

Mr Paul Carroll
Yate Town Council
Poole Court
Poole Court Drive
Yate
Bristol
Avon
BS37 5PP

Select for Local Councils Policy Schedule

This insurance policy, which meets your demands and needs, has been based on the latest information obtained from you. The Policy, the Policy Schedule, any Certificates of Insurance and Endorsements form one document and should be read together. This Schedule replaces any previous Schedule.

Policy Number	YLL-272004-4783
Insured	Yate Town Council
Business	Parish / Town Council
Period of Insurance	
From	17 th April 2023
To	16 th April 2024

and any other period for which cover has been agreed.

Renewal Premium	TBC
-----------------	-----

Premiums are inclusive of Insurance Premium Tax and/or VAT as appropriate.

Schedule Number	110699722
Long Term Agreement:	TBC
Preparation Date	09 th February 2023
Prepared by	Mr Jonathan Meiseles
Policy Form Reference	MLAACF07

Policy Cover Declaration:

You, the Insured, are not aware of any known losses or events that could give rise to a claim, or circumstances that would be prejudicial to us, the Insurer, should the basis of cover on the below given insurance product (s) be changed.

This is important information, please read it carefully and check that the facts given about you are correct and that we have included all the covers that you require. We are unable to give you advice so it is your responsibility to check the cover is correct for your organisation.

Important information

Taking reasonable care

We require that you take reasonable care in managing your activities. Where appropriate this requires you to do the following:

- Keep written risk assessments for your key activities
- Keep written records of your staff and volunteer training. For example, manual handling training, or for use of tools and machinery
- Abide by any rules, guidelines or advice that is given to you by any relevant authority, such as a Local Authority, or the Health and Safety Executive

We want you to be confident about your insurance and understand what is required of you. Please contact us if you have any questions relating to the above.

Lines of Cover applying

Part A – Material Damage

Table Headings

Contents (a)	Furniture, fixtures, fittings and tenants improvements
Contents (b)	Other contents and consumable stock not specified below including printed books and unused stationery
Contents (c)	Computer equipment, other office equipment and sports equipment
Contents (d)	Televisions, audio-visual and photographic equipment (excluding videos), beer, wine, spirits, tools and gardening equipment
Contents (e)	Tobacco
Contents (f)	Camcorders, videos and gaming machines
Contents (g)	Civic Regalia

Sums Insured

Premises Address	Buildings Sum Insured	Loss of Rent	Contents (a)	Contents (b)	Contents (c)	Contents (d)	Contents (e)	Contents (f)	Contents (g)
1. Toilet Block & Outbuildings, Address, Kingsgate Park, Yate, Bristol, BS37 4HZ	£190,601.00	N/A	£2,173.00	£0.00	£0.00	£1,725.00	£0.00	£0.00	£0.00
2. Pop Inn Cafe, Address, West Walk, Yate, Bristol, BS37 4AX	£287,122.00	N/A	£13,679.00	£0.00	£280.00	£0.00	£0.00	£0.00	£0.00
3. Heritage Centre, Address, Church Road, Yate, Bristol, BS37 5BG	£416,013.00	N/A	£9,968.00	£0.00	£829.00	£845.00	£0.00	£0.00	£0.00
4. Sunnyside Lane Sports Pavilion/Workshop, Address, Moorlands Road, Yate, Bristol, BS37 4BX	£533,737.00	£50,000.00	£5,027.00	£1,979.00	£0.00	£20,799.00	£0.00	£0.00	£0.00
5. Council Offices, Address, Poole Court, Poole Court Drive, Yate, Bristol, BS37 5PP	£4,648,967.00	£40,000.00	£95,135.00	£398.00	£4,792.00	£2,580.00	£0.00	£0.00	£0.00
6. Parish Hall, Address, Station Road, Yate, Bristol, BS37 4PQ	£773,853.00	£9,000.00	£13,597.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
7. Sunnyside Lane Football Pavilion, Address, Moorlands Road, Yate, Bristol, BS37 4BX	£472,914.00	N/A	£2,905.00	£0.00	£1,390.00	£0.00	£0.00	£0.00	£0.00
8. Club House, Changing Block and Admin and Changing Block, Address, Yate Outdoor Sports Centre, Broad Lane, Yate, Bristol,	£2,281,822.00	N/A	£1,473.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

BS37 7LB									
9. Running Track and All Weather Pitch including Sprint Target Area, Address, Yate Outdoor Sports Complex, Broad Lane, Yate, Bristol, BS37 7LB	£1,843,191.60	N/A	£0.00	£0.00	£5,222.00	£0.00	£0.00	£0.00	£0.00
10. Storage Shed/ Workshop, Address, Yate Outdoor Sports Complex, Broad Lane, Yate, Bristol, BS37 7LB	£675,481.00	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
11. Garage, Address, Abbotswood, Yate, Bristol, Gloucestershire, BS37 4NG	£22,029.00	N/A	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
12. Armadillo Yate Cafe, Address, Yate Leisure Centre, Kennedy Way, Yate, Bristol, BS37 4DQ	£2,061,550.00	N/A	£61,749.00	£728.00	£6,036.00	£82,479.00	£0.00	£1,545.00	£0.00
13. Address, Ymca Hall, 104 Station Road, Yate, Bristol, BS37 4PQ	£466,173.00	N/A	£6,735.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
14. Multiuse Activity Building, Address, Yate Outdoor Sports Complex, Broad Lane, Yate, Bristol, Gloucestershire, BS37 7LB	£331,650.00	N/A	£398.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

For Premises: 1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 12, 13, 14

Insured Perils applicable to Material Damage : 1-13, 15 & 16

For Premises: 5

Insured Perils applicable to Material Damage: 1-16

Excesses Applicable to Premises

The following Excesses apply to each and every loss arising in respect of each and every separate premises:

Accidental Damage	£100
Theft	£100
Riot civil commotion and Malicious Persons	£250
Storm or Flood	£250
Escape of Water	£250
Falling Trees or Branches	£250
Subsidence	£1,000

Operative Endorsements: 1, 2, 3, 5, 6, 7, 8 & 9 (please refer to the Endorsement section of the policy wording)

Part B – Business Interruption

Premises Address	Additional Expenditure	Indemnity Period (Months)	Loss of Data	Indemnity Period (Months)	Loss of Gross Revenue	Indemnity Period (Months)
West Walk, Yate, Bristol, BS37 4AX	N/A		N/A		£65,000	36
Church Road, Yate, Bristol, BS37 5BG	N/A		N/A		£9,000	36
Moorlands Road, Yate, Bristol, BS37 4BX	N/A		N/A		£5,000	36
Poole Court, Poole Court Drive, Yate, Bristol, BS37 5PP	£200,000	36	N/A		£115,000	36
Station Road, Yate, Bristol, BS37 4PQ	N/A		N/A		£56,000	36
Moorlands Road, Yate, Bristol, BS37 4BX	N/A		N/A		£25,000	36
Yate Leisure Centre, Kennedy Way, Yate, Bristol, BS37 4DQ	N/A		N/A		£255,000	36
Ymca Hall, 104 Station Road, Yate, Bristol, BS37 4PQ	N/A		N/A		£45,000	36

For Premises: 1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 12, 13, 14

Insured Perils applicable to Business Interruption : 1-13, 15 & 16

For Premises: 5

Insured Perils applicable to Business Interruption: 1-16

Operative Endorsements:

None

Part C – All Risks
Table Headings

Contents (a)	Furniture, fixtures, fittings and tenants improvements
Contents (b)	Other Contents and consumable stock not specified below including printed books and unused stationery
Contents (c)	Computer Equipment, other office equipment and sports equipment
Contents (d)	Televisions, audio-visual and photographic equipment (excluding videos), beer, wine, spirits, tools and gardening equipment
Contents (e)	Tobacco
Contents (f)	Camcorders, videos and gaming machines
Contents (g)	Civic Regalia

Additional Items:

Where no premises address is shown, the item is not based at one location and cover is provided anywhere within the territorial limits.

Item Description	Sum Insured	Excess
Computer Equipment at Poole Court	£21,182.40	£100
Computer Equipment at the Armadillo	£7,692.00	£100
Franking Machine	£1,624.80	£100
Scaffold Towers x 2	£4,800.00	£100
Ground Maintenance Equipment/ Container at Kingsgate	£11,013.60	£100
Bowling Green including Fencing & Sprinkler System	£56,174.40	£100
Bus Shelters	£81,120.00	£100
Chairman's Chain of Office Anywhere withing Europe BS17	£4,200.00	£100
Chairman's Robes Anywhere within Europe BS17	£1,440.00	£100
Deputy Mayor's Chain of Office Anywhere within Europe BS17	£1,200.00	£100
Photocopier - Leased from PEAC Finance c/o 32 Queens Square, BS1 4ND	£7,200.00	£100
Stage	£3,600.00	£100
Various Marquees	£3,374.40	£100
YOSC Fencing and Posts	£134,400.00	£100
Hired in Plant	£60,000.00	£100
Lighting at Peg Hill Skatepark	£48,000.00	£100
Bier	£6,000.00	£100
Lights in Kingsgate Park	£48,000.00	£100
CCTV at the Armadillo	£8,400.00	£100
External Building Artworks various in gardens	£102,000.00	£100
Equipment in minibus	£3,225.00	£100
Computer Equipment at the Heritage Centre	£4,747.20	£100
CCTV at Kingsgate	£1,200.00	£100
CCTV at Poole Court	£2,400.00	£100
Grounds Maintenance Equipment at Sunnyside	£31,407.60	£100
CCTV at Sunnyside	£1,560.00	£100
Jensen Chipper A350	£24,000.00	£100

Wooden Play Area at Kingsgate Park	£216,300.00	£100
9 defibrillators	£14,946.00	£100
CCTV at YOSC and MAB	£9,331.20	£100
Steam Cleaning Machine (Graffiti Removal)	£4,500.00	£100
22 Laptops at Various Home Locations	£16,264.80	£100
Computer Equipment at Pop Inn Cafe	£204.00	£100
Salt Truck	£1,200.00	£100
E-Bike	£815.83	£100

The excess stated applies to each and every loss.

Operative Endorsements: 1, 2, 3 & 7 (please refer to the Endorsement section of the policy wording)

Part D – Money

	Limit any one loss
1. Loss of Non-Negotiable Money in the situations specified in items 2(a), 2(b), 2(c)(i) and 2(c)(ii):	£250,000
2. Loss of other Money:	
(a) in transit in the custody of any Member or Employee or in transit by registered post (limit £250), or in a Bank Night Safe	£5,000
(b) in the private residence of any Member or Employee	£250
(c) in the premises	
(i) in the custody of or under the actual supervision of any Member or Employee	£5,000
(ii) in locked safes or strongrooms	£5,000
(iii) in locked receptacles other than safes or strongrooms	£250

Excess: £50 each and every loss

Personal Accident Assault Limits: Stated in Section 3(c) of the policy wording

Operative Endorsements:

1. In respect of **Section 1 – Special Definitions**, the definition of Person Insured is extended to include any person between the ages of 16 and 90.

Part E – Public Liability

Limit of Indemnity: £15,000,000

Excess: £100 each and every claim in respect of Section 2(d)(ii)

Operative Endorsements:

1. Environmental Clean Up Costs. The following Special Definitions are added to Section 1:

Clean Up Costs

- a) Testing for or monitoring of Pollution or Contamination
- b) the costs of Remediation required by any Enforcing Authority to a standard reasonably achievable by the methods available at the time that such Remediation commences.

Remediation

Remedying the effects of Pollution or Contamination including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

Enforcing Authority

Any government or statutory authority or body implementing or enforcing environmental protection legislation within the territorial limits.

Cover

With effect from 01 July 2009 or the inception of the policy if later, the **insurer** will indemnify the **insured** in respect of all sums including statutory debts that the **insured** is legally liable to pay in respect of Clean Up Costs arising from environmental damage caused by Pollution or Contamination where such liability arises under an environmental directive, statute or statutory instrument.

Provided always that:

- a) liability arises from Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance. All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the same time such incident takes place
- b) the **insurer's** liability under this Extension shall not exceed £1,000,000 for any one occurrence and in the aggregate in any one Period of Insurance and will be the maximum the insurer will pay inclusive all costs and expenses. This limit will form part of and not be in addition to the Limit of Indemnity stated in the Schedule
- c) immediate loss prevention or salvage action is taken and the appropriate authorities are notified

Exclusions

The **insurer** shall be under no liability:

1. in respect of Clean up Costs for **damage** to the **Insured's** land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the **insured's** care, custody or control
2. for **damage** connected with pre-existing contaminated property
3. for **damage** caused by a succession of several events where such individual event would not warrant immediate action
4. in respect of removal of any risk of an adverse effect on human health on the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the **insured's** care, custody or control
5. in respect of costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time Remediation commences
6. in respect of costs for prevention of imminent threat of environmental damage where such costs are incurred without there being Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident
7. for **damage** resulting from an alteration to subterranean stores of groundwater or to flow patterns
8. in respect of costs for the reinstatement or reintroduction of flora or fauna
9. for **damage** caused deliberately or intentionally by the **insured** or where they have knowingly deviated from environmental protection rulings or where the **insured** has knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which they are responsible
10. in respect of fines or penalties of any kind
11. for **damage** caused by the ownership or operation on behalf of the **insured** of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water
12. for **damage** which is covered by a more specific insurance policy
13. for **damage** caused by persons aware of the defectiveness or harmfulness of products they have placed on the market or works or other services they have performed
14. for **damage** caused by disease in animals belonging to or kept or sold by the **insured**.

Part F – Hirers' Liability

Limit of Indemnity: £2,000,000

Excess: £100 each and every claim for damage to the premises or contents caused other than by fire or explosion

Operative Endorsements

None

Part G – Employers Liability

Limit of Indemnity: £10,000,000

Operative Endorsements:

None

Part H – Libel and Slander

Sum Insured

£250,000

Excess: 10% each and every claim or £1,000 whichever is the lower

Operative Endorsements

None

Part I – Motor Vehicles

Insured Vehicle: All as described in Persons Entitled to Drive: the Certificate of Limitation as to Use: Motor Insurance	Cover: Section 22 A. Comprehensive
---	--

Excess : Section 23	
Amount	Description
£ 150	Accidental Damage , Fire , Windscreen , Theft total loss
£ 250	Theft
£ Nil	Third party
Additional to any other Excess which applies	

Age and Inexperienced Driver Excess: Section 11		
(a)	Under 25 years	£150
(b)	Over 25 years inexperienced	£150
Additional to any other Excess which applies		

Repair Limit:	£Nil
Section 12	

Damage to Property Limit:
£5,000,000 Applicable to any Commercial Vehicle, Minibus, Agricultural Vehicle and Special Type
£50,000,000 Applicable to any Private Motor Car

Personal Effects Limit:	£150
Section 13	

Medical Expenses Limit:	£250
Section 14	

Additional Cover : Section 25

U. Occasional Business Use	Not Operative
V. Loss of No Claim Discount/Excess	Not Operative

Operative Endorsements:

None

Part J – Motor Legal Expenses and Uninsured Loss Recovery

Limit of Indemnity:

£100,000 per insured incident

Part K – Inspection Contract

Service: Inspections of each item of Plant described in the Plant Specification under Contract Number EI-272004-4787.

Part L – Plant Protection

Cover: As described in the Plant Specification by means of cover codes as defined in Section 12 in respect of each item of plant

	Limits of Indemnity
Section 2(a) Insured Damage to Plant	£500,000
Section 2(b) Own Surrounding Property Damage	£500,000
Excess: £100 each and every loss	

Part N – Fidelity Guarantee

Persons Guaranteed: **Sum Guaranteed**
 All members and employees £5,000,000

Excess: £100 each and every loss

Part O – Personal Accident

Cover is limited to £500,000 any one person and £2,000,000 any one incident.

Persons Insured:

Employees

Capital Sum	£50,000.00
Weekly Sum	£50.00
Cover	Sections 2 and 3 - Accident and Assault Cover

Volunteers

Capital Sum	£50,000.00
Weekly Sum	£50.00
Cover	Sections 2 and 3 - Accident and Assault Cover

Directors/Councillors

Capital Sum	£50,000.00
Weekly Sum	£50.00
Cover	Sections 2 and 3 - Accident and Assault Cover

Key Personnel

Key Personnel	Town Clerk, Deputy Town Clerk/ Service Support Manager, Finance Manager & RFO, Deputy RFO, Community Projects Manager, Community Heritage Officer, Venue Operations Officer, Estates Manager, Estates Supervisor, Poole Court Caretaker
Capital Sum	£50,000.00
Weekly Sum	£500 for up to 10 weeks and £100 per week thereafter
Cover	Sections 2 and 3 - Accident and Assault Cover

Operative Endorsements:

1) Special Condition 4 of Section 5 is inoperative provided always that the **insurer** will not make any payment of any benefit or in respect of any expense or loss arising from any Person Insured who has attained the age of 90 years unless such expense or loss arises during the period of insurance during which the Person Insured attains the age of

2) Key Personnel endorsement

It is agreed that Section 2 and Section 3 will be extended to a 24hr basis for Key Personnel.
and

Section 4 - Exclusions is amended to read;

Section 4 - Exclusions

The **insurer** will not be liable to pay compensation in respect of death or disablement or provide indemnity for **damage** caused directly or indirectly by:

- a) intoxication of, or the illegal use of drugs by any Person Insured, or through sexually transmitted disease
- b) deliberate exposure to unnecessary danger (except in an attempt to save human life)
- c) racing of any kind other than on foot
- d) air travel other than as a passenger in a licensed passenger carrying aircraft
- e) with effect from the 2004 renewal date the **insurer** will not be liable for any actual loss directly or indirectly arising out of, contributed to by, or resulting from actual, threatened, feared or perceived use of biological, chemical, radioactive or nuclear agent, material, device or weapon.
- f) motor cycling, winter sports other than skiing or snowboarding in the United Kingdom or on a dry ski slope or within a snow dome, skating or curling, aerial pursuits including but not limited to ballooning, bungee jumping, gliding, hang-gliding, micro lighting, parachuting, paragliding or parascending, jet skiing or white water rafting, mountaineering or rock climbing using guides or ropes, hiking, trekking or mountaineering above 3,000 metres, caving, and diving using external breathing apparatus

Part P – Legal Expenses

Section:

3. Employment Disputes and Compensation Awards	Operative
4. Legal Defence	Operative
5. Property Protection and Bodily Injury	Operative
6. Tax Protection	Operative
7. Contract Disputes - £5,000 Limit	Operative
8. Statutory Licence Protection	Operative
Limit of Indemnity:	£200,000

Operative Endorsements

The following is also operative: Debt Recovery

Insured Incident

The **insurer** will negotiate for the **insured's** legal rights including enforcement of judgment to recover money and interest due from the sale or provision of goods or of services, provided always that:

- the amount of the debt exceeds £250 (incl VAT)
- the claim under this Part is made within 90 days of the money becoming due and payable
- the **insurer** has the right to select the method of enforcement, or to forego enforcing judgment if the **insurer** is not satisfied that there are, or will be, sufficient assets available to satisfy judgment.

Exceptions

We will not provide indemnity in respect of or arising from or relating to:

- any debt arising from an agreement entered into prior to the inception date of the indemnity provided by this section if the debt is due within the first 90 days of the indemnity provided by this section
- the recovery of money and interest due from another party where the other party intimates that a defence exists
- any claim relating to:
 - any settlement payable under an insurance policy
 - any lease, licence or tenancy of land or buildings
 - any motor vehicle owned by, or hired or leased to you other than agreements relating to the sale of motor vehicles where you are engaged in the business of selling motor vehicles
- any dispute which arises out of the purchase, hire, sale or provision of computer hardware, software, systems or services.

General Notes

1. Fair presentation of the risk

You must make a fair presentation of the risk to us at inception, renewal and variation of your policy. This means that we must be told about all facts and circumstances which may be material to the risks covered by the policy and that you must not make a misrepresentation to us about any material facts. As part of your duty of fair presentation, you must ensure that the information detailed within the schedule is correct and complete. A material fact is one which would influence the acceptance or assessment of the risk. If you have any doubt about facts considered material, it is in your interests to disclose them to us.

Failure to make a fair presentation of the risk could result in the policy either being avoided, written on different terms or a higher premium being charged, depending on the circumstances surrounding the failure to present the risk fairly.

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which has the aim to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Insurance Act 2015. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

2. Cancellation

All insurance policies run for a fixed period of time. The Insured can terminate an insurance contract verbally or in writing at any time by calling 0800 917 9531 or emailing Customers.team@uk.zurich.com. Zurich may cancel the policy by giving 30 days' notice in writing. In such an event the insured will be entitled to a return of premium in respect of the unexpired portion of the period of insurance.

If you cancel your policy before the start date, you will be entitled to a full refund of premium. If you cancel within 14 days of the start date, you will be entitled to a full refund of premium, providing no claim has been made. After 14 days, if no claim has been made, we may offer a full or partial refund, depending on the time the policy was on risk and the circumstances at the time of the cancellation request. Please note, a cancellation charge of £50 may be applied.

3. Bonus and fee structure

Employees and businesses who work for ZIC UK are remunerated in various different ways for selling insurance contracts. Employees receive a basic salary and also receive a bonus based on a number of factors, including the achievement of sales and quality targets. Businesses which work for the insurer on an outsourced basis receive a fee and also additional payments based on a number of factors, including the achievement of sales and quality targets.

Claims contact information

If you need advice on a claim, it is important that you speak to the appropriate specialist. Claims specialists are available to discuss your cover and advise you on how to make a claim. Their contact details are:

Type of Claim	Claims team	Claims contact details	
Buildings, contents including "All Risks" Items	Property Claims	Tel:	0800 028 0336
Business interruption		Email:	farnboroughpropertyclaims@uk.zurich.com
Money		Address:	Zurich Municipal Property Claims, Zurich Financial Services, PO Box 3303, Interface Business Park, Swindon, SN4 8WF
Works in progress			
Public liability	Liability Claims	Tel:	0800 876 6984
Employers liability		Email:	fnlc@uk.zurich.com (new claims) zmflc@uk.zurich.com (subsequent correspondence)
Personal assault under Money			
Personal accident		Address:	Zurich Municipal Casualty Claims, Zurich House, 1 Gladiator Way, Farnborough, Hampshire, GU14 6GB (DX 140850, Farnborough 4)
Financial and administrative liability			
Professional negligence			
Hirers liability			
Fidelity guarantee			
Libel and slander			
Engineering insurance			
Engineering – Deterioration of stock			
Business travel			
Motor			
		Email:	zmmotorclaimsoffice@uk.zurich.com
		Address:	Zurich Municipal Motor Claims, PO Box 3322, Interface Business Park, Swindon, SN4 8XW
Legal Expenses	DAS Legal Claims	Tel:	0117 934 2116 (Switchboard)

General claims procedure

This is a description of the general claims procedure you will need to follow:

1. Contact the relevant claims office, to notify the claim
2. If necessary, a claim form will be sent out to you for completion, or you will be asked to send details in writing
3. In the event of uncertainty, please call the relevant office for guidance.
4. Out of hours/Emergency Property losses - please contact 0800 028 0336
5. Track open claims on-line at: <https://www.zurich.co.uk/municipal/existing-customers>

DAS Head and Registered Office:

DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH
Registered in England and Wales | Company Number 103274 Website: www.das.co.uk
DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority
and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority.

DAS Law Limited Head and Registered Office:

DAS Law Limited | North Quay | Temple Back | Bristol | BS1 6FL
Registered in England and Wales | Company Number 5417859 Website: www.daslaw.co.uk
DAS Law Limited is authorised and regulated by the Solicitors Regulation Authority (registered number 423113).

Zurich Municipal is a trading name of Zurich Insurance Company Ltd. A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

Communications may be monitored or recorded to improve our service and for security and regulatory purposes. © Copyright – Zurich Insurance Company Ltd. All rights reserved. Reproduction, adaptation, or translation without prior written permission is prohibited except as allowed under copyright laws.