

HOUSEHOLD & FAMILY LEGAL EXPENSES INSURANCE POLICY

Welcome to BDElite

Your Household & Family Legal Expenses Insurance Policy is underwritten by Financial & Legal Insurance Company Limited. As a BDElite customer you now have legal expenses insurance to protect you in relation to the legal disputes set out in this Policy and to provide you with other benefits. A summary of the cover provided by this Policy is shown in your Insurance Product Information Document. You are entitled to cancel your Policy at any time. Please see the cancellation condition under the Conditions.

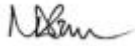
Our Agreement

This insurance is a contract between us (Financial & Legal Insurance Company Limited) and you (the person shown in the Certificate of Insurance). This is a claims made policy which means that for there to be a valid claim under the Policy, claims must be reported to us during the Period of Insurance.

We will, subject to What IS Insured, What IS NOT Insured, the Claims Settlement Provisions and Conditions of this Policy, provide you with the insurance and benefits set out in this Policy, in respect of claims reported during the Period of Insurance shown in the Certificate of Insurance and for any subsequent period for which we may accept a renewal premium.

The Policy, Certificate of Insurance and any endorsements must be read together as one document.

Signed on our behalf



Nick Garner, Chief Executive Officer
Financial & Legal Insurance Company Limited

The Meaning of Words in this Policy

Each of the words or terms shall have a specific meaning which applies wherever they appear in **bold** type in this Policy.

Appointed Representative

means the claim negotiator, or the lawyer or other suitably qualified person appointed by **Us** to act on behalf of the **Insured Person** in accordance with **Our** standard terms of appointment.

Certificate of Insurance

the document which shows details of **You** and this insurance is attached to and forms part of this Policy.

Conveyancing Fees

means the amount charged by your solicitor, or a licensed conveyancer, including search fees, in connection with the legal process of transferring the ownership of the **Property** from the **Vendor** to **You**.

Costs and Expenses

i) in relation to Insured Incidents 1 to 14 means all necessary and reasonable:

- a. Fees, costs, disbursements and expenses charged by the **Appointed Representative** and agreed by **Us**
- b. Opponent's costs in civil cases where the **Insured Person** is ordered to pay them or where **We** agree to pay them, in pursuing or defending the claim including the costs of any appeal or defending an appeal, provided the **Insured Person** tells **Us** within the time limits and provided that **We** agree to the appeal.

ii) in relation to Insured Incident 15 means **Conveyancing Fees, Mortgage Arrangement Fees and/or Lender's Fees** and **Survey Fees** that:

- a. Have been reasonably and properly incurred by **You**.
- b. Relate to **Your** purchase of the **Property**
- c. **You** are legally liable for or have incurred up to the **Date of Occurrence**.

Date of Occurrence:

In relation to **Insured Incident** 15 only, means the date **You** are first notified either in writing or verbally of an Insured Incident occurring that affects the purchase of the **Property** by **You** and is insured by this Policy.

Insured Person

means **You** and any domestic partner and any family member

permanently living with **You** provided that they have **Your** permission to claim under this Policy.

Legal Proceedings

means a legal remedy for compensation, specific performance or an injunction.

Mortgage Arrangement Fees and/or Lender's Fees:

means a non-refundable charge paid by **You** to the mortgage arranger or lender to cover administrative fees incurred in providing **You** with a mortgage.

Property

means the property that is:

- a. A permanently constructed and sited domestic home.
- b. Subject to local council tax.
- c. Situated in the Territorial Limits.
- d. Subject to **Your** written offer to purchase and that offer has been accepted by the **Vendor**.

Reasonable Prospects

means that in respect of each claim there is always more than a 50% chance of the **Insured Person** recovering damages, defending a claim or obtaining a legal remedy. This will be assessed by **Us** or the **Appointed Representative**.

Survey Fees

means the amount paid by **You** to a qualified valuer or surveyor to carry out a Home Buyers' Report or valuation or structural survey of the **Property**.

Valuation Fees

means the amount paid by you for the mortgage lender's valuation of the **Property**.

Vendor

means the party, having legal title, from whom **You** are buying the **Property**.

We/Us/Our

means Financial & Legal Insurance Company Limited.

You/Your

means the person or persons shown as the Policyholder in the **Certificate of Insurance** attached to this Policy.

What IS Insured

We will, subject to What IS NOT Insured, the Claims Settlement Provisions and Conditions of this Policy provide the insurance in relation to the Insured Incidents set out below.

Provided that:

1. **Reasonable Prospects** exist for the duration of the claim.
2. The claim is reported to **Us**:
 - a. During the Period of Insurance.
 - b. Immediately after the **Insured Person** became aware of circumstances which may give rise to a claim.
3. The **Insured Person** follows the advice provided to them by **Our** claim helpline.
4. The **Insured Person** seeks and continues to follow the advice from **Our** claim helpline.
5. During the course of any dispute from the date that the **Insured Person** became aware of the dispute and throughout the duration of the dispute the **Insured Person** keeps **Us** up to date with all developments and the **Insured Person** follows and continues to follow the advice from **Our** claim helpline.

We will not pay:

- a. In respect of any one claim and in total in any one Period of Insurance more than the relevant Limit of Liability and the annual aggregate limit shown in the Certificate of Insurance.
- b. The amount of any Excess shown in the Certificate of Insurance in respect of each claim.
- c. Any claim or incident which may lead to a claim, which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.

Insured Incidents

1. Personal Injury

We will pay the **Costs and Expenses** in relation to the pursuit of **Legal Proceedings** in respect of any incident causing bodily injury or death to an **Insured Person**.

Provided that the claim is the result of a sudden and specific incident.

We will not pay for any claim:

- a. Which develops gradually unless it is the result of a sudden and specific incident.
- b. Any claim arising from clinical and medical negligence.

2. Employment Disputes

We will pay the **Costs and Expenses** arising from or relating to:

- a. A disciplinary investigatory or grievance procedure connected with an **Insured Person's** contract of employment or the costs associated with a compromise agreement.
- b. The pursuit of a breach of contract which has commenced or has continued after termination of an **Insured Person's** employment.
- c. Any opponents **Costs and Expenses** awarded by an Employment Tribunal that an **Insured Person** is ordered to pay.

3. Contract Disputes

We will pay the **Costs and Expenses** for the pursuit of **Legal Proceedings** relating to an agreement or alleged agreement that an **Insured Person** has entered into in a personal capacity for the buying or hiring of any goods or services.

Provided that the amount in dispute exceeds the amount shown in the Certificate of Insurance.

We will not pay for:

- a. Any claim relating to an **Insured Person's** previous or current trade, business, occupation or profession.
- b. Any claim relating to any land or buildings other than **Your** main home.
- c. Any claim relating to animals, motorised vehicles (except for domestic gardening equipment and electric or motorised wheelchairs and invalid carriages not designed for road use), aircrafts, boats, windsurfers, boards, jet skis or any craft designed to be used on or in water, caravans, trailers and any accessories.
- d. Any claim relating to the settlement payable or the cover provided under an insurance policy.
- e. Any claim relating to a loan, pension, investment or any other borrowing or financial instrument.
- f. Any claim arising out of actual or alleged negligent advice, error or omission.
- g. Any claim relating to the construction, extension, alteration or conversion of any building where the contract value exceeds £5000 including VAT.

4. Property Disputes

We will pay the **Costs and Expenses** for the pursuit of **Legal Proceedings** relating to:

- a. An incident which causes or could cause physical damage to **Your** main home which is owned by **You** or for which **You** are legally responsible.
- b. Any unlawful interference of **Your** use, enjoyment or right of **Your** main home and the land on which **Your** main home is situated.
- c. The landlord's failure to maintain **Your** main home.

Provided that the amount in dispute exceeds the amount shown in the Certificate of Insurance.

We will not pay for:

- a. Any claim relating to an **Insured Person's** previous or current trade, business, occupation or profession.
- b. Any claim relating to the rent, service and maintenance charges or renewal of a tenancy agreement.
- c. Any claim relating to a planning application or building permission.
- d. Any claim where the **Insured Person** is the landlord of the home or is leasing, sub-letting or renting out part of the home.
- e. Any claim relating to work done by any government or local authority unless the claim is for accidental physical damage to the home.
- f. Any claim relating to subsidence, heave, landslip, mining or quarrying.

5. Legal Defence

We will pay the **Costs and Expenses** for defending an **Insured Person's** rights relating to any prosecution in a criminal court arising from the sale or supply of privately owned goods.

We will not pay for:

- a. Any claim relating to an **Insured Person's** previous or current trade, business, occupation or profession.
- b. Any claim relating to animals, motorised vehicles (except for domestic gardening equipment and electric or motorised wheelchairs and invalid carriages not designed for road use), aircrafts, boats, windsurfers, boards, jet skis or any craft designed to be used on or in water, caravans, trailers and any accessories.

6. Tax Protection

We will pay the **Costs and Expenses** for representing an **Insured Person** in any appeal proceedings in the event of an investigation into the **Insured Person's** personal tax affairs.

We will not pay for:

- a. Any claim relating to the tax affairs of a company or any claim if **You** are self employed, a sole trader or in a business partnership.
- b. Any claim relating to any investigation relating to or arising from tax avoidance and/or tax evasion.
- c. Any investigation dealt with by HMRC Special Compliance Office or the Revenue and Customs Prosecution Office.

7. Court Attendance

For each day when an **Insured Person** is required to attend any court or tribunal at the request of an **Appointed Representative**, **We** will pay the actual loss of the salary or wages of an **Insured Person** for the time off work.

Provided that such salary or wages are not recoverable from the relevant court, tribunal or other party.

We will not pay for any loss incurred before a claim is made.

The requirement for **Reasonable Prospects** to exist for the duration of the claim does not apply to this Insured Incident.

8. Jury Service

For each day when an **Insured Person** is required to attend jury service in the United Kingdom **We** will pay the actual loss of the salary or wages of an **Insured Person** for the time off work for jury service.

Provided that such salary or wages are not recoverable from the relevant court, tribunal or other party.

We will not pay for any claim where the date the **Insured Person** receives first notification of jury service or deferral of jury service is before the commencement of this Policy.

The requirement for **Reasonable Prospects** to exist for the duration of the claim does not apply to this Insured Incident.

9. Identity Theft

- a. **We** will provide an identity theft resolution service should an **Insured Person** become or feel they have become the victim of identity theft during the Period of Insurance. The identity theft resolution service will provide:
 - Access to a private and confidential helpline should an **Insured Person**, regarding identity fraud, feel they have become the victim of identity theft.
 - Access to a personal identity theft adviser who will provide the **Insured Person** with specialist guidance and assist the **Insured Person** in resolving the identity fraud.
- b. If an **Insured Person** becomes the victim of unlawful use of their personal identity as a result of theft or unauthorised use of their personal identity, **We** will pay:
 - The **Costs and Expenses** to reinstate the **Insured Person's** identity.
 - The **Costs and Expenses** to defend any dispute between the **Insured Person** and any other party as a consequence of identity theft.
 - Any fees in relation to reapplying for any loan where an original loan application has to be resubmitted because of the identity theft relating to the **Insured Person**.

Provided that the **Insured Person** notifies the police and their bank, mortgage lender or any company with whom they have a loan within 24 hours of discovery of the identity theft or attempted identity theft.

We will not pay for:

- a. Any claim relating to an **Insured Person's** previous or current trade, business, occupation or profession.
- b. Any identity theft committed by an **Insured Person**.

The requirement for **Reasonable Prospects** to exist for the duration of the claim does not apply to this Insured Incident.

10. Education Appeals

We will pay the **Costs and Expenses** for representing an **Insured Person** in an appeal against the decision of a Local Education Authority (LEA) arising out of the LEA's failure to comply with its published admission policy which results in the refusal to accept the **Insured Person's** child or children at the state school of their preference.

We will not pay for:

- a. Any claim arising prior to the submission of an application to the school or LEA.
- b. Any claim for children under 5 years old other than for admission disputes arising where the entry shall be in the academic year prior to their fifth birthday.
- c. Any claim arising where acceptance at the school involves examinations or other selection criteria.
- d. Any claim involving schools which are not state schools falling under the LEA's jurisdiction or where responsibility for the allocation of places within the school does not rest with the LEA.
- e. Any claim where the procedure for appealing against the decision to refuse a place at the school has not been followed.
- f. Any claim arising from a claim where the child has been expelled, suspended or permanently excluded from another school.
- g. Any claim arising where the LEA's refusal occurred within the first 6 months of the first Period of Insurance.

11. Probate Disputes

We will pay the Costs and Expenses for the pursuit of **Legal Proceedings** relating to a probate dispute involving the will of the **Insured Person's** parents, grandparents, step-children or adopted children.

We will not pay for any dispute where a will has not been previously made, concluded or cannot be traced (intestate).

12. Vehicle Cloning

We will pay the Costs and Expenses for defending an **Insured Person** in civil or criminal proceedings arising from the use of the **Insured** vehicle's identity by a third party without permission.

Provided that the amount in dispute exceeds the amount shown in the Certificate of Insurance.

We will not pay:

- a. Where the **Insured's** vehicle identity has been copied by somebody living with **You**.
- b. Where **You** did not take reasonable precautions against the **Insured's** vehicle identity being copied without **Your** permission.

13. Home Sale or Purchase Disputes

We will pay the Costs and Expenses for the pursuit of **Legal Proceedings** relating to a contract for the sale or purchase of the **Insured Person's** home entered into by or on behalf of the **Insured Person** against:

1. **Your** mortgage lender
2. A builder providing a warranty to the home or any built-in appliance.
3. The vendor of the home including taking **Legal Proceedings** to obtain vacant possession in the event of continued occupation of the home by the vendor.
4. The removal firm contracted to move **Your** household possessions.
5. A solicitor or licensed conveyance acting on **Your** behalf.
6. A property valuer or surveyor acting on **Your** behalf or on behalf of **Your** mortgage lender.
7. The public utility responsible for the connection of electricity, gas, water, sewage or telephone services to the home.

We will not pay for:

- a. Any claim relating to the failure to complete the purchase of the home when the **Insured Person** decides to withdraw from the transaction.
- b. Any claim relating to a home purchased before the commencement of this Policy.
- c. Any claim relating to the purchase of any property which is not the **Insured Person's** principal permanent place of residence.

14. Data Protection

We will pay the Costs and Expenses for an **Insured Person** to pursue civil proceedings against a person or organisation for a breach of data protection legislation which has resulted in an **Insured Person** suffering a financial loss.

We will not pay for:

- c. Any claim relating to an **Insured Person's** previous or current trade, business, occupation or profession.

15. Homebuyers Protection

We will pay the Costs and Expenses following **Your** purchase of the **Property** failing as a result of;

1. **Withdrawal from the sale by the Vendor because of Gazumping**
The Vendor withdrawing from the sale following receipt and acceptance of an alternative offer providing that the alternative offer is at least £1,000 greater.
2. **Withdrawal from the sale by the Vendor for other reasons**
The Vendor withdrawing from the sale for other reasons other than set out in 1. above and which are beyond **Your** control.
3. **Adverse Legal Search**
An adverse legal search which results in **You** being unable or unwilling to continue with the purchase.
4. **Property Valuation**
The lender's valuation of the **Property** being less than 90% of the amount **You** have offered.
5. **Structural defects**
Structural defects leading to a revised valuation of the **Property** being at least 10% below the amount **You** have offered.
6. **Terminal Illness**
You are diagnosed with a terminal illness and are unable or unwilling to continue with the purchase.
7. **Redundancy**
You are given notice of redundancy and **You** are unable or unwilling to continue with the purchase, providing **You** are not self-employed, **You** are not a company director or partner in a firm giving notice of the redundancy or where the redundancy is voluntary.
8. **Damage to the Property**
The **Property** sustains damage during the Period of Insurance where the cost of rectification work exceeds 10% of the **Property** value.

Provided that:

- a. The **Date of Occurrence** is during the Period of Insurance.
- b. **You** do not deliberately and knowingly cause a delay or use unreasonable behaviour that results in the failed purchase.
- c. The purchase of the **Property** is not subject to a contract race or sealed bids.
- d. **You** are using a solicitor or licensed conveyancer to conduct the conveyancing of the **Property**.
- e. **You** have had a survey carried out on the **Property**.
- f. **You** have made an offer to purchase the **Property** and that offer has been accepted by the **Vendor** in writing.
- g. An application for any mortgage on the **Property** has been agreed in principle.
- h. The Policy is issued no later than the date on which **You** first instruct a solicitor or licensed conveyance.

What IS NOT Insured

The following are not insured by this Policy:

1. **Prior Claims**
Any claim or incident which may lead to a claim and which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.
2. **Prior Costs**
Costs and Expenses incurred before the **Period of Insurance**.
3. **Your withdrawal**
Costs and Expenses if **You** withdraw from the purchase of the **Property** for reasons other than those insured by this Policy.
4. **Previous survey**
Costs and Expenses if **You** are aware of a previous survey having been carried out to the **Property** up to 90 days prior to the start of the Period of Insurance that might give reasonable cause for the purchase to fail.
5. **Prior circumstances**
Costs and Expenses if **You** are aware, or ought reasonably to have been aware, prior to the Period of Insurance, of any circumstances which could lead to a claim.
6. **Delay and unreasonable behaviour**
Costs and Expenses if **You** deliberately and knowingly cause a delay or use unreasonable behaviour that results in the failed purchase.
7. **Refund**
Costs and Expenses where **You** are able to obtain a refund.
8. **Property use**
Costs and Expenses where the **Property** will be used for business or commercial purposes.
9. **Permanent construction**
Costs and expenses where the **Property** is not a permanently constructed and sited domestic home.
10. **Obtaining information**
Any costs incurred by **You** in obtaining information in support of **Your** claim under this Policy.
14. **Flood**
In relation to Insured Incident 15 only, any claim arising from or relating to flooding or the risk of flooding.
15. **Motor Vehicles**
Any claim relating to a motor vehicle owned, driven, used, hired, leased, sold or purchased by an **Insured Person**.
16. **Dishonesty, Violence and Fraud**
Any claim:
 - (a) Involving actual or alleged dishonesty or violence by the **Insured Person**.
 - (b) Or statement which is overstated, false or fraudulent.

We will have the right to refuse to pay a claim or to void this insurance from the date of the act.
17. **Judicial Review, Mediation or Arbitration, Marital or Family Disputes, Intellectual Property, Libel and Slander, Share Options, Pensions and Date Change, Mortgage Lender Disputes**
Any claim directly or indirectly relating to or resulting from:
 - a. A judicial review.
 - b. Mediation and arbitration.
 - c. Divorce, matrimonial matters, cohabitation, maintenance, custody or access.
 - d. Copyrights(s), trademark(s), merchandise mark(s), registered design(s) or other intellectual property rights or secrecy and confidentiality agreements.
 - e. Libel or slander.
 - f. Any share option or pension scheme or policy.
 - g. Any device failing to recognise, interpret or process any date as its true calendar date.
 - h. Any dispute arising from a dispute between the **Insured Person** and any agent or mortgage lender.
18. **Bankruptcy, liquidation or receivership**
Any claim where the **Insured Person** is bankrupt, in liquidation, has made an arrangement with his or her creditors, has entered into Deed of Arrangement or where part or all of the **Insured Person's** affairs or property are in the care or control of a receiver or an administrator.
19. **Other Insurance**
Any **Costs and Expenses**, which can be recovered by an **Insured Person** under any other insurance or which would have been covered if this insurance did not exist except for any amount in excess of that which would have been payable under such insurance(s).
20. **Fines and penalties**
Fines, damages or other penalties, which the **Insured Person** is ordered to pay by a court or other authority.
21. **Disputes with Us**
Any claim against **Us** or BDElite Ltd.

22. War Risks

Any claim arising from any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, confiscation, requisition, terrorism or alleged acts of terrorism as set out in the Terrorism Act 2000 or damage to property by or under the authority of any government, public or local authority.

23. Radioactive Contamination and Pressure Waves

Any claim, which arises from or is directly or indirectly caused by, contributed to, by or arising from any of the following, or from any similar reaction or event:

- a. Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- b. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
- c. Pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

24. Territorial Limits

Any claim:

- a. Where the dispute is pursued outside the jurisdiction of a court or other body within the United Kingdom, the Channel Islands or the Isle of Man.
- b. Which occurs outside the United Kingdom, the Channel Islands or the Isle of Man.
- c. Where the **Insured Person** permanently lives outside the United Kingdom, the Channel Islands or the Isle of Man.

25. Proportionality

Any claim where, in **our** opinion, the value/amount in dispute is disproportionate to the time and **Costs and Expenses** involved in its pursuit.

Claim Settlement Provisions

1. Reasonable Precautions

The **Insured Person** must take all reasonable precautions to reduce or remove the risk of a claim and not take any deliberate acts, which will result in a claim.

2. When You must report a claim to Us

The **Insured Person** must tell **Us** immediately of any circumstances which may give rise to a claim.

3. Acceptance of claim

On receipt of the claim it will be assessed and dealt with by **Our** in house claims negotiators and, if appropriate and if **Reasonable Prospects** exist, **We** will then instruct an **Appointed Representative** to handle the claim on behalf of the **Insured Person**. If there is a dispute as to whether **Reasonable Prospects** exist, **We** may require the **Insured Person**, at the **Insured Person's** own expense, to obtain Counsel's opinion as to the merits of the case. The costs will be refunded to the **Insured Person** if Counsel's opinion shows clearly that there are merits in proceeding.

4. Conduct of the Claim

(i) We will be entitled:

- To have direct contact with the **Appointed Representative**.
- To take over and conduct in the **Insured Person's** name any claim or **Legal Proceedings** at any time and negotiate any claim on behalf of the **Insured Person**.
- To refuse to accept a claim or continue with a claim where the **Insured Person** does not take reasonable care not to make a misrepresentation or has failed to supply relevant information and supporting evidence to **Us** or the **Appointed Representative**.

(ii) What the **Insured Person** must do:

- Provide, at the **Insured Person's** own expense, the **Appointed Representative** and **Us** with any proof, evidence, certificates and assistance as **We** may reasonably ask for in connection with the claim, including proof as to whether **Reasonable Prospects** exist.
- Cooperate fully with the **Appointed Representative** and **Us** and provide, within a reasonable time avoiding any unnecessary delays, any relevant requested information and documentation in relation to the claim.
- Take all reasonable steps to recover **Costs and Expenses** and to minimise the amount payable under this Policy.
- Take all reasonable steps to resolve disputes, which otherwise may give rise to a claim.
- Notify **Us** and the **Appointed Representative** immediately of any offer to settle a claim and of any payments into court.
- Tell the **Appointed Representative** to have **Costs and Expenses** taxed, assessed and audited at **Our** request.

(iii) What the **Insured Person** must not do:

- Withdraw from any claim or **Legal Proceedings** or withdraw instructions from **Us** or the **Appointed Representative** without **Our** consent.
- Pursue a claim in any way against the advice or instructions from **Us** or the **Appointed Representative**.
- Incur any **Costs and Expenses** without **Our** consent or the consent of the **Appointed Representative**.
- Agree to settle any claim on any basis or reject any offer to settle a claim, without **Our** consent or the consent of the **Appointed Representative**.

We will be entitled to be reimbursed by the **Insured Person** for any **Costs and Expenses** previously agreed or paid to or on behalf of the **Insured Person** if the **Insured Person** breaches any of the conditions in (ii) and (iii) above.

5. Payment instead of pursuing or defending a claim

At any time, **We** will be entitled to pay the reasonable amount of damages claimed if in **Our** opinion this would be a more economical solution.

6. Legal Proceedings

Any **Legal Proceedings** must be dealt with in the jurisdiction of a court or tribunal in the United Kingdom, the Channel Islands or the Isle of Man.

7. Choice of Appointed Representative

If there is a conflict of interest, or if the claim is not settled by negotiation and it then becomes necessary to start court proceedings, only then will the **Insured Person** be entitled to choose their own lawyer for **Us** to instruct as the **Appointed Representative** to handle the claim.

Where **we** have agreed someone other than our nominated **Appointed Representative** may act for the **Insured Person**, **we** will not pay any sums in excess of what **we** would have paid to an **Appointed Representative** that **we** would have appointed to undertake the same work, which is currently set at an hourly rate of £125 + VAT.

Conditions

1. Observance of Terms

Anyone making a claim under this Policy must have **Your** permission and observe the terms under this Policy.

2. Cancellation

You may cancel the Policy at any time. If **You** wish to cancel the Policy **You** must contact **Your** insurance adviser.

We may cancel this Policy at any time provided that **We** give **You** 7 day's notice of cancellation and there is a valid reason for doing so. Valid reasons for cancellation include, but are not limited to, fraud and dishonesty. If **We** cancel the Policy **We** will write to **You** at **Your** address shown in **Our** records.

3. Arbitration

Any dispute or difference of any kind between **Us** and an **Insured Person** will be referred to arbitration by a single arbitrator who will be either a barrister or solicitor. If the parties are unable to agree on the appointment of an arbitrator, all parties agree to accept an arbitrator nominated by the President of Chartered Institute of Arbitrators. The arbitrator's decision will be final and binding on all parties and the unsuccessful party shall be responsible for any costs incurred by the successful party in the arbitration proceedings as well as their own costs.

4. Assignment

This insurance is between and binding upon **Us** and **You** and **Your** respective successors in title, but this insurance may not otherwise be assigned by **You** without **Our** prior written consent.

5. Third Party Rights

Unless stated expressly in this insurance, nothing in this insurance will create any rights in favour of any person pursuant to the Contracts (Rights of Third Parties) Act 1999.

6. Waiver

If **We** or any **Insured Person** fail to exercise or enforce any rights conferred on them by this insurance, the failure to do so will not be deemed to be a waiver of, nor will it bar the exercise or enforcement of, such rights at any subsequent time.

7. Recoveries

We reserve the right, at **Our** own expense, to take proceedings in the name of the **Insured Person** to recover any payment made under this Policy. If an **Insured Person** recovers **Costs and Expenses** previously paid under this Policy such **Costs and Expenses** must be repaid immediately to **Us**.

8. Governing Law

This Policy is subject to the law applicable to **Your** place of residence in the United Kingdom, the Isle of Man or the Channel Islands.

Financial Service Compensation Scheme

Financial & Legal Insurance Company Limited are covered by the Financial Services Compensation Scheme, established under the Financial Services and Markets Act 2000 (the "Compensation Scheme"). If Financial & Legal Insurance Company Limited are unable to meet their obligations under this Policy an **Insured Person** may be entitled to compensation from the Compensation Scheme.

Helpline Services

An **Insured Person** has access to the Helpline Services listed below 24 hours a day, 365 days a year. Please note that in some cases, depending on the type of advice required and time of call, a call back may need to be arranged.

If an **Insured Person** needs to use the Helpline Services, please have ready your policy number and the name of the organisation who provided you this insurance.

To help us monitor and improve service standards, calls may be recorded. Please note that you will be required to provide personal details in order to make use of our Helpline Services. Our Helpline Services teams will use your personal data, such as date of birth, so that they can confirm your identity during subsequent calls, as this helps them protect your confidentiality.

Personal Legal Advice Helpline

Provides an **Insured Person** with confidential telephone legal advice on personal legal matters subject to the law of the United Kingdom of Great Britain and Northern Ireland.

Please note the personal legal advice helpline is not intended to replace the services of a solicitor, but rather to assist you to identify the legal issues at hand, consider your legal rights and what courses of action are available to you and whether you need to consult a solicitor. The helpline can provide general advice only and cannot assist with complex legal matters which may require the review of documentation or specific legislation. General advice may be limited to signposting and referring the caller to other appropriate agencies, or recommending a specialist solicitor for further assistance, which may include considering policy cover under this insurance.

To use the personal legal advice helpline, please call **0333 321 4252**.

Personal Tax Advice Helpline

Provides an **Insured Person** with confidential telephone advice on personal tax matters subject to the laws of the United Kingdom of Great Britain and Northern Ireland. Please also refer to advice requirements for cover to apply under Insured Incident 7. Tax Protection.

Operates between the hours of 9:00 – 17:00 Monday to Friday, excluding Bank Holidays, however Call Back requests can be made 24/7 with the initial triage team.

To use the personal tax advice helpline, please call **0333 321 4252**.

Please note that using the Helpline Services, where obtaining legal or tax advice, does not constitute notification of a claim.

We cannot be held responsible if any of the Helpline Services become unavailable for reasons outside of our control.

Data Protection

Data Protection

We take your data privacy seriously. How **We** use and look after the personal information is set out below.

BDElite Limited and Financial & Legal Insurance Ltd. are the Joint Data Controllers and under this section **We/Us/Our** includes BDElite Ltd. Information may be used by **Us**, agents and service providers for the purposes of insurance administration, underwriting, claims handling or for statistical purposes. The lawful basis for the processing is that it is necessary for **Us** to process **Your** personal information to administer **Your** policy of insurance and/or handle any insurance claim **You** may submit to **Us** under this policy. The processing of **Your** personal data may also be necessary to comply with any legal obligation **We** may have and to protect **Your** interest during the course of any claim.

What we process and share

The personal data you have provided, we have collected from you, or we have received from third parties may include your:

- Name; date of birth, residential address and address history.
- Contact details such as email address and telephone numbers.
- Financial and employment details.
- Identifiers assigned to your computer or other internet connected device including your Internet Protocol (IP) address.
- Health or criminal conviction information.
- Vehicle or household details.
- Any information which you have provided in support of your insurance claim.

We may receive information about you from the following sources:

- Your insurance broker.
- From third parties such as credit reference agencies and fraud prevention agencies.
- From insurers, witnesses, the police (in regards to incidents) and solicitors, **Appointed Representatives**.
- Directly from you.

We will not pass **Your** information to any third parties except to enable **Us** to process your claim, prevent fraud and comply with legal and regulatory requirements. In which case **We** may need to share **Your** information with the following third parties within the EU:

- Solicitors or other **Appointed Representatives**.
- Underwriters, Reinsurers, Regulators and Authorised/Statutory Bodies.
- Fraud and crime prevention agencies, including the police.
- Other suppliers carrying out a service on **Our**, or **Your** behalf.

We will not use **Your** information for marketing further products or services to **You** or pass **Your** information on to any other organisation or person for sales and marketing purposes without **Your** consent.

Data Retention

We will hold your details for up to seven years after the expiry of your policy, complaint and/or claims settlement.

Your rights

Your personal data is protected by legal rights, which include your rights to:

- object to our processing of your personal data;
- request that your personal data is erased or corrected;
- request access to your personal data and data portability;
- complain to the Information Commissioner's Office, which regulates the processing of personal data.

You can request to see what data **We** hold on **You**, there is no charge for this service.

If **You** have any questions about **Our** privacy policy or the information **We** hold about **You** please contact **Us**.

How to make a Claim – 01204 567 480

If **You** need to contact **Us** or need to make a claim **You** can call **Us** on the above number or write to Financial & Legal Insurance Company Limited, No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW. Fax: 0870 130 2581.

If there is a claim, which is covered by the Policy **We** will then send the **Insured Person** a claim form for completion and return to **Us**.

If the claim is reported to **Us** during the Period of Insurance and is accepted and **Reasonable Prospects** exist, the claim will be handled by **Our** specialist claims unit or **We** will instruct an **Appointed Representative** or other suitably qualified representatives to act on behalf of the **Insured Person**.

Please note that:

- Any costs incurred before a claim is made and any costs which **We** do not authorise will not be insured by this Policy.
- Under this Policy there must be **Reasonable Prospects** for any claim to proceed.
- If there is any conflict of interest or if court proceedings are to be issued only then will the **Insured Person** be entitled to choose their own lawyer.

How to make a Complaint

Our aim is to provide a first class standard of service at all times.

If **You** feel that **You** have been let down and **You** wish to raise a complaint relating to the sale of the Policy, please contact **Your** insurance adviser.

If **You** feel that **We** have let **You** down and **You** wish to raise a complaint, please contact **Us** on 01204 567 480 or in writing to Financial & Legal Insurance Company Limited, No. 1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3GW.

Our staff will attempt to resolve **Your** complaint immediately. Where this is not possible, **We** will acknowledge **Your** complaint within 5 business days of receipt. If the complaint is not resolved within 4 weeks of receipt, **We** will write to **You** and let **You** know what further action **We** will take. **We** will aim to issue a final response letter within 8 weeks of receipt, if this is not possible **We** will write to **You** to explain. Upon receipt of the letter, if **You** remain dissatisfied **You** may refer **Your** complaint to the Financial Ombudsman Service. **You** can contact the Financial Ombudsman Service at:

Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567 or 0300 123 9123

The use of these facilities does not affect **Your** right to take legal action.

**Please read your policy document
carefully and keep it in a safe place.**

BDElite Ltd. is registered in England, No. 7636844, Registered office: Atria, Spa Road, Bolton, BL1 4AG. Authorised and regulated by the Financial Conduct Authority for insurance distribution and claims management activities. Our firm's reference number is 797920. Our regulatory registration is recorded on the website www.fca.org.uk.

The insurance cover is underwritten by Financial & Legal Insurance Company Ltd. who are registered in England, No. 03034220. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under number 202915.

To report a claim please call the Claim Helpline Number on 01204 567 480 quoting the certificate number below



Household & Family

Certificate of Insurance

Household & Family Legal Expenses Insurance

Policyholder	«BCM.NAME»
Date Cover Commenced	«BLT.DATE.RAISED»
Period of Insurance	From the Date Cover Commenced up to the renewal date of the home policy with which this insurance is issued – such a period not to exceed 12 months
Certificate Number	HH80001526

Insured Incident	Limit of Liability	Excess	Amount in Dispute must exceed
1. Personal Injury	£75,000	Nil	Not applicable
2. Employment Disputes	£75,000	Nil	Not applicable
3. Contract Disputes	£75,000	Nil	£100
4. Property Disputes	£75,000	£250	Not applicable
5. Legal Defence	£75,000	Nil	Not applicable
6. Tax Protection	£75,000	Nil	Not applicable
7. Court Attendance	£1,000 (in respect of all claims in any one Period of Insurance)	Nil	Not applicable
8. Jury Service	£1,000	Nil	Not applicable
9. Identity Theft	£75,000	Nil	Not applicable
10. Education Appeals	£75,000	Nil	Not applicable
11. Probate Disputes	£75,000	Nil	Not applicable
12. Vehicle Cloning	£75,000	Nil	Not applicable
13. Home Sale or Purchase Disputes	£75,000	Nil	Not applicable
14. Data Protection	£75,000	Nil	Not applicable
15. Homebuyers Protection		Nil	Not applicable
• Conveyancing Fees	£1,100		
• Survey Fees	£750		
• Valuation Fees	£750		
• Mortgage Arrangement and Lender Fees	£400		

This Certificate forms part of your Household & Family Legal Expenses Insurance Policy. This Certificate should be kept in a safe place together with your Policy.

Nick Garner, Chief Executive Officer
Financial & Legal Insurance Company Limited

IMPORTANT If you believe you have a claim, or a potential claim under this policy please report this to us immediately.

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