any Claim or threatened Claim against the Insured
  - B) a shortcoming in work undertaken known to the Insured (whether known to the Insured's client or not)
  - C) a complaint from a client regarding work undertaken by the Insured which has no immediate solution
  - D) a series of complaints from a client to the Insured regarding a particular piece of work or assignment
  - E) the withholding of payment by a client after any complaint
  - F) the discovery of or reasonable cause for suspicion of dishonesty or fraud on the part of any former or current partner member director Employee or agent of the Insured
  
- 7 **Claim** means
  - A) service of a Claim Form Counterclaim Other Additional Claim Application Notice Notice of Appeal Witness Summons or similar legal document including an application for any related injunction or
  - B) a reference to or notification of intention to commence or the commencement of proceedings of any kind including arbitration proceedings or a complaint to an ombudsman or
  - C) a written communication including electronic communications whether or not containing a demand for compensation or damages asserting a liability on the part of the Insured or
  - D) any communication in whatsoever form invoking any Pre-Action Protocols as may be issued and approved from time to time
  
- 8 **Contractual Liability** means
  - A) unintentional breach of any written contract to design produce or supply software or hardware by reason of the software or hardware failing
    - 1) materially to conform to any written specification forming part of such contract or
    - 2) to meet any implied statutory term concerning quality safety or fitness
  - B) unintentional breach of any duty assumed under a written contract to exercise reasonable care and skill

**9 Defence Costs** means

all costs and expenses (other than costs incurred in connection with Claims Condition 7B) which are incurred by the Company or by the Insured with the Company's written consent in connection with the defence investigation or settlement of any Claim made against the Insured and notified under this Insurance or in connection with any Circumstances which might give rise to a Claim

**10 Documents** means

all

- A) documents (excluding bearer bonds coupons bank or currency notes or other negotiable instruments)
  - B) computer systems records
- the property of the Insured or for which the Insured is responsible

**11 Employee** means

any person including any trainee or consultant under a contract of service with the Insured or the Predecessors in respect of the Professional Business at the time of any conduct giving rise to a Claim against the Insured or at the time of any other occurrence which may be the subject of indemnity under this Insurance

**12 Failure of a System** means

the failure or inability of any System (whether or not owned by the Insured)

- A) correctly to recognise or utilise any data concerning a date as being such calendar date as the data is intended to represent
- B) to operate as a result of any command programmed in to the System utilising any date

**13 The Insured** means

the Insured as named in the Schedule. The following will be indemnified in like manner to the Insured in respect of Claims arising out of the conduct of the Professional Business provided that each shall as though the Insured observe and be subject to the terms of this Insurance so far as they can apply

- A) any partner or member or former partner member of the Insured or if deceased incapacitated insolvent or bankrupt the legal representatives thereof in respect of civil liability incurred by such partner or member or former partner or member
- B) at the Insured's request any Employee or if deceased incapacitated insolvent or bankrupt the legal representatives thereof in respect of civil liability incurred by such Employee

**14 Insured's Contribution** means

the amount for which the Insured is responsible under Insurance Clauses 1 2 and 3 of this Insurance in respect of any one Claim. The Insured's Contribution shall not apply to Defence Costs

All Claims attributable to the same act error or omission or series of acts errors or omissions consequent upon or attributable to the same original cause or source will be regarded as one Claim

**15 Microchip** means

a unit of packaged computer circuitry manufactured in small scale and made for program logic and/or computer memory purposes and expressly including integrated circuits and microcontrollers

**16 North America** means

the United States of America and Canada and in each case its territories and possessions and any state or political sub-division thereof

**17 North American Claim** means

each and every Claim brought against the Insured in North America or which is instituted or pursued before an arbitrator or tribunal or in courts in North America (whether for enforcement of judgment or otherwise) or in which it is contended that the laws of any country state or political sub-division in North America should apply

- 18 Predecessors** means  
any person practice or other firm to which the Insured has succeeded
- 19 Professional Business** means  
professional services undertaken by or on behalf of the Insured or the Predecessors in connection with the Business defined in the Schedule
- 20 System** includes  
computers other computing and electronic equipment linked to computer hardware electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation and includes for the avoidance of doubt any computer installation
- 21 Terrorism** means  
an act of any person acting on behalf of or in connection with any individual or organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's government in the United Kingdom or any government de jure or de facto
- 22 Virus** means  
programming code or series of instructions designed to achieve an unexpected unauthorised and/or undesirable effect or operation when loaded onto a System transmitted between Systems by transfer between computer systems via networks extranets internet or electronic mail or attachments thereto or via floppy diskettes or CD-ROMs or otherwise and whether involving self replication or not
- 23 War Risks** means  
war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

## Interpretation

In this Insurance

- 1** the singular includes the plural and vice versa
- 2** the male gender includes the female and neutral genders
- 3** references to any Act or law include any rules or regulations promulgated thereunder and any re-enactment replacement amendment or modification thereof in whole or part and whether before or after the date of this Insurance
- 4** the use of headings and sub-headings is for ease of reference only and is not intended to be construed as an aid to interpretation
- 5** any phrase introduced by the terms "including" or "includes" or any similar expression is intended to be construed as illustrative and not as exhaustive

# Insurance Clauses

## 1 Civil Liability

The Company will indemnify the Insured up to the Limit of Indemnity specified in the Schedule in respect of Claims first made against the Insured and notified to the Company during the Period of Insurance in respect of

- A) Contractual Liability (as herein defined)
- B) Any other civil liability (but excluding any contractual liability beyond that defined in Definition 8) (including liability for claimant's costs and expenses) incurred in connection with the conduct of Professional Business

The Company will in addition pay Defence Costs incurred by the Company or by the Insured with the Company's written consent Provided that if the amount payable to dispose of a Claim exceeds the amount available under this Insurance the liability of the Company for Defence Costs shall be only that proportion which the amount available bears to the amount payable to dispose of such Claim

## 2 Awards by ombudsmen

The Company will indemnify the Insured in accordance with any final and binding award of any ombudsman under any recognised scheme up to a maximum of £100,000 in the aggregate during the Period of Insurance in respect of

- A) any amount paid or payable pursuant to such final binding award or
- B) any Defence Costs incurred in taking any steps which the Insured is directed to take by the ombudsman in relation to a claimant

Provided that the Claim giving rise to the award of the ombudsman was first made against the Insured and notified to the Company during the Period of Insurance and arose in connection with the conduct of Professional Business

## 3 Mitigation of Losses

The Company will indemnify the Insured against costs and expenses necessarily incurred with the written consent of the Company in respect of any action taken to mitigate a loss or potential loss that otherwise would be the subject of a claim under this Insurance up to a maximum of £50,000 during the Period of Insurance The onus of proving a loss or potential loss under this Insurance shall be upon the Insured who will be obliged to give prior written notice to the Company during the Period of Insurance of the intention to take action that will incur such costs and expenses

## 4 Loss of or damage to Documents

The Company will in the event of loss of or damage to Documents occurring in the conduct of the Professional Business and advised to the Company during the Period of Insurance indemnify the Insured in respect of all costs and expenses reasonably incurred by the Insured in replacing or restoring Documents up to a maximum of £50,000 during the Period of Insurance

Provided that

- A) such loss or damage is sustained while the Documents are either in transit or in the custody of the Insured or of any person to whom the Insured has entrusted them
- B) the Company shall not be liable for loss of or damage to Documents arising directly or indirectly from unauthorised access to a System

## 5 Compensation for court attendance

In the event of the legal advisers acting on behalf of the Insured with the consent of the Company requiring any principal partner member director or Employee of the Insured to attend any court tribunal arbitration adjudication or other hearing as a witness in connection with a Claim made against the Insured and notified under this Insurance the Company will provide compensation to the Insured at the rate of £200 per person for each day on which attendance is required

## Limits of Indemnity

- 1 The liability of the Company shall not exceed the Limit of Indemnity specified in the Schedule
- 2 Where the Company is liable to indemnify more than one person firm company or body the total amount of indemnity payable under this Insurance shall not exceed the Limit of Indemnity
- 3 All Claims attributable to the same act error or omission or series of acts errors or omissions consequent upon or attributable to the same original cause or source will be regarded as one Claim

## Exclusions

The Company shall not be liable in respect of

### 1 Asbestos Risks

any liability based upon or arising out of or relating directly or indirectly to or in consequence of or in any way involving Asbestos Risks

### 2 Bodily Injury to Employees

any liability arising out of Bodily Injury to an Employee arising out of and in the course of his employment for or on behalf of the Insured

### 3 Bodily Injury to others or damage to property

any liability arising out of Bodily Injury to any other person or loss of or damage to property unless arising out of advice design specification or omission to perform a professional duty

### 4 Contractual liabilities and guarantees

any Claim arising from any contractual agreement in respect of

- A) any express guarantee given by the Insured including any relating to the period of a project or
- B) any agreement to use more than reasonable care and skill or
- C) any express contractual penalty made between the Insured and a third party or
- D) any acceptance by the Insured of liability for liquidated damages

in so far as liability assumed by the Insured exceeds the amount of the Insured's liability in the absence of such agreement

### 5 Controlling Interest

any Claim made against the Insured by

- A) any entity in which the Insured or any partner member or director or any combination of partners members or directors of the Insured exercises or has exercised a controlling interest
- B) any entity exercising a controlling interest over the Insured by virtue of their having a financial or executive interest in the operation of the Insured

unless such Claim emanates from an independent third party

### 6 Date Recognition

any Claim which is caused directly or indirectly by or arises in any way out of

- A) the Failure of a System
- B) the taking of or failure to take any corrective or other action in connection with the actual or possible Failure of a System
- C) the conduct or carrying on of the Professional Business of the Insured in whatever respect in any way concerning any actual or possible Failure of a System

**7 Defective workmanship**

any liability arising from defective workmanship in the installation repair or maintenance of computers and ancillary equipment other than software

**8 Directors' and Officers' Liability**

any Claim against any Insured or those indemnified by this Insurance in like manner to the Insured in their capacity as a director officer or trustee in respect of the performance or non-performance of their duties as a director officer or trustee

**9 Dishonesty**

any dishonest or fraudulent act or omission committed by any person after there is reasonable cause for suspicion of fraud or dishonesty in relation to such person

Furthermore no indemnity shall be given to any person committing condoning or knowingly participating in any way in any act or omission of a fraudulent or dishonest nature

**10 Employment**

any Claim arising from any liability to any Employee former employee or prospective employee in respect of employment related libel slander humiliation or defamation wrongful dismissal repudiation or breach of any employment contract or arrangement termination of a training contract or contract of apprenticeship harassment discrimination or like conduct

**11 Financial Services**

any Claim arising from the

- A) failure to provide finance and/ or
- B) provision of financial or investment advice

**12 Fines Penalties and Punitive Damages etc.**

any fines penalties punitive or exemplary aggravated damages where such damages have been identified separately within any award of a court or the multiple portion of any multiplied damage award

**13 Goods and services supplied to the Insured**

any Claim arising from any contract or arrangement for the supply to or use by the Insured of goods or services

**14 Infringement of patent**

any Claim arising out of the infringement of any patent

**15 Insolvency of the Insured**

any Claim arising out of or relating solely to the insolvency of the Insured Provided that this Exclusion shall not apply to any Claim

- A) in respect of monies held on behalf of third parties and/or
- B) for which the Insured would otherwise be indemnified by this Insurance but for the insolvency or bankruptcy of the Insured

**16 Insured's Contribution**

the Insured's Contribution

**17 Internet Activities**

any Claim

- A) where the Insured acts as manager of the means of payment in relation to services or goods sold on the internet
- B) arising from obscene blasphemous or pornographic material
- C) arising from any third party material contributed to bulletin boards interactive forums or newsgroups

## 18 Lost Profit

any lost profit or mark-up of the Insured or the Insured's liability for Value Added Tax or its equivalent

## 19 North American Jurisdiction and Operations

- A) damages or other monetary awards judgments or negotiated settlements claimant's costs and expenses and Defence Costs connected with or arising out of any North American Claim
- B) the enforcement upholding or registration against the Insured by any arbitrator tribunal or court outside North America of any damages or other monetary awards judgments or negotiated settlements claimant's costs and expenses and Defence Costs connected with or arising out of any North American Claim
- C) the operations of the Insured or any principal partner member director Employee agent branch subsidiary or parent company of the Insured in North America

## 20 Nuclear

loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from

- A) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- B) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

## 21 Reasonable steps prior to contract

any Claim arising from any contract where the Insured failed to take reasonable steps before entering into an agreement with a client or before agreement to any alteration to ensure that

- A) performance of the contract was possible in accordance with the terms and conditions made and agreed by the Insured
- B) the Insured could perform the contract to the required specification using the resources known to be available and that performance of the contract was not beyond the capabilities of the Insured

## 22 Pension and benefit schemes

any Claim arising from any plan programme or scheme providing benefits to the Insured or any employees

## 23 Pollution

any Claim or Claims based upon or arising out of or relating directly or indirectly to or in consequence of or in any way involving seepage pollution contamination or electromagnetic radiation of any kind of any kind

## 24 Previous claims or circumstances

- A) the consequence of any circumstance
  - 1) notified under any insurance which was in force prior to the inception of this Insurance
  - 2) known to the Insured or which should have been known to the Insured at the inception of this Insurance which might reasonably be expected to produce a Claim
- B) any Claim made against the Insured prior to the Period of Insurance

## 25 Spite or reckless behaviour

any Claim arising from personal spite or ill will towards any claimant or arising from reckless behaviour

## 26 Structural design

any Claim arising from the design of structures

## 27 System Security and Back-up

any Claim or loss arising from the Insured's failure

- A) to create back-up copies of any file program data or Documents held in electronic format at reasonably frequent intervals or
- B) to maintain and update programs regularly with software which protects Systems world wide websites and networks from unauthorised use or access

## 28 Third Party Suppliers

- A) any inherent defect in any software hardware or systems supplied by a third party
- B) any failure or default by a third party to supply a service

Provided that this Exclusion shall not apply to any amount where the Insured can demonstrate to the Company's satisfaction that the amount is legally recoverable under a written contract with a third party

## 29 Trading Losses

any Claim arising out of or in connection with any trading losses or liabilities incurred by the Insured or any business managed by or carried on by the Insured

## 30 Transportation or Property

the ownership use occupation or leasing of mobile or immobile goods or property by or on behalf of the Insured

## 31 Virus

any Claim or loss arising directly or indirectly from the transmission or impact of any Virus

## 32 War and Terrorism

any Claim arising directly or indirectly out of War Risks or Terrorism

# General Conditions

## 1 Other Insurance

If at the time any claim arises under this Insurance the Insured is or would but for the existence of this Insurance be entitled to indemnity under any other policy or policies the Company shall not be liable except in respect of any excess beyond the amount which would have been payable under such other policy or policies had this Insurance not been effected

## 2 Choice of Law

Unless the parties have agreed otherwise in writing any dispute concerning the interpretation of this Insurance shall be governed and construed in accordance with English law and shall be resolved within the non-exclusive jurisdiction of the courts of England and Wales

## 3 Cancellation of your policy

If you cancel your policy we may charge an administration fee of up to £55, which accounts for our costs in providing the policy. If this applies to you details will appear in the Important Notes on your policy schedule

# Claims Conditions

## 1 Claims notification

The Insured shall give written notice to the Company (regardless of the Insured's Contribution) as soon as possible after becoming aware of Circumstances which might reasonably be expected to produce a Claim against the Insured or loss irrespective of the Insured's views as to the validity of such Claim or on receiving information of such a Claim for which there may be liability under this Insurance Any such Claim arising from such Circumstances shall be deemed to have been made in the Period of Insurance in which such notice has been given

## 2 Notification of reviews by ombudsman

The Insured shall as a condition precedent to its right to indemnity under Insurance Clause 2 give immediate notice to the Company in writing as soon as it becomes aware that any ombudsman is reviewing a case directly affecting the Insured

## 3 Supporting documentation and admissions

All documents supporting any Claim shall be forwarded to the Company immediately on receipt No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company

## 4 Conduct of Claims

The Insured shall give all such assistance as the Company may require The Company shall be entitled to take over and conduct in the name of the Insured the defence or settlement of any Claim or to prosecute in the name of the Insured for its own benefit any Claim and shall have full discretion in the conduct of any proceedings and in the settlement of any Claim

## 5 Queen's Counsel clause

The Insured shall not be required to contest any legal proceedings unless a Queen's Counsel (or by mutual agreement between the Insured and the Company a similar authority) shall advise that such proceedings could be contested with the probability of success

## 6 Disposal of claims

In connection with any Claims against the Insured the Company may at any time pay to the Insured the Limit of Indemnity (after deduction of any sums already paid as damages or claimant's costs and expenses during the Period of Insurance) or any less amount for which such Claims can be settled and thereupon the Company shall relinquish the control of such Claims and be under no further liability in connection therewith except for costs and expenses for which the Company may be responsible under this Insurance in respect of matters prior to the date of such payment

## 7 Dishonesty and Fraud

In respect of any claim made in accordance with this policy arising out of any dishonest or fraudulent act or omission

- A) the Insured must immediately take all reasonable steps to prevent further loss
- B) if the Company so requests the Insured shall take all reasonable steps to effect recovery from the person committing or condoning or knowingly participating in such dishonest or fraudulent act or omission or from the personal representatives of such person
- C) any monies recovered following action as described in 7B) above will be deducted from any amount payable under this Insurance

# Renewal Procedure

Prior to Renewal Date each year the Company may request the Insured to complete a renewal declaration form

The renewal premium (and if applicable any adjustment of premium for the past year) will be calculated on the information provided by the Insured

Renewal will not be invited unless a satisfactory declaration is received by the Company when requested prior to Renewal Date Failure to submit a renewal declaration form prior to renewal when requested or submission of an unsatisfactory declaration will cause this Insurance to be lapsed from the Renewal Date

# Complaints Procedure

We aim to provide you with a first class service. If we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right.

## Our complaints process

- Initially, please raise your concerns by contacting the address provided on your policy schedule.
- If your complaint is not resolved or you are not happy with our response and the course of action proposed, you can progress your complaint to our Customer Relations Office.
- A separate investigation will then be carried out in an attempt to resolve your complaint and a final decision issued. However, if resolution is not possible they will issue a response within 8 weeks of your original complaint.

## Customer Relations Contact Details

MORE THAN BUSINESS

Customer Relations Office

Bowling Mill

Dean Clough Industrial Park

Halifax

HX3 5WA

Telephone: 0800 1076160

Fax: 01422 325146

Email: [crt.halifax@uk.rsagroup.com](mailto:crt.halifax@uk.rsagroup.com)

## What to do if you are still not satisfied

If you are still not satisfied Royal & Sun Alliance Insurance plc is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them.

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Telephone: 0845 0801800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Your rights

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

# CALL MORE TH>N BUSINESS AND SAVE

VAN INSURANCE	0800 980 1740
BUSINESS CAR INSURANCE	0800 980 1741
LANDLORDS INSURANCE	0800 980 1742
OFFICE INSURANCE	0800 980 1743
SHOP INSURANCE	0800 980 1744
HOTEL INSURANCE	0800 980 1745
PUBLIC LIABILITY INSURANCE	0800 980 1746
BUSINESS INSURANCE	0800 980 1747
HAIR & BEAUTY INSURANCE	0800 980 1748
CLUB INSURANCE	0800 980 1749

**MORE TH>N<sup>®</sup> BUSINESS**

PART OF THE RSA GROUP

[www.morethanbusiness.com](http://www.morethanbusiness.com)