

# LANSDOWN INSURANCE BROKERS

Lansdown House, Pittville Circus Road,  
Cheltenham, Gloucestershire, GL52 2QE  
Tel: 01242 524498 Fax: 01242 221191  
Email:enquiries@lansdowninsurance.com  
Website: www.lansdowninsurance.com

Mr D Michael  
16 Springhill  
Stroud  
GL5 1TN

Broker Ref: MIDX08

28 December 2018

Dear Mr Michael

**Insurer: Vasek Insurance**  
**Policy Number: VR8266675**  
**Risk Address: Uplands Studio, Stroud, GL5 1TL**

Your policy becomes due for renewal on the 19 January 2019 and we invite you to renew for a further twelve months with Lansdown Insurance Brokers. Please see attached Premium Breakdown/Payment Slip for amount due and payment options available.

#### **Documents enclosed**

- Renewal documents including Summary of any changes
- Demands & Needs statement
- Important considerations for property owners

#### **How to Renew:**

Please spare time to read through these papers to ensure that you are familiar with the basis upon which renewal is being invited. Please pay particular attention to the information contained in the attached Statement of Fact. You must take reasonable care not to make a misrepresentation to the Insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

A payment slip is attached. Please forward your remittance by the renewal date in order for cover to continue. You may alternatively, phone us with debit/credit card details or make a bank transfer. Instalment facilities may also be available. Please ask for details.

**We also recommend cover for Legal Expenses and/or Rent Guarantee - please ask for details if interested; if this is not already held separately.**

#### **IMPORTANT NOTE**

It is essential that you advise us of any changes to 'material' facts affecting your insurance. If you are unsure whether a change is 'material' please ask us. Also, please note that all potential injury or liability claims must be notified to us or to your Insurers immediately.

Please visit our website at [www.lansdowninsurance.com](http://www.lansdowninsurance.com)

Lansdown Insurance Brokers is a trading name of South Essex Insurance Brokers Ltd

Registered address: Beaufort House, Brunswick Road, Gloucester, GL1 1JZ. Registered in England.

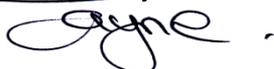


You may be able to get insurance cover at a better price if you shop around. Please remember though that not all products are the same and we are proud of the exceptional cover and service we provide. Whether you choose to shop around or not, please take a moment to check your policy to ensure that the cover still meets your requirements.

Please speak to a member of the Personal Lines Department if you have any queries regarding this renewal.

Kind regards

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jayne', with a small flourish at the end.

**Mrs Jayne Hood**  
Personal Insurance Manager

*[jaynehood@lansdowninsurance.com](mailto:jaynehood@lansdowninsurance.com)*

## PREMIUM BREAKDOWN & PAYMENT SLIP

**TO:**

Lansdown Insurance Brokers  
Lansdown House  
Pittville Circus Road  
Cheltenham  
GL52 2QE

**FROM:**

Mr David Michael  
16 Springhill  
Stroud  
GL5 1TN

**Client ref: MIDX08HH01**

**Insurer: Vasek Insurance**

**Renewal Date: 19/01/2019**

I would like cover to continue on the basis outlined in your letter.

*(Last Year's Premium £217.18)*  
*(excluding fees or optional extras, but taking into account any mid-term adjustments)*

**Current Renewal**

Net Premium	£	179.31
Insurance Premium Tax	£	21.52
Insurer Fee	£	25.00
Broker Fee	£	20.00
<b>Total Premium Due</b>	<b>£</b>	<b>245.83</b>

**Optional Extras**

Landlords' Legal Expenses &/or Rent Guarantee - Please ask for a quote \*  
Landlords' Home Emergency cover £55.00  \*

Cheque payable to Lansdown Insurance Brokers for £\_\_\_\_\_ is enclosed.

If you are currently paying by direct debit, please confirm that the bank details remain correct and a new agreement will be set up accordingly.

***Please call to make a payment by card or to arrange monthly instalments.***

***\*(If you are paying by instalments, payment will be required in full for any extras required)***

If you wish to make a direct bank transfer please use the following details –

Sort code           20-20-23  
Account No.        00395587  
Account Name:     Lansdown Insurance Brokers  
Reference:           MIDX08HH01

Update my records with the following material facts:

## Demands and Needs

Based on the information you have provided us, our aim is to provide you with the appropriate cover that will compensate you should you suffer a loss.

In order to do this, you must ensure that the information you give us regarding your personal or business details, circumstances and activities is accurate and regularly reviewed.

The policy we select for you will be from our extensive panel of leading insurance companies.

All insurance policies are not the same and our recommendations will not be based on price alone. On the basis of the discussions we have with you and the information you give us, we will endeavour to provide:

- The cover you require at a competitive premium
- Cover with a reputable and financially secure company
- Cover with a company that has a reliable claims service.

## Important Information

You must take reasonable care not to make a misrepresentation to the Insurer. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

All premiums should be paid to us prior to policy due dates in order to ensure continuous cover.

All documents that are issued to you should be carefully checked and understood. Whilst every effort is made to ensure accuracy, certain assumptions may be made by insurance companies and it is important that errors are corrected immediately.

All claims should be reported to us or your insurers as soon as possible and any potential injury or liability claims must be reported immediately.

All premiums quoted will be subject to Insurance Premium Tax (IPT) – a Fee may have also been added to your premium to cover the cost of administration.

At inception of cover you will be issued with a Policy Wording. You will not automatically receive another at each renewal. A copy is available on request.

## Survey Requirements

Cover may be subject to the insurer carrying out a survey of your premises. This may result in requirements that have to be completed within a given timescale. Failure to comply may result in amended terms, increased premiums or withdrawal of cover.

## Warranties & Conditions

**Warning** – *Your policy may contain conditions precedent along with other specific endorsements and exclusions. These are very important terms which you must comply with strictly. Failure to comply will invalidate your cover, even if there is no connection between a breach of these terms and the cause of the loss. If anything is unclear or any terminology requires clarification, please contact us to discuss.*

# **IMPORTANT**

## **The danger of under-insurance and the importance of valuing your property correctly**

Insurers are now taking a very tough line with Property Claims where under-insurance is suspected: After a claim occurs, it is not uncommon to discover that a property is under-insured, sometimes substantially. In these circumstances, Insurers will apply 'average' and reduce any claim settlement in proportion to the under-insurance.

In the event of a substantial loss this can have a catastrophic affect on the policyholder, who may have to find large sums of money to contribute to the cost of re-instatement.

Experts are increasingly recommending that properties should be professionally valued every three to five years.

Buildings/Structures should be insured for the Full Reinstatement Cost, i.e. including Debris Removal, Professional Fees & Complete Rebuild. Clearly a Valuation by a Chartered Surveyor (RICS) is the best approach.

Business Equipment, Household Contents etc should be insured for the Replacement as New value.

Business Stock is normally at Cost Price provided any Trading Loss is catered for under a Business Interruption policy.

We will discuss your Sums Insured in detail and advise you on the best course of action to make sure that you are adequately covered, but you are ultimately responsible for getting it right at the outset and reviewing it regularly.

**As a Member of the British Insurance Brokers Association (BIBA) we have access to discounted rates with an Independent Firm that specialises in the Valuation of Residential Properties.**

**Please contact us if you wish to take advantage of this service.**

*Remember, the onus is on you, as the policyholder, to ensure that your property is adequately insured.*

**PLEASE REMEMBER THAT WE ARE HERE TO PROVIDE HELP AND GUIDANCE.**

# Important Considerations for Property Owners

It is not until a claim occurs that many businesses discover that their arrangements are inadequate.

It is not uncommon to discover that properties are under-insured, and cover for consequential loss (Loss of Rental Income) is inadequate. In these circumstances, Insurers will apply 'average' and reduce any claim settlement in proportion to the under-insurance.

Experts are increasingly recommending properties are professionally valued every three to five years. It is the responsibility of the policyholder to ensure Sums Insured are accurate, and Lansdown Insurance Brokers cannot be held responsible for under-insurance in the event of a claim.

Please carefully consider the following when reviewing your requirements:

## **Buildings – Declared Value**

- This should represent the cost of rebuilding the insured property at the time of inception of a policy, and at subsequent renewals, in the event it was totally destroyed. This value should also include the costs of professional fees, debris removal and compliance with regulations as required.

## **Buildings – Sum Insured**

- This is the maximum amount payable in the event of a claim including a percentage uplift added to the Declared Value which protects against a possible shortfall in claim payment due to inflationary increases between the inception/renewal date and the time of the loss.

## **Contents**

- If the premises is let on a furnished basis, you need to provide for this under your insurance policy (unless the Tenant is made responsible for such items under the terms of the lease).

## **Loss of Rental Income**

- You should insure for your loss of Gross Rental Income should the property become unusable following a claim for damage. Cover is typically for 12, 24 or 36 months – please carefully consider how long it may take to re-instate your property following a large loss.

## **Public Liability**

- This should be for a minimum of £1,000,000. Increasingly, £2,000,000 or £5,000,000 is now taken.

## **Terrorism**

- Cover for Damage and Consequential Loss as a result of Terrorist activity is NOT automatically provided by commercial insurance contracts – please request a quotation if you do not presently have this cover.

***PLEASE REMEMBER THAT WE ARE HERE TO PROVIDE HELP AND GUIDANCE***

## **Data Privacy Notice**

Your privacy is important to us. We will process your personal data in accordance with data protection laws.

Lansdown Insurance Brokers, a trading name of South Essex Insurance Brokers Ltd ("**we**", "**us**" "**our**") is the data controller in respect of any personal data which you provide to us or which we hold about you and any personal data which is processed in connection with the services we provide to you.

Where you are provide us with personal data about a person other than yourself (such as a dependant or named person under a policy), you must inform them that you are providing their personal data to us and will refer them to this notice.

To provide our insurance related services, we will collect and process your personal data such as your name, contact details, financial information and any information which is relevant to the insurance policy we are providing. In order to provide your insurance policy or when making a claim, we may also need to collect or process 'special categories of personal data' such as information relating to your health or criminal convictions or information which is likely to reveal your religious beliefs.

We process your personal data for the purposes of offering and carrying out insurance related services to you or to an organisation or other persons which you represent. Your personal data is also used for business purposes such as fraud prevention, business management, systems development and carrying out statistical and strategic analysis.

Providing our services will involve sharing your personal data with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, fraud prevention agencies, our service providers and professional advisors or business partners and our regulators.

In some circumstances we may transfer your personal data to countries outside of the European Economic Area. We will put appropriate safeguards in place to ensure that your personal data is protected.

We may market our services to you or provide your personal data to our related companies or business partners for marketing purposes. You can opt out of marketing communications at any time by clicking on the link at the bottom of any email or by contacting us.

### **Fraud Prevention**

We need to carry out fraud, and anti-money laundering checks, and this will involve sharing your personal data (such as your name, contact details and financial information) with credit reference and fraud prevention organisations such as the Claims and Underwriting Exchange. If you make a claim, we will share your personal data (to the extent necessary) with other companies including other insurers and anti-fraud organisations to prevent fraud. For the purposes of deciding whether to accept and pay a claim or any part of it, we may appoint loss adjusters or external investigation services to act on our behalf.

If false or inaccurate information is provided and fraud is identified, your personal data will be passed to fraud prevention agencies including Claims and Underwriting Exchange, and the Insurance Fraud Register, run by the Insurance Fraud Bureau. Law enforcement agencies may access and use this information.

Please note that when carrying out any fraud prevention activities, we may need to process your special categories of data such as criminal offence information and share it with fraud prevention agencies.

### **Further Information**

For further information on how your personal data is used and your rights in relation to your personal data please refer to our Privacy Policy at <https://www.lansdowninsurance.com/privacy-policy/> or contact our Data Protection Officer at South Essex House, North Road, South Ockendon, Essex RM15 5BE or on **01708 850000** or email [dataprotection@seib.co.uk](mailto:dataprotection@seib.co.uk).