



NHS POWERED BASIC INSURANCE

Your Policy Wording

Contents

Authorisation & Regulation..... 3

Important Information 3

 Information you have provided 3

 Changes that may affect Your cover..... 3

 Who is eligible to purchase this policy?..... 3

 Cancellation..... 3

 Renewal of your policy 4

 How to make a claim 4

 Jurisdiction and law 4

 Complaints Procedure 4

Definitions..... 5

What is covered?..... 5

COVER – SECTION 1. Third Party Liability 5

COVER – SECTION 2. Contingent Liability of Attendants..... 5

 Exclusions – Sections 1 & 2 6

COVER - Section 3a. Fish Mobility Rescue 6

 Important notes about your Mobility Rescue policy:..... 6

 Exclusions (Section 3a) 7

Conditions applicable to section 3a only:..... 7

COVER – SECTION 3b Holiday Recovery Costs 7

COVER – SECTION 4. Worldwide (including Baggage Handler Cover) 8

COVER – SECTION 5. Puncture Care 8

 Exclusions 8

General Exclusions..... 8

Other exclusions applying to Section 1 9

General Conditions..... 10

Insurer Privacy Notice 11

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.watfordre.com/privacy-policy/> 11

Authorisation & Regulation

This insurance is arranged by Fish Administration Ltd trading as Fish Insurance and underwritten Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited. Watford Insurance Company Europe Limited is a Gibraltar based insurance company with its registered office at; P O Box 1338, First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar.

Fish Insurance is authorised and regulated by the Financial Conduct Authority under Firm Reference 310172. Fish Insurance is registered in England and Wales. Company Registration Number 4214119. Registered Office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW.

Bspoke Underwriting Ltd is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. You can check Our details on the Financial Services Register

<https://register.fca.org.uk/>

Watford Insurance Company Europe Limited is authorised and regulated by the Gibraltar Financial Services Commission under incorporation number 112869. This can be checked by visiting the Gibraltar FSC website at <https://www.fsc.gi/>

As an insurance company authorised in Gibraltar, Watford Insurance Company Europe Limited is permitted under the Financial Services and Markets Act 2000 (Gibraltar) Order 2001 to conduct business in the United Kingdom under FCA reference 714197. You can check this by visiting the Financial Services Register on the FCA website at <https://register.fca.org.uk>

Financial Services Compensation Scheme

If Watford Insurance Company Europe Limited cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk

Important Information

Please take time to read Your policy documents in full to make sure You understand the cover provided.

In return for the payment of **Your** premium **We** will provide the insurance cover detailed in **Your Policy** schedule and this **Policy** document, subject to the terms and conditions, and exclusions shown in this

document for all claims occurring during the **Period of Insurance**.

Your Policy is valid for the **Period of Insurance** as shown on **Your** policy schedule.

Please refer to the **Policy** documents provided to **You** when the **Policy** was purchased or amended, for details of the type and level of cover **Your Policy** provides.

Information you have provided

You must take reasonable care to provide accurate and complete answers to all the questions **You** are asked when **You** take out, make changes to, or renew this **Policy**.

You must notify **Your Administrator** as soon as possible if any of the information in **Your Policy** documents is incorrect or if **You** wish to make a change to **Your Policy**.

If **You** do not provide accurate and complete answers to the questions **You** are asked, or **You** fail to notify **Your Administrator** of any incorrect information or changes **You** wish to make, **Your Policy** may not operate in the event of a claim, **We** may charge **You** an additional premium, **We** may not pay any claim in full or **Your Policy** could be invalid.

Changes that may affect Your cover

You must tell **Us** as soon as possible about any changes to the information **You** provided when **You** purchased or renewed this **Policy**, for example:

- **You** change **your** address.
- **You** change **your** mobility scooter.

This is not an exhaustive list and any changes **You** tell **Us** about may affect **Your** cover or result in a change to **Your** premium. If **You** are unsure whether a change may affect **Your** cover, please contact Fish Insurance.

Who is eligible to purchase this policy?

Any person permanently resident in the United Kingdom (England, Wales, Scotland, Northern Ireland).

Cancellation

You have the right to cancel this **Policy** within 14 days of the date **You** purchased the **Policy** or when **You** received the policy documents if this is later. **You** do not need to provide a reason for cancellation, and **We** will provide a full refund of any premium paid, unless **You** have made a claim or there has been an incident likely to result in a claim.

If **You** decide to cancel after the 14-day cooling-off period, **We** will charge **You** for the cover **You** have had up to the cancellation date. No money will be refunded if **You** have made a claim before the date **You** ask **Us** to cancel. Also, **We** will not issue any refund where the amount is £10.00 or less. Please refer to the Fish Terms of Business for details of the cancellation administration fee.

Please note that section 3a – Mobility Rescue is included within your mobility insurance policy and cannot be cancelled in isolation.

Cancellation by us

We may at any time cancel this insurance **Policy** by giving 14 days' notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to:

- a) non-payment of premium
- b) threatening and abusive behaviour
- c) failure to provide documents
- d) non-compliance with **Policy** terms and conditions
- e) a change in **Your** circumstances means that **We** can no longer provide cover
- f) where **We** identify **Your** involvement in, or association with, insurance fraud or financial crime
- g) where **You** have misrepresented or provided false information to the questions asked **You** when purchased, renewed or amended **Your Policy**

If **We** cancel **Your Policy**, **We** will provide a refund of **Your** premiums less a charge for the cover already provided, unless the reason for cancellation relates to fraud.

Renewal of your policy

We reserve the right not to invite the renewal of **Your Policy**. In this event we will notify **You** in writing to let **You** know.

How to make a claim

If **You** need to make a claim, please let **Us** know as soon as possible by contacting **Us** in one of the following ways:

Fish Insurance
Southgate House,
Southgate St,
Gloucester
GL1 1UB
Telephone: 0333 331 3840

Email: claims@fishinsurance.co.uk

In all correspondence, please state the unique policy number from **Your** schedule. This will help **Us** to confirm **Your** policy details and deal with **Your** claim as quickly as possible.

If an incident occurs, **You** should take any immediate action **You** think is necessary to protect **Yourself** and/or **Your** belongings from further damage.

Jurisdiction and law

This insurance policy is governed by English Law.

Privacy Notice

The privacy and security of **Your** personal information is very important to **Us**. Please see **Our** Privacy Notice at the end of this **Policy**.

Complaints Procedure

It is **Our** intention to give **You** the best possible service however if **You** do have any cause for complaint about this insurance or the handling of any claim **You** should follow the complaints procedure below:

If **You** have a complaint regarding the sale or service of **Your** Policy or a claim which is not a liability claim, please contact Fish Insurance:

Fish Insurance
Southgate House
Southgate Street
Gloucester
GL1 1UB

Email: info@fishinsurance.co.uk
Telephone: 0333 331 3840

If **You** have a complaint about the handling of a liability claim, please contact:

Kennedys Claims Handling
6 Queen Street
Leeds
LS1 2TW
Tel: 0845 207 7453
or landline if preferred: 0113 531 4496
Email: bspoke@kennedyslaw.com

In all correspondence, please state that **Your** insurance is underwritten by Bspoke Underwriting Ltd and quote **Your** unique Policy number from **Your** Policy **Schedule**.

Following **Our** complaints procedure does not affect **Your** legal rights as a consumer. For further information **You** can contact the Citizens Advice Bureau or Trading Standards.

Financial Ombudsman

If **We** have not completed **Our** investigations into Your complaint within 8 weeks of receiving **Your** complaint or if **You** are not happy with **Our** Final Response, **You** may ask the Financial Ombudsman Service (FOS) to look at **Your** complaint. If **You** decide to contact them, **You** should do so within 6 months of receiving **Our** Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to www.financialombudsman.org.uk

Definitions

The words or expressions detailed below have the following meaning wherever they appear in bold type.

Accidental Damage: Damage caused suddenly and unexpectedly, by an outside force, other than by a deliberate act.

Administrator:

Fish Insurance, Southgate House,
Southgate Street, Gloucester GL1 1UB.

Breakdown: Electrical or mechanical failure.

Consequential Loss: Any other costs that are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this **Policy**. For example, additional travel expenses.

Endorsements: These are changes to the terms, conditions and exclusions of the **Policy** and where applicable are noted on the schedule and detailed on the attaching documents.

Geographical Limits: means United Kingdom.

Insured Item(s): Those Item(s) listed in the schedule for which the **Insured** has paid the premium.

Malicious Damage / Vandalism: The intentional damage to an Insured Item.

Market Value: The cost of a replacement item of similar specification, age and condition as assessed by the **Administrator** from two independent sources.

Period of Insurance: The length of time **Your Policy** lasts as shown on **Your Policy** schedule.

Policy: All terms, provisions, exclusions, conditions, and limits of cover set out in this document; and

- a) the Schedule, notices and other documents attaching from time to time;
- and
- b) all endorsements incorporated and issued for incorporation in this document all of which must be read together and constitute the contract of insurance.

Puncture: Deflation of a tyre arising from **Accidental Damage** to the tyre itself or **Malicious Damage** to the tyre or valve from a third party, necessitating immediate repair or replacement before normal use can be resumed.

Tyre(s): Means only the tyres fitted to the **Insured Item**.

User: Any person using the **Insured Item(s)** with the express permission of the **Insured** and in accordance with all applicable legislation.

Vehicle: The **Insured Item(s)** named listed in the schedule

We/Us/Our/Insurer: means Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited.

You/Your/Insured: the person shown on the Schedule as the policyholder.

What is covered?

In return for the payment of **Your** premium **We** will provide the insurance cover detailed in this **Policy** document, subject to the terms and conditions, and exclusions shown below or as amended in writing by **Us** and during the **Period of Insurance**.

COVER – SECTION 1. Third Party Liability

Legal liability for **Accidental Damage** to the property of or accidental injury to third parties arising from the use of the **Insured Item(s)**. (Limit any one occurrence £2 million).

COVER – SECTION 2. Contingent Liability of Attendants

Dependent on no other **Policy** being in force covering the same circumstances that could lead to a claim on this **Policy**. Contingent legal liability (limit £2 million) for **Accidental Damage** to the property of or accidental injury to third parties arising out of the use of the **Insured Item(s)** and/or the **User** of the

Insured Item(s) whilst under attendant custody or control.

within 19 miles of the incident to **Your** usual place of residence.

Exclusions – Sections 1 & 2

- a) Any liability:
 - i. Arising from the ownership, possession or use under **Your** control of any mechanically propelled vehicle in circumstances where compulsory insurance or security is required under any Road Traffic Act legislation.
 - ii. Arising out of wrongful or inadequate advice given by or on behalf of the **Insured**.
 - iii. To any person employed by the **Insured**.
 - iv. Arising out of any trade or profession in which the **Insured** is engaged.
 - v. Arising out of any occurrence in USA and Canada.
 - vi. Which applies because of any agreement but which would not have applied without such an agreement.
 - vii. To any passenger.
- b) Any liability where the **Insured Item(s)** has been used for purposes other than that for which it was designed.
- c) Any liability caused by **Your** wilful act or by the misuse of the **Insured Item(s)**

Important notes about your Mobility Rescue policy:

- a) **Geographical limits:** Service is available in England, Scotland, Wales, Northern Ireland and Isle of Man.
- b) Due to certain limitations of lifting equipment and personal training, service cannot be given to persons who require medical assistance in transferring from their **Vehicles** to the recovery vehicle.
- c) The maximum distance is a 19-mile journey from the location of the **Breakdown** or accident, if **You** wish to go further an additional mileage charge would apply.
- d) Following recovery of the **Vehicle** to the usual place of residence, it is the member's responsibility to make arrangement for and pay any costs relating to the subsequent collection and repair.
- e) There is no cover for recovery assistance within 1/4mile of the home address.
- f) Breakdown assistance is available where the **Vehicle** is situated on or in
 - i. recognised roads or pedestrian footpaths by a road or highway.
 - ii. pedestrian areas and shopping centres.
 - iii. public car parks.
- g) Vehicle Rescue Network Limited reserves the right to refuse service where:
 - i. the **Vehicle** is situated in an area which is not accessible to any other motor vehicle.
 - ii. the member is not present with the **Vehicle**.
 - iii. service has been provided for the same or similar fault and a permanent repair has not been performed to the **Vehicle**.
 - iv. the **Breakdown** is a result of neglect or unsuccessful work on the **Vehicle**.

COVER - Section 3a. Fish Mobility Rescue

Please note: This service is not regulated by the Financial Conduct Authority.

Fish Rescue is provided by Vehicle Rescue Network Limited. Vehicle Rescue Network Limited's breakdown service is only available when **You** are travelling as the driver of the following types of vehicle:

- i. Class 2 Electric Pavement Vehicles and Electric Wheelchairs (with a speed of up to 4mph) that can be used on paths and pedestrian areas.
- ii. Class 3 Electric Pavement Vehicles and Electric Wheelchairs (with a speed of up to 8 mph) that can be used on the pavement and on roads.

Important: Fish Rescue is specific to the above vehicle types and DOES NOT cover **You** for breakdown assistance when travelling in any other type of vehicle other than the **Insured Item** on **Your Policy** schedule.

Service: Following an incident occurring within the Geographical limits and more than a quarter mile radius from **Your** home address, **We** will arrange and pay the costs of transportation to for **You**, a passenger and **Your Vehicle** to a single destination

In the event of an accident or breakdown you can call Fish Mobility Rescue Assistance 24 hours a day 7 days a week on
0333 331 3791

For section 3a – This service is provided by Vehicle Rescue Network Limited.

Vehicle Rescue Network Limited (VRNL) are Appointed Representatives of Jigsaw Insurance Services Plc, which is authorised and regulated by the Financial Conduct Authority (Firm Reference 307654). Registered Office: 4th Floor, Clarendon

House, Victoria Avenue, Harrogate HG1 1JD
(Company number 05052874).

Exclusions (Section 3a)

1. **Breakdowns** caused by a failure to maintain the **Vehicle** in a roadworthy condition including the routine servicing of the **Vehicle** in accordance with the manufacturer's recommendations.
2. Assistance following theft, fire, or **Vandalism**.
3. Any subsequent Callouts for any symptoms related to a claim where a permanent repair has not been performed to the **Vehicle** following assistance.
4. Assistance if the **Vehicle** is deemed to be illegal, unroadworthy or dangerous to transport.
5. The cost of any parts, components or materials used to repair the **Vehicle**.
6. Any claim within 24 hours of the time the **Policy** is purchased.
7. Any **Breakdown** that occurred before the **Policy** commenced, the **Vehicle** was placed on cover, or before the **Policy** was upgraded.
8. Any costs or expenses not authorised by **Our** rescue co-ordinators prior to being incurred.
9. Any damage or loss to **Your Vehicle** or its contents caused by the recovery operator. It is **Your** responsibility to ensure personal possessions are removed prior to **Your Vehicle** being transported.
10. Nothing in this **Policy** limits **Our** liability for death or personal injury caused by the negligence of **Us** or **Our** employees or for any liability which may not lawfully be limited or excluded. This **Policy** is not a motor liability insurance policy within the meaning of Part VI of the Road Traffic Act 1988.
11. Any charges where **You**, having contacted us, effect recovery or repairs by other means unless **We** have agreed to reimburse **You**.
12. Any cost that would have been incurred if no claim had arisen.
13. Any false or fraudulent claims.
14. **We** will not pay for any losses that are not directly covered by the terms and conditions of this **Policy**. For example, **We** will not pay for any time that has to be taken off work because of a **Breakdown**.
15. Any cost incurred as a result of **Your** failure to comply with requests by **Us** or the recovery operator concerning the assistance being provided.
16. A request for service following any intentional or wilful damage caused by **You** to **Your Vehicle**.
17. Any cost recoverable under any other insurance policy that **You** may have.
18. Any cover which is not specifically detailed within this **Policy**.

19. Except for guide dogs, **We** will only allow animals in recovery vehicles at the Recovery Operator's discretion. **We** will not be liable for any injury to animals, or damage caused by them. **We** will not be responsible for any costs relating to animals.

Conditions applicable to section 3a only:

1. **We** will provide cover if:
 - **You** have met all the terms and conditions within this insurance.
 - The information provided to us, as far as **You** are aware, is correct.
2. If a callout is cancelled by **You** and a recovery operator has already been dispatched, **We** would not reattend for this incident. If **You** do not wait for assistance and the **Vehicle** breaks down **You** will be charged for the second and any subsequent callouts.
3. **We** reserve the right to charge **You** for any costs incurred as a result of incorrect location details being provided.
4. **We** have the right to refuse to provide the service if **You** or **Your** passengers are being obstructive in allowing **Us** to provide the most appropriate assistance or are abusive to **Our** rescue co-ordinators or the recovery operator.
5. In the event **You** use the service and the claim is subsequently found not to be covered by the **Policy** **You** have purchased, **We** reserve the right to reclaim any monies from **You** in order to pay for the uninsured service.
6. **We** may decline service if **You** have an outstanding debt with us.
7. If **You** have a right of action against a third party, **You** shall co-operate with **Us** to recover any costs incurred by **Us**. If **You** are covered by any other insurance policy for any costs incurred by **Us**, **You** will need to claim these costs and reimburse **Us**. **We** reserve the right to claim back any costs that are recoverable through a third party.
8. Regardless of circumstances, **We** will not be held liable for any costs incurred if **You** are unable to make a telephone connection to any numbers provided. If **You** are unable to make a connection on any of the numbers provided, please call 01603 327180.
9. The **Policy** is not transferable.

COVER – SECTION 3b Holiday Recovery Costs

Following any event to an **Insured Item(s)** which occurs whilst **You** are on holiday resulting in the **Insured Item(s)** requiring repair before it can be

used, reasonable expenses are covered to get **You** and the **Insured Item(s)** back to **Your** holiday accommodation. Limit any one claim £100. The maximum total benefit payable in any one **Policy** year is £200.

COVER – SECTION 4. Worldwide (including Baggage Handler Cover)

The **Geographical Limits** of the **Policy** extend to worldwide in respect of Section 1 only, for a maximum period of up to 21 days whilst an Insured Item(s) is (are) temporarily outside the **Geographical Limits**

The maximum amount payable in respect of damage to the **Insured Item(s)** whilst in the possession or control of airport authorities, baggage handlers or whilst on aircraft, is limited to the difference between the amount recovered from the baggage handler and the cost of repair or replacement, not exceeding the **Market Value**.

COVER – SECTION 5. Puncture Care

The following optional section is only available if **You** have paid the appropriate premium.

The **Insurer** will pay towards the cost of repairing a tyre **Puncture** on the **Insured Item**. Limit any one claim £100. The maximum total benefit payable in any one **Policy** year is £200.

Exclusions

Any damage to the tyre caused by use whilst punctured or deflated.

General Exclusions

Definitions

The below definitions relate to the exclusions identified in this Section. Please refer to the Standard Policy Definitions for a more exhaustive list of definitions.

Computer System

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, **Data** storage device, networking equipment or back up facility, owned or operated by **You** or any other party.

Damage / Damaged

Accidental physical loss, damage, or destruction

Data

Information, facts, concepts, code, or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted, or stored by a **Computer System**.

Data Processing Media

Any property insured by this **Policy** on which **Data** can be stored but not the **Data** itself.

Pollution

- a) Pollution or contamination by naturally occurring or man-made substances, forces, and organisms, including, but not limited to:
 - i. any actual, threatened, feared, or perceived use of any biological, chemical, radioactive, or nuclear agent, material, or device, whether or not related in any way to any act of **Terrorism**, and
 - ii. the deposit of or impairment by dust or soot, chemical precipitation, adulteration or impurification, or any combination of them whether permanent or transitory; and
- b) all loss, **Damage** or **Injury** directly or indirectly caused by pollution or contamination as stated in a) above.

Terrorism

Act of terrorism means an act, including but not limited to the use of force or violence and/or the threat of an act of terrorism, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Exclusions

Asbestos

We will not indemnify **You** against any **Damage** or **Your** legal liability in respect of any loss, cost or expense directly or indirectly arising out of, resulting from or in respect of which a link has been or is established to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or been operative in the sequence of events resulting in a loss.

Computer Systems

We will not **Indemnify You** against **Your** legal liability arising out of failure of any **Computer System**, whether or not **Your** property, to be date or time compliant including failure of any correction, attempted correction, conversion, renovation, rewriting or replacement of any **Computer System** relating to date or time compliance.

Computer Virus

Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted

- For the purposes of this **Policy**, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.
- For the purposes of this **Policy**, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Infectious Disease

Notwithstanding any other provision herein, this insurance does not cover any actual or alleged loss, Damage, liability, injury, sickness, cost or expense, regardless of any other cause contributing concurrently or in any sequence, in any way caused by or resulting directly or indirectly:

- Infectious or contagious disease;
- any fear or threat of (a) above; or
- any action taken to minimise or prevent the impact of (a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

Micro-Organism

We will not indemnify **You** against any loss **Damage** claim cost expenses or other sum directly or indirectly arising out of or relating to mould, mildew, fungus, spores or other micro-organism of any type, nature or description including but not limited to any

substance whose presence poses an actual or potential threat to human health.

This exclusion applies regardless of whether there is:

- any physical loss or **Damage** to insured property;
- any peril or cause whether or not contributing concurrently or in any sequence;
- any loss of use occupancy or functionality;
- any action required including but not limited to repair, replacement, removal, clean-up, abatement, disposal, relocation, or steps taken to address medical or legal concerns or to comply with the advice or orders of any competent public or governmental authority or body.

This exclusion replaces and supersedes any provision in this **Policy** that provides insurance, in whole or in part, for these matters.

Pollution

We will not indemnify **You** against loss, **Damage** or expense directly or indirectly caused by or contributed by or arising from **Pollution**.

Radiation

Any direct or indirect consequence of:
Irradiation, or contamination by nuclear material; or
The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

Terrorism

Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

War

Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or **Damage** to Property by or under the order of any government, local or public authority.

Other exclusions applying to Section 1

We shall not be liable in respect of: -

- Electrical or mechanical **Breakdown**, failure or derangement, or manufacturing defects.
- Faulty maintenance, adjustment, design, plan, specification, or materials.

- c) Liability or loss of or damage to Item(s) more specifically **Insured**.
 - d) Loss or damage to the residential property and its contents at which the **User** normally resides.
 - e) Loss or damage caused by or arising from:
 - i. wear, tear, rot, mildew, fungus, woodworm, insects, vermin, chewing, scratching, tearing, and fouling, atmospheric, climatic or weather conditions (unless specifically included) or gradual deterioration, spillage, cigarette burns or scorching.
 - ii. Any process of cleaning, dyeing, repairing, restoring or renovation.
 - f) Loss or damage: -
 - i. Caused by misuse wilful act or neglect by **You** or the **User** and/or any members of **Your** family or the **User's** family.
 - ii. Resulting from incorrect or inappropriate use of the **Insured Item** or costs incurred in rectification.
 - iii. Arising from the use of accessories that have not been approved by the manufacturer.
 - g) Repairs carried out by anyone other than an authorised repairer approved by the **Insurer**.
 - h) Any increase in costs necessary to fit non-identical replacement parts
 - i) Loss of use of the **Insured Item(s)**, or **Consequential Loss** of any nature.
 - j) Any mechanically propelled vehicle exceeding 8mph unless specifically accepted by the **Insurer**.
 - k) Any loss or damage which occurred prior to the commencement of this insurance.
 - l) **You** being under the influence of drugs, solvents or alcohol, or the injection or ingestion of any substance except those prescribed by a registered medical doctor.
 - m) Suicide, attempted suicide, or deliberate injury to **You** or putting **Yourself** in unnecessary danger (unless trying to save human life).
 - n) Pressure waves from aircraft or other aerial devices travelling at supersonic speeds.
- (a) Upon learning of any circumstances likely to give rise to a claim, the **Insured** must: -
 - i. Notify the **Administrator** as soon as reasonably possible.
 - ii. Provide without expense to the **Administrator**, all Certificates, evidence, information or assistance that the **Insurer** may reasonably require.
 - iii. Forward to the **Administrator**, immediately, every letter, claim, writ or other document received about any loss.
 - iv. Within 30 days supply without expense to the **Administrator**, full details of the claim in writing together with any supporting evidence that the **Insurer** may require.
 - (b) The **Insurer** is entitled to enter any building where loss or damage has occurred and deal with salvage in a reasonable manner. No Item(s) may be abandoned to the **Insurer**.
3. **Other Insurances:** If there is any other insurance policy covering the same loss, damage or liability **We** will not pay more than **Our** rateable share.
 4. **Observation of Policy Terms:** The liability of the **Insurer** will be conditional on any person claiming indemnity or benefit observing the terms of the **Policy**.
 5. **Fraudulent claims:** If **You** or anyone acting for **You** makes a false or fraudulent claim, which includes but is not limited to;
 - making a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false;
 - sending us or anyone acting on our behalf a document, knowing the document to be forged or false;
 - making a claim for any loss or damage **You** caused deliberately or
 - acting dishonestly or exaggerating a claim.

General Conditions

1. **Duty of Care:** **You** must take care to prevent any **Accidental Damage**, **Malicious Damage** or theft and keep **Your Insured Item** in accordance with the security requirements and maintain them in a good state of repair and condition. **You** must take care to comply with all statutory obligations and regulations imposed by any statutory, regulatory, or government authority.

2. **Claims:**

- We;**
- a) are not liable to pay the claim; and
 - b) may recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
 - c) may by notice to **You** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **We** exercise our right under (c) above, **We** shall not be liable to **You** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **Our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim. **We** will not return any of the premiums paid.

This information may also be shared with the police and other insurers for fraud prevention purposes.

6. **Geographical Limits:** Cover applies within the **Geographical Limits**. The **Policy** extends cover as defined under Worldwide (including Baggage Handler Cover) Section of the **Policy**.
7. **Governing Law:** This **Policy** is governed by English Law.
8. **Language:** The contractual terms and conditions and other information relating to this contract will be in the English language.
9. **Subrogation:** If a third party is believed to be responsible for any claim, **We** may take over, defend or settle the claim, or take up any claim in **Your** name for **Our** own benefit. This is known as exercising **Our** right of subrogation. **You** must give **Us** all the help and information **We** reasonably require for the purpose of exercising this right. **You** will take no action or make any agreements that may weaken or remove **Our** rights under this clause without **Our** prior written permission. **We** will pay any costs or expenses involved in exercising **Our** right of subrogation.

Insurer Privacy Notice

Bspoke Underwriting Ltd

We are Bspoke Underwriting Ltd, our data controller registration number, issued by the Information Commissioner's Officer, is Z7739575.

This information is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy.

We are dedicated to being transparent about what we do with the information that we collect about you and we process your personal data in accordance with the relevant data protection legislation.

Why do we process your data?

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

What information do we collect about you?

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information

to us so that we can administer your insurance policy and fulfil our contract of insurance.

For specific types of insurance policies, for example when offering you a Personal Accident policy, we may process some special categories of your personal data, such as information about your health. We collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

We also process special categories of your personal data as it is in the substantial public interest and it is necessary: i) for administering your insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

Privacy Notice

You can get more information about this by viewing our full Privacy Notice online [here](#) or request a copy by emailing us at

dataprotection@bspokeunderwriting.co.uk

Alternatively, you can write to us at:

Data Protection, Bspoke Underwriting Ltd, Brookfield Court, Selby Rd, Leeds LS25 1NB.

WATFORD INSURANCE COMPANY EUROPE LIMITED INFORMATION NOTICE

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.watfordre.com/privacy-policy/>