



Policy Documents

Completed Housing | Version 7



Introduction

Welcome to your **Premier Guarantee for Completed Housing** insurance **Policy**. Although problems with your **Home** are unlikely, the **Premier Guarantee for Completed Housing Policy** provides you with the comfort that particular types of problems which may occur in the **Period of Insurance** will be corrected.

You should ensure that you are aware of what is covered by your **Premier Guarantee for Completed Housing Policy**, by reading these Terms and Conditions in conjunction with your **Development Initial Certificate** and / or your **Certificate of Insurance** and any endorsements attached to them.

Please note that the **Policy** is a policy of indemnity and does not provide any cover for any legal liabilities that you may have to third parties arising out of the use or ownership of the **Home**.

The **Policy** is subject to a number of definitions, conditions, exclusions and **Financial Limits**. If you have any questions or require further guidance then please contact us on **08444 120 888**.


How to make a Claim

We know how difficult and stressful it can be if things go wrong with your **Home** and we aim to work with you to ensure that we can get you back to normality as quickly as possible.

If you feel you have a valid claim, please check your **Development Initial Certificate** or your **Certificate of Insurance** (as appropriate) to ensure that cover is included. You should also refer to the relevant section to obtain full details of what we will require from you should you make a claim. You can contact our claims team on **08444 120 888**, email claims@premierguarantee.co.uk or you can write to us.



Gary Devaney
Chairman and CEO



Premier Guarantee is a brand name for a range of structural warranties arranged by MD Insurance Services Limited. MD Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). MD Insurance Services Limited is a managing general agent for the insurer AmTrust Europe Limited. Its registered office is at 2 Shore Lines Building, Shore Road, Birkenhead, Wirral CH41 1AU.

For details of our FCA authorisation, visit www.fca.org.uk.

TERMS AND CONDITIONS OF INSURANCE

These Terms and Conditions of Insurance consist of:

1. **INFORMATION on Premier Guarantee for Completed Housing.**
2. **DEFINITIONS AND INTERPRETATION**, detailing all definitions and rules of interpretation applicable to the **Policy**.
3. **THE TYPES OF INSURANCE COVER** giving precise details of the cover, as applicable, any special conditions or specific exclusions, the **Financial Limits** and how to make a claim:
 - **The Insuring Agreement.**
4. **ADDITIONAL COVER** detailing automatic extensions in cover to the **Policy**.
5. **EXCLUSIONS** detailing exclusions applicable to the whole **Policy**.
6. **CONDITIONS** applicable to the whole **Policy**.
7. **HOW TO MAKE A COMPLAINT** detailing the options you have for making a complaint about the **Policy**.

1. Information

We can provide **Policyholders** with protection in a number of ways. It should, however, be noted that all sections of the **Policy** may not necessarily be applicable for every **Home**. The **Development Initial Certificate** and **Certificate of Insurance** will detail the exact cover provided.

In order to illustrate the service which we provide, the following bullet points provide examples of the kinds of cover which a typical **Policy** *might* provide.

- Insuring the **Home** for a period of 10 years against:
 - the risk of **Major Damage** to the **Structure** of the **Home**. See section 3 for details.
 - a danger to health and safety caused by a defect in chimneys or flues. See section 3 for details.

It should be noted that the **Period of Insurance** is for a balance of 10 years and the examples provided above are given for illustrative purposes only. Since each contract of insurance will differ according to individual requirements, the **Policyholder** should refer to the **Certificate of Insurance** and the **Policy** to ascertain the precise cover in force at any time.

THE QUALITY OF YOUR HOME

All **Homes** insured under a **Policy** are the subject of a system of checks and inspections:

- The **Home** has to comply with **Building Regulations** and the authorised **Building Control** Body involved inspects the work. These Regulations are statutory requirements and are concerned mainly with health and safety, access for the disabled and conservation of fuel and power issues.
- **Surveyors** will have completed an inspection/s before the **Certificate of Insurance** was issued. Such inspection/s are carried out solely for the purpose of satisfying the **Underwriter** that the **Home** represents a normal risk for insurance under **Premier Guarantee for Completed Housing**. It should not be inferred that the inspection/s are for any other purpose.
- A **Certificate of Insurance** will be issued to the **Policyholder** provided that a **Certificate of Approval** has been issued by the **Surveyor** and subject to satisfaction of all **Policy** conditions. The **Certificate of Insurance** should be filed with the **Policy**.
- Any extensions in cover at the time of issue of the **Policy** and subsequent alterations will be confirmed by separate endorsements, which should also be filed with the **Policy**. The **Policyholder** should refer to these endorsements and the **Policy** to ascertain the precise cover in force at any time.
- This **Policy** is transferrable to future owners of the **Home**.

YOUR PRIVACY

We will normally keep personal information about you confidential. If required by a court or government body, we may be required to pass on personal information. We may need to tell a subsequent owner(s) about claims an earlier owner has made, if it affects what a subsequent owner of the **Home** can claim under the **Policy**.

YOUR RIGHT TO CANCEL

You have the right to cancel cover under the **Policy**. If you wish to cancel the cover, you must do so within 14 days starting on the day after you receive the **Premier Guarantee for Completed Housing Policy** documents. Your request to cancel must reach the **Scheme Administrator** by letter or email. Contact details are:

Scheme Administrator,
MD Insurance Services Limited,
2 Shore Lines Building,
Shore Road,
Birkenhead,
Wirral,
CH41 1AU

Email: customerservices@premierguarantee.co.uk

You should make any request for the cancellation of a **Policy** in writing or by email and any relevant **Certificate of Insurance** should be promptly returned to the **Scheme Administrator**. In the event of cancellation, charges for our services will apply as follows:

Before cancelling the cover, please check with your mortgage lender, because they may require you to have this cover (or its equivalent) as a condition of their loan. Please remember also that if you sell the **Home** within the period of cover, a purchaser (and any lender at that time) will usually require the cover to be in place.

If your **Home** includes **Common Parts**, your cancellation will apply to both the cover on your individual **Home** and the cover for your share of the cost of any claim relating to the **Common Parts**. You may be obliged under your lease or title to contribute to the cost of repairs along with your neighbours and this may include the costs of repairs which would otherwise be covered under the **Policy**.

Cancellation prior to Certificate of Insurance being issued

In the event of cancellation, charges for our services will apply as follows:

As construction contracts can be of varying duration and there is always a technical audit, our fees will vary depending on the stage at which notification of cancellation is given. The amount retained by us will be a pro-rata rate based on the cost of any inspections carried out and any plan checks undertaken prior to the notification of cancellation. If cover has not commenced an administration fee of up to 35% of the insurance premium will also be charged subject to a minimum fee of £100.00.

Cancellation following Certificate of Insurance being issued

1. If a third party has completed the proposal form or paid the premium, you will not be entitled to a refund of premium or any other monies. The premium or any other monies can only be paid back to the party who originally paid the premium or any other monies and who still has an insurable interest in the property.
2. If you have completed a proposal form and paid the premium you may be entitled to refund. This will take into account the period where cover has been in force, plus an administration fee subject to a minimum fee of £100.00.

2. Definitions and Interpretation

2.1 DEFINITIONS

Wherever any of the following words or expressions are used in the **Policy** (including in the welcome and introductory pages), then such word or expression shall, unless the context otherwise requires, have the meaning given below. Where a word is given a particular contractual meaning, it will appear throughout the contract in bold.

BUILDING CONTROL	The function of checking that building work has been carried out in accordance with the Building Regulations (England and Wales), Building Standards (Scotland) and associated legislation.
BUILDING REGULATIONS	The Building Regulations (Building Standards in Scotland) are a set of standards for the design and construction of new and altered buildings.
CERTIFICATE OF APPROVAL	The certificate issued by the Surveyor to the Scheme Administrator on behalf of the Underwriter on or following satisfactory completion of the Home .
CERTIFICATE OF INSURANCE	The certificate issued by the Scheme Administrator on behalf of the Underwriter to signify acceptance of a Home for insurance under this Policy following issue of the Certificate of Approval by the Surveyor and satisfaction of all Policy conditions.
COMMON PARTS	Those parts of a multi-occupied building (of which the Home is part) for which the Policyholder is legally obliged to contribute for the cost and upkeep with the owners of other parts of such building, or by way of contribution to the Management Company .
CONTINUOUS STRUCTURE	A single building or structure containing more than one unit of housing (such as blocks of flats or terraces) which does not rely on any other building or structure to sustain and transmit combined loads safely to the ground.
DEVELOPMENT INITIAL CERTIFICATE	The Certificate issued by the Underwriter signifying its agreement to the provision of the insurance cover for the Home as set out in this Policy , subject to receipt of a Certificate of Approval for the Home , and satisfaction of all Policy conditions.
EXCESS	<p>The amount the Policyholder is required to pay in the event of a valid claim under each section of the Policy. The Excess is index-linked in accordance with the condition of the Policy entitled 'Indexation'.</p> <p>Note that a separate Excess shall apply to each separately identifiable cause of loss or damage for which a payment is made under the Policy by the Underwriter, regardless of whether more than one cause of loss is notified at the same time.</p>
EXTERNAL ENVELOPE	The basement, ground floors, external walls, roofs, skylights, windows and doors of a Home but excluding those parts enclosed below external ground level.
FINANCIAL LIMIT	The maximum the Underwriter will pay for any claims under the terms of a particular section.
HOME	<p>The property newly built or newly renovated and described in the Certificate of Insurance comprising:</p> <ol style="list-style-type: none">the Structure;all non-load bearing elements, any new electrical fixed wiring and lighting system, heating system, air conditioning, smoke alarms, waste-disposal units or water-softening equipment newly installed at the date of issue of the Certificate of Approval and for which the Policyholder is responsible;any Common Parts, retaining or boundary walls forming part of or providing support to the Structure;any path or roadway within the perimeter of such property giving access to the principal entrance;the drainage system that the Policyholder is responsible for maintaining, or contributing to the cost of maintaining; andany attached or integral garage. <p>Note that Home does not include any swimming pool, lift, escalator, or associated plant and equipment and / or mechanical or electrical equipment, temporary structure, free-standing household appliance, fence, retaining or boundary wall not forming part of or providing support to the Structure. Home does not include any detached garage or permanent outbuilding. For the avoidance of doubt, personal chattels do not fall within the definition of Home.</p>



INDEXATION	Shall have the meaning ascribed to it by the condition entitled 'Indexation' in section 6.
INSURED	Any person(s) who is entitled to bring a claim under this Policy .
LIMIT OF INDEMNITY	The maximum liability of the Underwriter during the Period of Insurance , being the amount shown as the Sum Insured on the Certificate of Insurance or the Financial Limit in the relevant section, whichever is the lesser. The Limit of Indemnity is index-linked in accordance with the condition of the Policy entitled 'Indexation'.
MAJOR DAMAGE	<p>Either:</p> <ul style="list-style-type: none">a) Destruction of or physical damage to any portion of the Home for which a Certificate of Insurance has been issued, caused by a defect in the design, workmanship, materials or components of:<ul style="list-style-type: none">i. the Structure; orii the waterproofing elements of the External Envelopeand which is first discovered during the Period of Insurance. <p>Or:</p> <ul style="list-style-type: none">b) A condition requiring immediate remedial action to prevent actual destruction of, or major physical damage to, any portion of the Home for which a Certificate of Insurance has been issued, caused by a defect in the design, workmanship, materials or components of:<ul style="list-style-type: none">i. the Structure; orii. the waterproofing elements of the External Envelopeand which is first discovered during the Period of Insurance. <p>The term Major Damage shall include any physical loss, destruction or damage to the Home caused by contamination or pollution as a direct consequence of a defect in the design, workmanship, materials or components of the Structure of the Home.</p>
MANAGEMENT COMPANY	The person(s) (in the context of a multi-occupied building) having contractual responsibility for the repair and maintenance of the Structure and / or the Common Parts under any applicable agreement.
PERIOD OF INSURANCE	The period specified in the Certificate of Insurance for the Home .
POLICY	The Terms and Conditions of Insurance, the Development Initial Certificate and the Certificate of Insurance .
POLICYHOLDER	The owner of the property which is the subject of this insurance acquiring a freehold or leasehold interest in a Home or their successor in title, or any mortgagee or lessor.
PREMIER GUARANTEE FOR COMPLETED HOUSING	The insurance cover provided by the Underwriter in accordance with, and subject to, the provisions of this Policy .
SCHEME ADMINISTRATOR	MD Insurance Services Limited, 2 Shore Lines Building, Shore Road, Birkenhead, Wirral, CH41 1AU (acting as agent on behalf of the Underwriter). The terms 'we' or 'us' denote MD Insurance Services Limited.

STRUCTURE

Is comprised of the following elements of a **Home**:

- a) foundations;
- b) ceilings, load-bearing parts of floors, staircases and associated guard rails, walls and roofs, together with load-bearing retaining walls necessary for stability;
- c) roof covering;
- d) any external finishing surface (including rendering) necessary for the water-tightness of the **External Envelope**;
- e) internal floor decking and screeds, where these fail to support normal loads;

SUM INSURED

The sum specified as such within the **Certificate of Insurance**.

SURVEYOR

The party appointed by the **Underwriter** who carries out checks and inspections solely on behalf of the **Underwriter** and who, prior to the issue of the **Certificate of Insurance** for the **Home**, issues a **Certificate of Approval**.

UNDERWRITER

AmTrust Europe Limited, whose registered office is at Market Square House, St James's Street, Nottingham, NG1 6FG, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial services register number 202189. These details can be checked on the Financial Services Register by visiting: www.fca.org.uk or by contacting the Financial Conduct Authority on 0800 111 6768.

2.2 INTERPRETATION

1. References to this **Policy** or to any other document or contract referred to in this **Policy** means this **Policy** or such other document or contract as amended, varied, supplemented, modified or novated from time to time.
2. In this **Policy** (unless the context otherwise requires):
 - a) the words "including" and "include" and words of similar effect shall be deemed to have the words "without limitation" following them;
 - b) words importing persons shall include firms, companies, associations, bodies corporate and vice versa;
 - c) words importing the singular shall include the plural and vice versa;
 - d) references to a section are to a section of this **Policy**;
 - e) any reference to any legislative provision, shall be deemed to include any subsequent re-enactment or amending provision and any regulations made under it.
 - f) words importing the masculine shall include the feminine.
3. The headings in this **Policy** are for ease of reference only and shall not affect its construction or interpretation.

3. Types of Cover

3.1. THE INSURING AGREEMENT

- 3.1.1. The **Underwriter** will indemnify the **Policyholder** against all claims discovered and notified to the **Underwriter** during the **Period of Insurance** in respect of:
- a) The cost of complete or partial rebuilding or rectifying work to the **Home** which has been affected by **Major Damage** provided always that the liability of the **Underwriter** does not exceed the reasonable cost of rebuilding each **Home** to its original specification.
 - b) The cost of repairing or making good any defects in the chimneys and flues of each **Home** which was newly constructed causing an imminent danger to the health and safety of occupants.
- 3.1.2. In the event of a valid claim being made under this section, the **Underwriter** will either (at its sole discretion) arrange to have such damage corrected or pay the cost of repairing, replacing or rectifying any damage resulting from items 3.1.1 a) and b) above.

3.1.3. FINANCIAL LIMITS

1. The maximum the **Underwriter** will pay for all claims relating to a **Home** under this **Policy** is:
 - a) £750,000 for any newly constructed **Home**; or
 - b) £350,000 for any converted or refurbished **Home**; or
 - c) (in either case) the **Sum Insured** for the **Home**, whichever is the lesser.
2. The cumulative maximum which the **Underwriter** will pay for claims made by all **Policyholders** relating to any property within the same **Continuous Structure** is £1,250,000.
3. For the avoidance of doubt, the **Financial Limits** under this section shall be applicable notwithstanding the fact that property within the same **Continuous Structure** may be employed for different uses (commercial, domestic or social for example) and have different owners. Once the cumulative maximum liability for the claims made in respect of any or all property located within the same **Continuous Structure** is reached, the **Underwriter** shall not be liable for any further claims in respect of any property located elsewhere within that same **Continuous Structure**, whomsoever made by.
4. The maximum the **Underwriter** will pay for any claim relating to **Common Parts** will be the proportion of the loss represented by the number of individual **Certificates of Insurance** issued to the **Policyholders** that share those **Common Parts**. The **Underwriter** is not responsible for the proportion of any loss where individual **Homes** have not received a **Certificate of Insurance**.
5. The **Financial Limits** above are index-linked in accordance with the condition of the **Policy** entitled '**Indexation**'.
6. Claims under this section are subject to the **Excess** as detailed in the **Certificate of Insurance**.
7. Please note in the event that you are not the first owner of the **Home**, the **Financial Limits** may have already be utilised by a previous owner and you will only be entitled to the remainder.

3.1.4. SPECIFIC EXCLUSIONS

The **Underwriter** shall not be liable to the **Policyholder** for any:

- a) ceilings that are not in an enclosed part of the **Home** (such as balcony ceilings);
- b) moisture ingress and related damage resulting from a defect in the design, workmanship or materials of any area enclosed below external ground level.
- c) replacement of any solar roof tiles or panels solely due to failure to generate heat or electricity or any failure to generate anticipated amounts of heat or electricity.
- d) sound transmission
- e) cracking, spalling or mortar erosion, which does not impair the structural stability or weather tightness the **Home**.
- f) damage to the roof covering (including any underlays, fixings, mortar and weatherproofing details) unless damage results in the entry of water into the **Home**.

3.1.5. CLAIMS PROCEDURE

1. On discovery of any occurrence or circumstance that is likely to give rise to a claim, the **Policyholder** should immediately notify the **Scheme Administrator** on **08444 120 888**, and request a claim form.
2. When notifying the **Scheme Administrator** of a claim, the **Policyholder** must also;
 - a) complete the claim form and obtain a report from a specialist confirming that there has been **Major Damage**; and
 - b) take all responsible steps to prevent further loss or damage; and
 - c) allow the **Scheme Administrator** and its agents to gain access to the **Home**; and
 - d) obtain permission to access neighbouring land and obtain any other permission needed to allow investigations and work; and
 - e) provide the **Scheme Administrator** with all information and documentation it may request in relation to investigating the claim.

4. Additional Cover

In addition to any applicable cover under section 3, in the event of a valid claim under **Policy** the **Underwriter** will pay within the **Limit of Indemnity**:

1. ADDITIONAL COSTS

Such additional costs and expenses as are necessarily incurred by the **Policyholder** solely in order to comply with **Building Regulations** or Local Authority requirements or other legal requirements, provided that the **Underwriter** shall not be liable for those costs that would have been payable by the **Policyholder** in the absence of the discovery of a valid claim under the **Policy**.

2. ALTERNATIVE ACCOMMODATION COSTS

- a) If, due to an event insured under this **Policy**, the **Home** is uninhabitable then the **Underwriter** will pay the reasonable additional costs and expenses that are necessarily incurred by the **Policyholder** in respect of removal, storage and alternative accommodation (for a period not exceeding 26 weeks) for persons permanently residing in the **Home**, provided the **Policyholder** has first obtained the **Scheme Administrator's** written consent to such costs.
- b) The cover under this section 4.2 is subject to a maximum liability of 10% of the unused **Limit of Indemnity** for the **Home** at the time of the claim.

3. FEES

Such Architects', Surveyors', Legal, Consulting Engineers' and other fees as are necessarily and reasonably incurred by the **Policyholder** in relation to the complete or partial rebuilding or rectifying work to the **Home** (excluding any costs or fees incurred by the **Policyholder** in investigating and / or preparing a claim).

4. REMOVAL OF DEBRIS

The costs and expenses incurred by the **Policyholder** in respect of:

- a) removal of debris at; and / or
- b) dismantling or demolishing; and / or
- c) shoring up,

the **Home**.

5. Exclusions

The **Underwriter** shall not be liable to the **Policyholder** for any of the following:

1. ALTERATIONS

Loss or damage due to or arising from any alteration, modification or addition to a **Home** after the issue of the **Certificate of Approval** unless (in each case) the **Underwriter** has been informed, the **Policy** endorsed and any applicable additional premium paid to the **Underwriter**.

2. CHANGE IN COLOUR

Any change in colour, texture, opacity or staining or other ageing process to any element of the **Home**.

3. DEFECTS IN EXISTING WORKS

Loss or damage due to or arising out of any defect in the design, workmanship, materials or components of the **Home** that was installed or constructed prior to the conversion, refurbishment or renovation works that are the subject of this insurance.

4. ENDORSEMENT

Anything excluded by an endorsement issued by the **Scheme Administrator** and noted on the **Certificate of Insurance**.

5. FLOODING AND WATER TABLE

Loss or damage resulting from flooding or failure of flood prevention / defence measures, however caused, or from a change in the water table level.

6. HUMIDITY

Loss or damage caused by or consequent upon humidity in the **Home** that is not the direct result of the ingress of water caused by a defect in the design, workmanship, materials or components of the waterproofing elements of the **External Envelope** of the **Home**.

7. INDIRECT LOSS

Unless expressly provided for in this **Policy**, economic loss of any description (including, but not exclusively limited to costs arising from inconvenience or distress, loss of enjoyment, loss of use, reduction in value of the **Home**, loss of income or business opportunity) arising either directly or indirectly as a result of the events or circumstances that led to your claim or complaint.

8. MAINTENANCE AND USE

Inadequate maintenance of a **Home** or the imposition of any load greater than that for which the **Home** was designed or the use of a **Home** for any purpose other than that for which it was designed, unless (in each case) the **Underwriter** has been informed in writing, the **Policy** endorsed and any applicable additional premium paid to the **Underwriter**.

9. PERSONAL INJURY

Any costs, losses, expenses or damages for death, bodily injury, disease, illness or injury to mental health, however caused.

10. PRIOR KNOWLEDGE

Anything which would constitute a valid claim under the **Policy** and about which the **Policyholder** was aware prior to purchasing the **Home** and as a consequence agreed a reduction in the purchase price for the **Home** or obtained any other remedy, benefit or compensation of any kind.

11. RADIOACTIVE CONTAMINATION, CHEMICAL, BIOLOGICAL, BIO-CHEMICAL AND ELECTROMAGNETIC WEAPONS

In no case shall this insurance cover loss, damage, liability or expense directly or indirectly caused by or contributed to, by or arising from:

- a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel; and / or
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof; and / or
- c) any weapon or device employing atomic or nuclear fission and / or fusion or other like reaction or radioactive force or matter; and / or
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes; and / or
- e) any chemical, biological, bio-chemical, or electromagnetic weapon.

12. REASONABLENESS

If items can be found to match existing items at a reasonable cost (being no more than a maximum of 20% higher than the original cost of the item/s) the **Underwriter** will endeavour to facilitate this. However the **Underwriter** will have no liability and will not be responsible for any additional costs if a similar match is not possible at a reasonable cost (being no more than a maximum of 20% higher than the original cost of the item/s).

13. SETTLEMENT

Loss or damage caused by or consequent upon normal settlement or bedding down of a **Home**.

14. SONIC BANGS

Loss or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

15. SPECIAL PERILS

Loss or damage caused by or consequent upon fire, lightning, explosion, typhoon, hurricane, cyclone, volcanic eruption, earthquake, storm, tempest, flood, subterranean fire or other convulsion of nature, aircraft or other aerial devices or articles therefrom, escapes of water from tanks, apparatus or pipes (i.e. sprinkler systems, flood-protection systems and sustainable urban drainage systems) malicious persons, theft, attempted theft, impact or any accidental cause.

16. SUBSIDENCE

Loss or damage caused by or consequent upon subsidence, heave or landslip, save if and to the extent that such loss or damage is as a result of a defect in the design, workmanship, materials or components of the **Structure** of a **Home**.

17. TOXIC MOULD

Loss, damage or bodily injury arising out of any pathogenic organisms, regardless of any other cause or event that contributed concurrently or in any sequence to that liability. For these purposes, 'pathogenic organisms' means any bacteria, yeasts, mildew, viruses, fungi, mould or their spores, mycotoxins or other metabolic products.

18. VERMIN

Loss or damage caused by or consequent upon the actions of rodents, vermin or insect infestation.

19. WAR RISKS

Loss or damage directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction or damage to property by or under the order of any government or public or Local Authority.

20. WEAR AND TEAR

Wear and tear, normal dampness, condensation, thermal movement, movement between different types of materials or shrinkage or normal deterioration (whether caused by neglect or otherwise).

21. WILFUL ACTS

Any wilful neglect or criminal act of the **Policyholder** or any other person.

6. Conditions

1. APPLICABLE LAW	<p>You and We can choose the law which applies to this Policy. We propose that the Law of England and Wales apply. Unless We and You agree otherwise, the Law of England and Wales will apply to this Policy.</p>
2. ARBITRATION	<p>If any difference shall arise as to the amount to be paid under the Policy (liability being otherwise admitted) then such difference shall be referred to an arbitrator to be appointed by the parties in accordance with the Arbitration Act 1996.</p>
3. CANCELLATION	<p>Unless otherwise agreed in writing by the Scheme Administrator the Underwriter reserves the right to cancel the Policy and return any premium, less any retentions in line with our cancellation procedures in the event of:</p> <ul style="list-style-type: none"> i. In the event that the Home is yet to be completed when the original application is made, the building works period must not exceed two years from the start date notified to the Scheme Administrator when the original application was made; <p>or</p> <ul style="list-style-type: none"> ii. The Certificate of Approval has been issued for 90 days or more without a Certificate of Insurance being issued.
4. CONTRIBUTION	<p>If at any time of any occurrence giving rise to a claim under this Policy:</p> <ul style="list-style-type: none"> a) there is (or would be, but for the existence of this insurance) any other insurance applicable; or b) the Policyholder has entitlement to any statutory damages, damage or compensation; or c) the Policyholder has initiated legal proceedings from which compensation may be received, <p>then any applicable cover under this Policy shall be limited to such amount in excess of such insurance, damages or compensation (without prejudice to any Financial Limits specified in the Policy) and shall not be called into contribution.</p>
5. FRAUD	<p>If you or anyone acting for you:</p> <ul style="list-style-type: none"> a) knowingly make a fraudulent or exaggerated claim under your Policy; or b) knowingly make a false statement in support of a claim (whether or not the claim itself is genuine); or c) knowingly submit a false or forged document in support of a claim (whether or not the claim itself is genuine), <p>We will:</p> <ul style="list-style-type: none"> d) refuse to pay the claim; and e) declare the Policy void, treating it as if it had never existed without any refund of premium; and f) recover any sums that we have already paid under the Policy in respect of the claim and any previous claims. <p>We may also inform the Police of the circumstances.</p>
6. INDEXATION	<p>The Limit of Indemnity and Excess referred to within the Certificate of Insurance will be increased in line with the RICS House Re-Building Index or 5% per annum compound (whichever is the lesser) on each anniversary of the commencement of the Period of Insurance. For the purpose of settlement of any claim hereunder, the Limit of Indemnity and Excess, as adjusted in accordance with the foregoing provisions, shall be regarded as the Limit of Indemnity and Excess at the time of discovery by the Policyholder of such claim.</p>
7. MISREPRESENTATION	<p>This Policy will be voidable from inception in the event of deliberate misrepresentation, misdescription, error, omission or non-disclosure by the Policyholder.</p>
8. MULTI-OCCUPIED BUILDINGS	<p>Where the Home is part of a multi-occupied building (where a number of Homes are contained within one building), the Management Company shall normally co-ordinate the claim in respect of all Policyholders of the multi-occupied building and where that is the case the Scheme Administrator shall not be obliged to correspond with the individual Policyholder regarding such claims.</p>

<p>9. RECOVERIES FROM THIRD PARTIES</p>	<p>The Underwriter is entitled (and the Policyholder gives consent to the Underwriter) to take proceedings, at its own expense, to secure compensation from any third party before or after any admission of or payment of a claim under this Policy.</p>
<p>10. REINSTATEMENT OF THE LIMIT OF INDEMNITY</p>	<p>Where any successful claim has been made under the Policy and which is met by the Underwriter for less than the Limit of Indemnity for the relevant section, such Limit of Indemnity shall (in accordance with the provisions of this Policy) be reduced to the extent such claim has been met by the Underwriter. In such circumstances, the Policyholder may request that the Limit of Indemnity be reinstated. The decision to reinstate any Limit of Indemnity shall be at the sole discretion of the Scheme Administrator and shall in any event be subject to:</p> <ul style="list-style-type: none"> a) payment by the Policyholder of any fee charged by the Surveyor for checking the design of the Home and inspecting any work for the repair or rebuilding of any Home which has been the subject of a claim under this Policy; and b) the Surveyor certifying that such repair or rebuilding work meets the Underwriter's required standards; and c) payment by the Policyholder of any additional premium required to be paid in respect of any such reinstatement, as notified by the Underwriter. <p>For the avoidance of doubt, the Policyholder shall be required to pay the Surveyor's fee referred to above regardless of whether or not the Limit of Indemnity is reinstated.</p>
<p>11. TERMINATION</p>	<p>This Policy will terminate automatically without refund of premium in the event that:</p> <ul style="list-style-type: none"> a) the Home is destroyed by a cause other than that insured against in this Policy; or b) the Underwriter has paid the maximum amount for which it will be liable under the Policy in accordance with the Limit of Indemnity unless the Limit of Indemnity has been reinstated in line with the Reinstatement of Limit of Indemnity Condition. <p>The cover under this Policy will terminate automatically without refund of premium in the event that the Underwriter has paid the maximum amount for which it will be liable under the relevant section in accordance with the relevant Limit of Indemnity.</p>
<p>12. THIRD PARTY RIGHTS</p>	<p>A person who is not a party to this Policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Policy, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.</p>
<p>13. UNDERWRITER'S RIGHTS</p>	<p>In the event of any occurrence which may give rise to a claim under this Policy, the Underwriter and its agents shall, with the permission of the Policyholder, be entitled to enter the Home in order to carry out rectification works or the complete or partial rebuilding of the Home. If such permission is unreasonably withheld by the Policyholder then the Policyholder shall be responsible for any additional costs caused by the delay in carrying out such works and the Underwriter has the sole option to void the Policy from inception.</p>

7. How to make a complaint

1. We have the authority to administer complaints on behalf of the **Underwriter**. MD Insurance Services Limited aims to provide a first class service to every **Policyholder**. However, occasionally an enquiry or a complaint may arise, often as a result of a misunderstanding, which will usually be resolved quickly and to the satisfaction of the **Policyholder**.
2. If you have an enquiry or cause to make a complaint regarding your **Policy** then you should, in the first instance, contact the insurance agent who arranged the insurance for you. If they are unable to resolve the problem, please contact:

The Complaints Officer
MD Insurance Services Limited,
2 Shore Lines Building,
Shore Road,
Birkenhead,
Wirral,
CH41 1AU

Email: complaints@mdinsurance.co.uk
Tel: 08444 120 888.

3. A copy of the Complaints Procedure for MD Insurance Services Limited will be provided with an acknowledgement of your complaint.
4. Any complaint that cannot be resolved by the MD Insurance Services Limited may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaint process or are available on request. This complaint procedure is without prejudice to the **Policyholder's** right to take legal action.
5. In all cases, the Reference Number appearing in the **Development Initial Certificate** and **Certificate of Insurance** should be quoted.
6. **Financial Services Compensation Scheme**

Policies issued by MD Insurance Services Limited on behalf of the **Underwriter** are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if the **Underwriter** is unable to meet it's obligations under the terms of the **Policy**. If you are entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the **Policy** contract. Further information about compensation scheme arrangements are available from the Financial Services Compensation Scheme. Their address is:

Financial Services Compensation Scheme
10th Floor, Beaufort House
15 St Botolph Street
London, EC3A 7QU

Or via the Scheme website: www.fscs.org.uk





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MD Insurance Services Ltd is the Scheme Administrator for the Premier Guarantee range of structural warranties. MD Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority.