

Commercial Policy Summary

Loss Recovery Insurance



Introduction

This key facts policy summary provides key information about your Loss Recovery Insurance policy.

It does not contain the full terms and conditions of cover, which can be found in the policy wording contained in your policy certificate, which you should read carefully when you receive it.

Loss Recovery Insurance provides you with the services of an expert loss adjuster, to help you prepare, negotiate and settle your eligible insurance claim(s) for material damage and business interruption claims, dependent upon the relevant sections of your commercial insurance policy being current at the time of loss.

The cover is for eligible claims within the terms and conditions of the policy, which are likely to exceed £5,000 or the policy excess, whichever is the greater value.

In the event of a claim, you should contact your insurance broker within 15 days of occurrence. They will advise us of the details of your claim and we will then contact you to arrange to visit you within the first 24 hours.

Features and benefits

In summary, our expert loss adjuster will:

1. Provide the services for eligible claims under your commercial insurance policy likely to exceed £5,000 or the policy excess, whichever is the greater;
2. Provide initial telephone advice on all claims;
3. Provide personal visits on all qualifying claims;
4. Arrange interim payments from your insurers where necessary;
5. Attend meetings with insurers and handle all correspondence;
6. Organise temporary premises and equipment, surveyors, valuers and builders as required; and
7. Prepare and present your claim to your insurers and negotiate the best possible settlement to which you are entitled.

Significant exclusions

Loss Recovery Insurance excludes claims in respect of personal injury, liability, marine, aviation, motor, personal property or injury, subsidence, landslip or heave claims, uninsured losses, civil proceedings and any claim outside of the United Kingdom (Including the Isle of Man and Channel Islands).

Full details of cover are provided in section 3 of the policy certificate with further details of exclusions set out in sections 4, 5 and 6.

**Knowledgeable
Dedicated
Passionate**

Settle For Best



Regulation and cover

Loss Recovery Insurance is administered by Lorega Limited, whose registered office is 36 Leadenhall Street, London EC3A 1AT. Lorega Limited is authorised and regulated by the Financial Services Authority, reference 308694.

The Financial Services Authority is the independent watchdog that regulates financial services. It requires us to give you this document. Use the information to decide if our policy is right for you.

Loss Recovery Insurance is fully underwritten by certain Underwriters at Lloyds under Binding Authority 330451. Lloyd's is also regulated by the Financial Services Authority.

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we or the Insurers cannot meet our obligations.

Cancellation

The policy will remain in force for 12 months from the date of commencement, or as otherwise shown in the policy schedule. Your cover under this policy is conditional upon you maintaining your commercial insurance policy, the cancellation of which will automatically terminate your Loss Recovery Insurance.

You have the right to cancel this policy during a period of 14 days after the later of the day of purchase or the day on which you receive the policy documentation.

In the event of cancellation you may be entitled to a refund of the policy premium. The amount of the refund will be calculated on a pro rata basis by reference to the date of cancellation, the period of cover and the commencement date of the policy.

To exercise this right you must contact your insurance broker at the address on the documentation provided to you. If you do not exercise your right to cancel then your policy will continue and you will be required to pay the full premium.

Complaints

We hope that you will be happy with the service that we provide. If, for any reason, our service falls short of your expectation we would like to hear from you, either in writing or by telephone, at the address or on the number below.

In the event that you wish to make a complaint, you may do so at any time by referring the matter to Policy & Market Assistance, Lloyd's Market Services, Lloyd's, 1 Lime Street, London EC3M 7HA or by telephone on 0207 327 5693 or Fax 0207 327 5225 or e-mail: complaints@lloyds.com

Complaints which cannot be resolved may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. Your legal rights are not affected by these complaint procedures.

LOREGA

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London EC3A 1AT
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Email info@loreaga.com



All loss recovery policies are fully underwritten by certain underwriters at Lloyds under binding authority reference 330451.

The claims service is administered by Lorega Ltd, which is authorised and regulated by the Financial Services Authority, reference 308694.