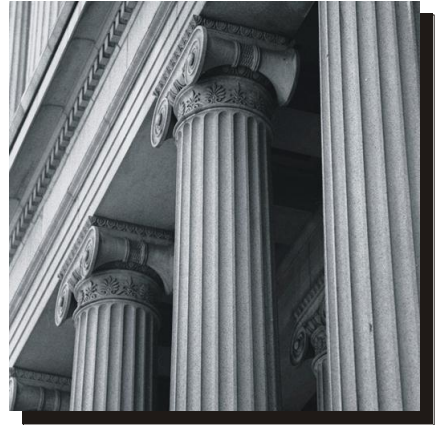


# Renovation or Conversion Professional Fees Policy

Comprehensive Legal Expense cover for  
your renovation or conversion project



# The Services and Complaints Handling

## Our Promise to You

- a) We will acknowledge complaints promptly
- b) We will investigate quickly and thoroughly
- c) We will keep you informed of progress
- d) We will do everything to resolve your complaint fairly
- e) We will learn from our mistakes and use your feedback to continually improve our service

## What to do if You have a Complaint

We are dedicated to providing you with a high quality service and we want to ensure that we maintain this at all times. If you feel that we have not offered you a first class service please contact us on 01732 742 102 or write to us at the address below quoting your Policy number or claim reference:

Self-Build Zone Limited

Anton House South Park Sevenoaks Kent TN13 1EB

e-mail [customerservices@selfbuildzone.com](mailto:customerservices@selfbuildzone.com)

Self-Build Zone Limited is a subsidiary company of Sennocke International Insurance Services Limited, registered at the same address, and which is Authorised and Regulated by the Financial Services Authority.

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### Complaints Procedure

In the event of a complaint arising under this insurance, You should in the first instance write to the Agent who arranged this insurance if the matter still remains unresolved thereafter You should write to;

The Managing Director

Legal Insurance Management Ltd 16-18 Hagley Road Stourbridge West Midlands DY8 1PS

Please ensure Your policy number is quoted in all correspondence to assist a quick and efficient response.

In the event You remain dissatisfied and wish to make a complaint, You can do so by contacting the following:-

Customer Relations Manager

UK Underwriting Ltd Cast House Old Mill Business Park Gibraltar Island Road Leeds LS10 1RJ

If it is not possible to reach an agreement, You have the right to make an appeal to the Financial Ombudsman Service.

This also applies if You are insured in a business capacity but have a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million. You may contact the Financial Ombudsman Service at: -

Financial Ombudsman Service

South Quay Plaza 183 Marsh Wall London E14 9SR

Tel: 0845 080 1800

This does not affect Your statutory rights.

## Compensation Scheme

UK Underwriting Ltd on behalf of AXA Assistance (UK) Ltd. is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

The FSCS can be contacted at 7th Floor, Lloyds Chambers, 1 Portsoken Street, London E1 8BN.

Telephone: 020 7892 7300

Fax: 020 7892 7301

E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

## **IMPORTANT POLICY INFORMATION**

All potential claims must initially be reported to the Claims Helpline Service, which operates 24 hours a day, 365 days a year.

**The Legal Claims Notification & Advice Helpline Service telephone number is 0844 800 0128.**

Please note that the Claims Notification & Legal Helpline Service is not empowered to give advice on the admissibility of any claim under the policy.

If You wish to make a claim or you have a query relating to policy cover, then you should contact:

Claims Department  
Legal Insurance Management Ltd  
16-18 Hagley Road  
Stourbridge  
West Midlands  
DY8 1PS

This is a 'Claims Made' policy. It only covers claims notified to us during the Period of Insurance and within 30 days of any circumstance which may give rise to any claim. Failure to do so could lead Us to decline that claim.

# Policy Definitions

The words or expressions detailed below have the following meaning wherever they appear in this policy.

## **Agent**

The Agent appointed by the Coverholder to transact this Insurance with You.

## **Authorised Professional**

A solicitor, counsel, claims handler or mediator, accountant, firm of accountants or other appropriately qualified person appointed and approved by Us under the terms and conditions of this policy to represent Your or an Insured Person's interests.

## **Event**

The initial event, act or omission which sets off a natural and continuous sequence of events that subsequently gives rise to a claim for indemnity against Us.

## **Excess**

The first amount of each and every claim as detailed on the Schedule.

## **Insured Person**

The Policyholder and his or her spouse.

## **Insurer**

UK General Insurance Limited on behalf of AXA Assistance (UK) Ltd detailed within the Schedule.

Legal Insurance Management Ltd, UK General Insurance Limited and AXA Assistance (UK) Ltd detailed within the Schedule are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register)

## **Legal Proceedings**

When formal legal proceedings are issued against an opponent in a Court of Law.

## **Limit of Indemnity**

The sums specified in the Schedule and Policy being the maximum We will pay including Insured Events related by time or cause.

## **Period of Insurance**

The Period of Insurance shown in the Schedule.

## **Policyholder, You, Your**

The person who has paid the premium and is named in the Schedule as the Policyholder.

## **Professional Fees**

Legal and accountants fees and costs reasonably and properly incurred by the Authorised Professional, with Our prior written authority including costs incurred by another party for which You are made liable by Court Order, or may pay with Our consent in pursuit of a civil claim in the Territorial Limits arising from an Insured Event.

Professional Fees will include VAT where it cannot be recovered.

## **Property**

The structure to be renovated by the insured person within the Territorial Limits including any outbuildings.

## **Schedule**

The document which shows details of You and this insurance and is attached to and forms part of this policy.

## **Standard Professional Fees**

The level of Professional Fees that would normally be incurred by Us in using a nominated Authorised Professional of Our choice.

# Definitions Continued

## **Territorial Limits**

The United Kingdom (meaning England, Scotland, Northern Ireland, Wales).

## **Time of Occurrence**

Civil Cases - when the Event occurred or commenced whichever is the earlier.

Criminal Cases - when you or an Insured Person commenced or is alleged to have commenced to violate the criminal law in question

## **We, Us, Our**

The Insurers and/or Legal Insurance Management Ltd, the Coverholder or the Authorised Professional.

# Cover

You have paid the premium and supplied to Us a proposal and declaration or other information which shall be the basis of this contract and be incorporated in this policy.

We will indemnify You, and where requested by You, any other Insured Person up to the Limit of Indemnity subject to the terms, conditions and exclusions of this policy, against Professional Fees arising from an Insured Event within the Territorial Limits in connection with the Property where You notify Us during the period of insurance and within 30 days of the Time of Occurrence of the Event.

## Insured Events

<b>(Section 1)</b>	
<b>Contract Disputes</b>	
<b>What is Covered?</b>	<b>What is Excluded?</b>
<p>Pursuing claims arising out of a contract which must be evidenced and recorded in writing entered into by or on behalf of You arising directly from the construction of the Self Build Home in order to seek compensation and or implementation of the contract from the following:</p> <ul style="list-style-type: none"> <li>a) The vendor of the plot of land.</li> <li>b) The solicitor or licensed conveyancer acting on the Insured Person's behalf.</li> <li>c) The architect and or architectural technical draughtsman acting on the Insured Person's behalf.</li> <li>d) Suppliers of materials, fittings, decorations, or built-in appliances for the Property.</li> <li>e) Any structural or mechanical engineer acting on the Insured Person's behalf.</li> <li>f) The groundwork contractor (including test bores).</li> <li>g) The demolition contractor.</li> <li>h) The surveyor / quantity surveyor acting in their supervisory role in the course of building work.</li> <li>i) The local authority (other than in connection with planning disputes).</li> <li>j) The utility charged with the connection of Water, Sewage, Electricity, Gas or Telephone services.</li> <li>k) The main contractor of each individual trade who is carrying out the construction of the Property on the Insured Person's behalf including any claim against an NHBC , Build-Zone or similar guarantee provided by the individual trade or main contractor.</li> </ul> <p>Subject to the cause of action arising and being subject to a court of jurisdiction within the Territorial Limits.</p>	<p><i>Excluding:-</i></p> <ul style="list-style-type: none"> <li>i) <i>Any matter where the value of the goods or services in dispute or the total instalments due at the time of making the claim is less than £1000.</i></li> <li>ii) <i>An Insured Event reported to the Insurer outside the Period of Insurance.</i></li> <li>iii) <i>Professional Fees and expenses which a Court of Criminal Jurisdiction orders to be paid.</i></li> <li>iv) <i>Claims arising in connection with planning permission (other than in connection with the architect's negligence).</i></li> <li>v) <i>Any claim if the Property project is abandoned for any reason other than as a result of a claim.</i></li> <li>vi) <i>Any claim for compensation arising from the completed Property being valued at the sum originally quoted by a surveyor prior to the commencement of the build project.</i></li> <li>vii) <i>Actions pursued in order to obtain satisfaction of a judgement or legally binding decision.</i></li> <li>viii) <i>The Insured Person's travelling expenses, subsistence allowances or compensation for absence from work.</i></li> <li>ix) <i>Claims involving tradesmen or suppliers sub-contracted to the main contractor acting on the Insured Person's behalf.</i></li> <li>x) <i>Any claim where the cause of action arises from incidents which have occurred or services or materials and the like which have been provided prior to the first inception date of this insurance.</i></li> </ul>

<b>(Section 2)</b>	
<b>Eviction</b>	
<b>What is Covered?</b>	<b>What is Excluded?</b>
<p>The eviction of anyone in the Property without Your permission.</p>	

# Exclusions

*This insurance does not cover: -*

1. *Professional Fees incurred: -*
  - a) *in respect of any Event where the Time of Occurrence commenced prior to the commencement of the insurance.*
  - b) *before Our written acceptance of a claim.*
  - c) *before Our approval or beyond those for which We have given Our approval.*
  - d) *where You fail to give proper instructions in due time to Us or to the Authorised Professional.*
  - e) *where You are responsible for anything which in Our reasonable opinion prejudices Your case.*
  - f) *if You withdraw instructions from the Authorised Professional, fail to respond to the Authorised Professional, withdraw from the legal proceedings or the Authorised Professional refuses to continue to act for You.*
  - g) *where You decide that You no longer wish to pursue Your claim as a result of disinclination. All costs incurred up until this stage will become Your responsibility.*
  - h) *in respect of the amount in excess of Our Standard Professional Fees where You have elected to use an Authorised Professional of Your own choice.*
2. *the pursuit, continued pursuit or defence of any claim if We consider it is unlikely a reasonable settlement will be obtained or where the likely settlement amount is disproportionate compared with the time and expense incurred.*
3. *claims which are conducted by You in a manner different from the advice or proper instructions of Us or the Authorised Professional.*
4. *appeals unless You notify Us in writing of Your wish to appeal at least six working days before the deadline for giving notice of appeal expires and We consider the appeal to have a reasonable chance of success.*
5. *any Professional Fees and expenses that could have been recovered under any other insurance except beyond the amount which would be payable under such insurance had this policy not been effected.*
6. *damages, fines or other penalties You are ordered to pay by a Court tribunal or arbitrator other than as insured under Insured Events – Employment Awards*
7. *claims arising from an Event occasioned by Your deliberate act, omission or misrepresentation.*
8. *claims arising from: -*
  - a) *ionising, radiations or contamination by radioactivity from irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.*
  - b) *any radioactive toxic explosive or other hazardous properties of any nuclear assembly or component thereof.*
  - c) *war terrorism or any like or any associated risk.*
  - d) *seepage pollution or contamination of any kind.*
  - e) *pressure waves caused by aircraft or other aerial devices*
9. *any dispute relating to written or verbal remarks which damage Your reputation.*
10. *any Professional Fees relating to Your alleged dishonesty, criminal act, or violent behaviour.*
11. *Professional Fees arising directly or indirectly from computer software except operating systems and packaged software that have not been tailored by the supplier to Your own requirements.*
12. *Legal Proceedings outside the United Kingdom and proceedings in constitutional international or supranational courts or tribunals including the European Court of Justice and the Commission and Court of Human Rights.*
13. *a dispute which relates to any compensation or amount payable under a contract of insurance.*
14. *a dispute with Us not dealt with under the Arbitration Condition.*
15. *any dispute relating to patents, copyrights, trade or service marks, registered designs, passing off, intellectual property, trade secrets or confidential information.*
16. *an application for judicial review.*
17. *any dispute or prosecution involving a motor vehicle.*
18. *any claim involving medical or clinical negligence, or pharmaceutical or any related claims (including but not limited to tobacco products).*
19. *any claim arising from a stress or psychological related condition.*
20. *disputes between an Insured Person and their Family or a matrimonial or co-habitation dispute except in so far as any claim relates to a dispute with an Insured Person's professional advisors.*
21. *a claim falling within the Small Claims Track limits where We shall provide legal advice and assistance and exercise Our discretion as to payment of any further costs.*

# Exclusions Continued

22. *any matter arising from or relating to any business or trading activity or venture for gain undertaken by an Insured Person including but not limited to any personal guarantee and investment in unlisted companies.*
23. *Legal Proceedings between an Insured Person and a central or local government authority.*
  - a) *Unless an Insured Person has suffered or could suffer pecuniary loss if the Legal Proceedings are not pursued or defended; or*
  - b) *Concerning the imposition of statutory charges.*
24. *any matter in respect of which an Insured Person is entitled to Legal Aid.*
25. *any claims made or considered against Us, the Agent or Authorised Representatives used to handle any claim.*
26. *the failure of the Insured Person to obtain sufficient information relating to the condition of the Property prior to the purchase.*
27. *any Professional Fees incurred in defending or pursuing new areas of law or test cases.*

# Policy Conditions

## **Alteration of Risk**

You shall notify Us immediately of any alteration in risk which materially affects this insurance.

## **Observance**

Our liability to make any payment under this policy will be conditional on You complying with the terms and conditions of this insurance.

## **Claims**

You must tell Us in writing within 30 days about any matter, which could result in a claim being made under this policy and must obtain in writing Our consent to incur Professional Fees.

We will give such consent if You can satisfy Us that there are sufficient prospects of success in pursuing or defending Your claim and that it is reasonable for Professional Fees to be paid and You have paid the Excess.

We may require (at Our discretion) You at Your expense to obtain the opinion of an expert or counsel on the merits or continued merits of a claim or legal proceedings. If We subsequently agree to accept the claim, the costs of such opinion will be covered.

If after receiving a claim or during the course of a claim We decide that:-

1. Your prospects of success are insufficient;
2. it would be better for You to take a different course of action;
3. We cannot agree to the claim.

We will write to You giving Our reasons and We will not then be bound to pay any further Professional Fees for this claim.

We may limit any Professional Fees that We will pay under the policy in the pursuit, continued pursuit or defence of any claim: -

1. if We consider it is unlikely a reasonable settlement will be obtained or
2. there is insufficient prospects of obtaining recovery of any sums claimed; or
3. where the likely settlement amount is disproportionate to the time and expense necessary to achieve a settlement.

Alternatively where it may cost Us more to handle a claim than the amount in dispute We may at Our option pay to You the amount in dispute which shall be deemed to represent full and final settlement under this policy.

In the event that You make a claim under this policy which You subsequently discontinue due to Your own disinclination to proceed, any legal costs incurred to date will become Your own responsibility and will be required to be repaid to the Insurer.

**UK General Insurance Ltd are an Insurers agent and in the matters of a claim act on behalf of the Insurer.**

## **Representation**

We will take over and conduct in Your name the prosecution, pursuit, defence or settlement of any claim. The Authorised Professional nominated and appointed by Us will act on Your behalf and You must accept Our nomination.

If Legal Proceedings have been agreed by Us, You may nominate Your own Authorised Professional whose name and address You must submit to Us. In selecting Your Authorised Professional You shall have regard to the common law duty to minimise the cost for Your claim. Any dispute arising from this shall be referred to Arbitration in accordance with the Policy Conditions.

Where You have elected to use Your own nominated Authorised Professional You will be responsible for any Professional Fees in excess of Our Standard Professional Fees.

# Policy Conditions Continued

## Conduct of Claim

1. You shall at all times co-operate with Us and give to Us and the Authorised Professional evidence, documents and information of all material developments and shall attend upon the Authorised Professional when so requested at Your own expense.
2. We shall have direct access at all times to and shall be entitled to obtain from the Authorised Professional any information, form, report, copy of documents, advice computation, account or correspondence relating to the matter whether or not privileged, and You shall give any instructions to the Authorised Professional which may be required for this purpose. You or Your Authorised Professional shall notify Us immediately in writing of any offer or payment into Court made with a view to settlement.
3. We will not be bound by any promise or undertaking given by You to the Authorised Professional or by either of You to any Court, witness, expert, agent or other Person without Our Agreement.

## Recovery of Costs

You should take all reasonable steps to recover costs and expenses. If another person is ordered, or agrees, to pay You all or any costs and expenses, charges or compensation You will do everything possible (subject to Our directions) to recover the money and hold it on Our behalf. If payment is made by instalments these will be paid to Us until We have recovered the total amount that the other person was ordered, or agreed to pay by way of costs.

## Arbitration

If there is a dispute between You and Us, which is not solved by the policy either side may refer it to the arbitration of an independent arbitrator who will be either a solicitor or barrister, to be agreed by the two sides. If no agreement can be reached the Law Society shall name an arbitrator. The arbitrator's decision will be final and binding on both sides. The arbitration will be governed by the rules set out in the Arbitration Acts then in force.

## Fraud

We have the right to refuse to pay a claim or to avoid this Insurance in its entirety if You make a claim which is in any respect false or fraudulent.

## Reasonable Care

You must take all reasonable steps to prevent incidents that may give rise to a claim and to minimise the amount payable by Us.

## Cancellation

We hope you are happy with the cover this policy provides. However, if after reading this policy, this insurance does not meet with Your requirements, please return it to Your Agent within 14 days of issue and We will refund your premium.

The Insurer shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by sending 14 days notice to the Policyholder at their last known address. Provided the premium has been paid in full the Policyholder shall be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance. A charge may be imposed based upon the usage of any helpline during this period.

## Acts of Parliament

Any reference to Act of Parliament within this policy shall include an amending or replacing Act and shall also include where applicable equivalent legislation in Scotland, Northern Ireland, the Isle of Man, the Channel Islands and under European Law where applied in the United Kingdom.

## Data Protection Act 1998

The data supplied by You will only be used for the purposes of processing Your policy of insurance, including underwriting, administration and handling any claim which may arise. The data supplied will not be passed to any other parties other than those which We have mentioned herein.

It is important that the data You have supplied is kept up to date. You should therefore notify Us promptly of any changes. You are entitled upon the payment of an administration fee to inspect the personal data which We are holding about You. If You wish to make such an inspection, You should contact Legal Insurance Management Ltd, 16-18 Hagley Road, Stourbridge, West Midlands, DY8 1PS.

We may respond to enquiries by the Police concerning Your policy in the normal course of their investigations. Where it is necessary to administer Your policy effectively or to protect Your interests, or for fraud prevention and detection purposes, We may disclose data You have supplied to other third parties such as solicitors, other insurers etc.

# Policy Conditions Continued

## **Contracts (Rights of Third Parties) Act 1999**

Unless expressly stated nothing in this insurance contract will create rights pursuant to the Contracts (Rights of Third Parties) Act 1999 in favour of anyone other than the parties to the insurance contract.

## **Notices**

Any letter or notice concerning this insurance will be properly issued if it is sent to the last known address of the person intended to receive it.

## **Legal and Claims Helpline**

The Legal Advice Helpline Service provides advice on any legal problem affecting the Policyholder. All potential claims must be reported initially to the Claims Helpline for advice and support.

## **Legal Claims Helpline:- 0844 800 0128**

We will not accept responsibility if the Helpline services fail for reasons beyond Our control.

## **IMPORTANT**

**You must consult the Legal Claims Helpline Service immediately You are aware of an employment dispute or potential dispute or when any action that You may take could lead to a dispute**

**If You are in any doubt contact should be made with the Helpline – 0844 800 0128 – for advice and guidance prior to taking any action.**

**Failure to comply with this requirement may lead Us to decline a claim under this policy.**

## **Law**

This policy shall be governed by and construed in accordance with the Law of England and Wales unless the Policyholder's habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply.



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