

Professional Liability Insurance for Educational Consultants - Summary of Cover

This commercial insurance product is designed to meet the demands and needs of organisations and professionals in your field who wish to ensure that they are protected in the event of civil liabilities arising from their professional activities.

CIVIL LIABILITIES

This policy is an annually renewable Professional Liability insurance, underwritten by Royal & Sun Alliance Insurance plc. The policy provides cover against your civil (as opposed to criminal) liabilities arising from your professional activities as described on your certificate of insurance. It is a combination of Professional Indemnity (including Libel & Slander) and Public & Products Liability insurances, with an option for Employers Liability cover if required. It provides an indemnity for any amount you may have to pay as compensation up to the limit or limits shown in your certificate.

LIMITS OF INDEMNITY

For Professional Indemnity (including Libel & Slander), Public Liability and Employers Liability (if selected) the limit applies to any one event. For Products Liability, the limit applies to all events during any period of insurance.

Legal costs are payable by the insurers in addition to the specified limits of indemnity, except under Employers liability cover (if selected) where costs are included in the limit of indemnity.

There is no excess or deductible under this insurance.

WHAT TRIGGERS THE POLICY

The Professional Indemnity (including Libel & Slander) cover provided by the policy is issued on a 'claims made' basis, which means that cover applies on the date on which a claim is made against you, irrespective of when the incident which gave rise to the claim is alleged to have occurred. Most policies which operate in this way have a Retroactive date (a date stated in the policy prior to which any incidents are excluded from cover) and this is often set as the inception date of the policy. Our policy does not have a Retroactive Date. This means that cover will apply to incidents which occurred prior to inception as long as when you take out the insurance you are not aware of any circumstances which could give rise to a claim.

The Public & Products Liability cover, and Employers liability (if selected), is issued on a 'claims occurring' basis, which means that cover must have been in force on the date on which the incident which gave rise to the claim occurred.

If you become aware of any circumstances which may give rise to a claim under this insurance, you should immediately contact LFC Graybrook Ltd on 01245 321185.

RUN-OFF COVER

It is important to remember that the insurance can only respond to a Professional Indemnity or Libel & Slander claim if the policy is in force at the time the claim is made against you. In the event of your ceasing to trade/practise by reason of death, retirement or taking a career break, the policy can provide free run-off cover for a period of 5 years; please contact us for details.

ADDITIONAL COVER

In addition to providing cover for Civil Liabilities, the policy also provides cover for legal defence in certain specific Criminal proceedings:

- As a result of prosecution under the Health and Safety at Work etc Act
- In respect of a breach of part II of the Consumer Protection Act 1987

It will not, however, pay any fines or penalties.

The insurance will pay court attendance costs as detailed in the policy if you or your employees are required to attend court as a witness in connection with any claim under the policy.

EXCLUSIONS

The insurance does not provide any cover for claims made against you in respect of any injury to any employee arising out of and in the course of their employment with you, unless the option for Employers Liability cover is selected. Nor does it provide any cover for liabilities which should be insured under other types of policies, such as Motor Insurance, Directors and Officers Liability or Employment Practices Liability.

The insurance does not provide cover for any claim arising out of work undertaken for any business in which the insured has a controlling interest or holds an executive role or a position able to make a major policy decision on behalf of such business. Also it does not cover Business risks such as contracts for supply of services to your business, your insolvency, pension & benefit schemes and trading losses.

WHERE AM I COVERED?

The policy provides cover for you to work anywhere in the world (provided that you are working from a UK base) but excludes claims brought in US or Canadian Courts (please refer to the policy for details).

IMPORTANT – EMPLOYERS LIABILITY COVER (if selected)

There is a current legal requirement to retain copies of your Employers Liability insurance certificates for a period of 40 years.

LAW APPLICABLE

The parties to the Policy have the right to choose the law applicable to the Policy. Unless the parties agree otherwise English Law shall apply.

This wording is a summary only of the cover provided and the main exclusions and is provided so that you have sufficient information to enable you to make an informed choice. Please refer to the policy wording for full details or contact us if there is anything specific you would like to discuss.

COMPLAINTS PROCEDURE

We aim to provide you with a first class service. If we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right.

Our complaints process

Initially, contact us to raise your concern with LFC Graybrook Ltd

Tel: 01245 321185

Fax: 01245 322240

Email: graybrook@lfcinsurance.co.uk

If your complaint is against Royal & Sun Alliance Insurance plc alone, we will pass your complaint to their nominated contact within 24 hours. This will also happen if we believe that we cannot resolve your complaint without the involvement of Royal & Sun Alliance Insurance plc or there is any query relating to the complaint. The complaints procedure of Royal & Sun Alliance Insurance plc will then apply.

If your complaint is not resolved or you are not happy with the response and course of action proposed by Royal & Sun Alliance Insurance plc, you can progress your complaint to Royal & Sun Alliance Insurance plc Customer Relations Office who will carry out a separate investigation to attempt to resolve your complaint and will issue a final decision

R&SA Customer Relations contact details:

Customer Relations Office
Royal & Sun Alliance Insurance plc
Bowling Mill
Dean Clough Industrial Park
Halifax
HX3 5WA

Telephone: 0800 1076160

Fax: 01422 325146

Email: halifax.customerrelationsoffices@uk.royalsun.com

Timescales

We will acknowledge your complaint within 5 business days of it having been received by us and we will issue you with our final decision letter within 8 weeks.

What to do if you are still not satisfied

If you are still not satisfied LFC Graybrook Ltd and Royal & Sun Alliance Insurance plc are regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them. However, the Financial Ombudsman Service will not adjudicate on any cases where legal action has commenced or where a final decision has not been issued.

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Telephone: 0845 0801800

Email: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Your rights

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above.

For your protection, telephone calls may be recorded or monitored.

This insurance is administered by:

LFC Graybrook Ltd, MKM House, Baron Road, South Woodham Ferrers, Essex CM3 5XQ

Tel: 01245 321185 Fax: 01245 322240

LFC Graybrook Ltd is an Appointed Representative of LFC Insurance Brokers Ltd who are authorised and regulated by the Financial Services Authority. Registered no.301666

and underwritten by:

Royal & Sun Alliance Insurance plc (No 93792)

Registered in England and Wales at St Mark's Court, Chart Way, Horsham RH12 1XL

Authorised and regulated by the Financial Services Authority