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Important Information and IPIID

Art and Household Insurance

October 2018



Art and Household Insurance

Insurance Product Information Document

Catlin Underwriting Agencies Limited

Registered in England - Company Number 1815126. Catlin Underwriting Agencies Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference No. 204848).

The following summary does not contain the full terms and conditions of the contract which can be found in your policy documentation.

What is this type of insurance?

This is an Art and Household insurance policy.



What is insured?

Section 1 – Art

- ✓ Loss or damage to art. For art individually listed the agreed value shown in the schedule. For art not individually listed we will pay the market value immediately prior to the loss. In no event will we pay more than the total sum insured in the schedule.
- ✓ The cost of transporting the art and storing art in secured storage if the safety and security of the named location is compromised by a sudden unforeseen event. The maximum we will pay is 20% of the total sum insured for section 1 limited to 12 months storage.
- ✓ The amount that you paid to purchase art if you are required to relinquish it due to defective title of the vendor, provided it was purchased after the start of this policy or a previous policy of which this is a renewal. We will cover any damages you are required to pay to another party arising out of the defective title up to a maximum of the market value of the item. The most we will pay is the agreed value per claim and in all or GBP 500,000 per claim and in all, whichever is less.

Section 2 – Jewellery and/or Watches

- ✓ Damage to jewellery and/or watches at the home or whilst elsewhere in the world for a temporary period up to the value listed or the market value, whichever is less.

Section 3 – Buildings

- ✓ Damage to buildings at the named location up to the total sum insured.
- ✓ Following damage, up to 20% of the sum insured of the buildings for fees for professionals incurred in connection to rebuilding; up to GBP 2,500 for damage to trees and shrubs; up to 25% of the sum insured for loss of rent up to a maximum of 2 years; and up to 20% of the building sum insured for fixtures removed from the building for repair or storage up to 90 days.
- ✓ Up to 10% if the buildings sum insured to rectify damage to your land adjoining buildings caused by persons unlawfully trespassing.
- ✓ Up to 5% of the buildings sum insured for theft of newly acquired unfixed buildings materials.

Section 4 – Contents

- ✓ The cost of economic repair or, if beyond economic repair, replacement as new, both up to the sum insured, for any contents damaged at home or elsewhere for a temporary period.
- ✓ Up to GBP 10,000 for guests personal possessions damaged while in your home.
- ✓ Up to GBP 5,000 in total for lost jewellery



What is not insured?

General Exclusions applying to all sections

- ✗ Natural ageing, gradual deterioration, inherent or latent defect, rust or oxidation, moth or vermin, warping or, mould, insects, fungus, mildew or corrosion.
- ✗ Aridity, humidity, exposure to light or extreme temperatures unless caused by a sudden unforeseen event.
- ✗ Settlement, subsidence, landslip or heave, faulty or inadequate construction or erosion.
- ✗ Electrical or mechanical fault or breakdown, felling of trees and shrubs, or rising damp.
- ✗ Escape of water unless the temperature of the water is maintained at least 5 degrees or drained and shut off at the mains supply.
- ✗ Nationalisation or damage to the buildings by any public authority.
- ✗ Theft or attempted theft from buildings that have been let to someone not insured under this policy unless entry is made using force or violence.
- ✗ Misuse of any property insured.
- ✗ Failure of the supply of gas, metered water or heating oil to your home caused by an act of terrorism.
- ✗ Corruption, loss or failure of computer data or hardware or software.
- ✗ Seepage, pollution or contamination.
- ✗ Any incident which happened prior to the start of this policy.
- ✗ The transmission of any illness, disease or virus.
- ✗ Building work with a contract value in excess of GBP 25,000.
- ✗ The possession of a dangerous dog or wild animal.
- ✗ Theft fraud or dishonesty committed by any if your household or anyone to who your art is consigned.
- ✗ Fees and expenses incurred in preparation of a claim.
- ✗ Fines or penalties, punitive or exemplary damages.
- ✗ Items kept in the open unless agreed by us.
- ✗ Damage at, or in transit to or from, any trade fair unless notified and agreed by us.
- ✗ Damage to contents in unattended vehicles (except section 1).
- ✗ Damage to property at a hotel unless kept in the hotel's main safe or in your actual possession.
- ✗ Mysterious disappearance or unexplained loss.
- ✗ You or another party's insolvency.



Are there any restrictions on cover?

! Endorsements may apply to your policy. These will be shown in your policy documents.

Exclusions to Section 2 – Jewellery and/or watches

- ✗ Jewellery and watches valued individually valued at GBP 5,000 or more unless listed
- ✗ Items in an unattended vehicle



Where am I covered?

✓ This insurance covers you in the territories listed in the Schedule.



What are my obligations?

- You must tell us as soon as practicably possible if you become aware about any changes in the information you have provided to us which happens before or during any period of insurance.
- When we are notified of a change we will tell you if this affects your policy. For example we may amend the terms of your policy or require you to pay an additional premium. In certain circumstances we may cancel your policy in accordance with the “Cancelling This Insurance” section of the policy document. If you do not inform us about a change it may affect any claim you make or could result in your insurance being invalid.
- You must allow our surveyors access to your premises. You must carry out any requirements following that survey within the specified time frame.
- When in transit, you must ensure that art or contents are securely and adequately packed and art is in the custody of a professional art carrier, you, a member of your household or someone appointed by you.
- You must tell us as soon as you become aware, and in any event within 30 days, of any matter which may give rise to a claim. If you suspect a crime you must also notify the police as soon as possible.



When and how do I pay?

You should contact your broker for full details of when and how to pay.



When does cover start and end?

This insurance cover is for a 12 month period and the start date and end date of the cover are specified in your policy schedule.



How do I cancel the contract?

You can cancel this insurance at any time by contacting your broker. After the cooling off period, provided you have not made a claim, you will be entitled to a refund of any premium paid, subject to a deduction for any time for which you have been covered.

Regulatory Information

Catlin Underwriting Agencies Limited is the managing agent of Syndicate 2003



Catlin Underwriting Agencies Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference No. 204848). Further details can be found on the Financial Services Register at www.fca.org.uk

Registered Office 20 Gracechurch Street, London, EC3V 0BG.
Registered in England - Company Number 1815126

You can check this out on the FCA's website at www.fca.org.uk which includes a register of all the firms they regulate or by calling the FCA on 0800 111 6768.

Fair Processing Notice

This Privacy Notice describes how certain underwriters at Lloyd's in respect of Syndicate 2003 (together, "we", "us" or the "Insurer") collect and use the personal information of insureds, claimants and other parties ("you") when we are providing our insurance and reinsurance services.

The information provided to the Insurer, together with medical and any other information obtained from you or from other parties about you in connection with this policy, will be used by the Insurer for the purposes of determining your application, the operation of insurance (which includes the process of underwriting, administration, claims management, analytics relevant to insurance, rehabilitation and customer concerns handling) and fraud prevention and detection. We may be required by law to collect certain personal information about you, or as a consequence of any contractual relationship we have with you. Failure to provide this information may prevent or delay the fulfilment of these obligations.

Information will be shared by the Insurer for these purposes with group companies and third party insurers, reinsurers, insurance intermediaries and service providers. Such parties may become data controllers in respect of your personal information. Because we operate as part of a global business, we may transfer your personal information outside the European Economic Area for these purposes.

You have certain rights regarding your personal information, subject to local law. These include the rights to request access, rectification, erasure, restriction, objection and receipt of your personal information in a usable electronic format and to transmit it to a third party (right to portability).

If you have questions or concerns regarding the way in which your personal information has been used, please contact: compliance@xlcatlin.com

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the UK Information Commissioner's Office.

For more information about how we process your personal information, please see our full privacy notice at: <http://xlgroup.com/footer/privacy-and-cookies>.



How to Make a Complaint

We are dedicated to providing a high quality service and We want to ensure that We maintain this at all times.

If You have any questions or concerns about the policy or the handling of a claim please contact Your broker through whom this policy was arranged.

If You wish to make a complaint You can do so at any time by referring the matter to:

Complaints Manager
Catlin Underwriting Agencies Limited
20 Gracechurch Street
London
EC3V 0BG
E-mail: xcatlinukcomplaints@xcatlin.com
Telephone Number: +44 (0) 20 7743 8487

If You remain dissatisfied after We have considered Your complaint, it may be possible in certain circumstances to refer the complaint to Lloyd's. Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints and are also available from Catlin Underwriting Agencies Limited at the above address or from Lloyd's at:

Lloyd's Complaints
One Lime Street
London
EC3M 7HA

If You remain dissatisfied after Lloyd's has considered Your complaint, or You have not received a decision by the time Catlin Underwriting Agencies Limited and Lloyd's have taken eight (8) weeks overall to consider Your complaint, You can refer Your complaint to the Financial Ombudsman Service at:

Exchange Tower
London
E14 9SR
E-mail: complaint.info@financial-ombudsman.org.uk
Telephone Number: **From within the United Kingdom**

0800 0234 567 calls to this number are free on mobiles and landlines

0300 1239 123 calls to this number costs no more than calls to 01 and 02 numbers

From outside the United Kingdom



+44(0)20 7964 0500

Fax Number: +44(0)20 7964 1001

Text Number: 07860 027 586 Call Back Service

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for Catlin Underwriting Agencies Limited is the Financial Ombudsman Service, which can be contacted directly using the contact details above. For more information about ODR please visit <http://ec.europa.eu/odr>



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