LONDONIST INTERNATIONAL MANGEMENT LTD
Property Owners Insurance

Statement of Demands and Needs

Based on our knowledge of your account, your stated requirements are as follows:

Provision of a competitive Portfolio Insurance Policy to provide cover for multiple let properties to include Buildings Insurance. Includes the option to include relevant optional extra's specific to Landlord's.

The basis for our recommendation is as follows:

Provides the most competitive Portfolio insurance policy based on information provided, and relevant to your Demands and Needs stated.

Protect Commercial Insurance is a trading style of Protect Commercial Insurance Solutions Limited | Registered in England & Wales No. 08365670
Protect Commercial Insurance Solutions Limited is authorised and regulated by the Financial Conduct Authority | Reference No. 595840

Policy Summary, Endorsements and Exclusions

	Sum Insured (£)
Property Owners (1)	
Material Damage - 53 Warminster Road, London, SE25 4DQ	
Buildings	
Building	
Declared value	2,000,000
Sum insured	2,000,000
Property Owner's Liability	10,000,000
Legal Expenses	100,000

Rating Notes	
1	**Excess**
	Any applicable excess or time excess will apply in respect of any one occurrence unless otherwise stated Section 1. Property Damage Peril Amount a. Fire Nil any one occurrence b. Lightning Nil any one occurrence c. Explosion Nil any one occurrence d. Aircraft or other aerial devices or articles dropped from them; £250 any one occurrence e. Smoke £250 any one occurrence f. riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons £250 any one occurrence g. Theft or attempted Theft. £350 any one occurrence h. Earthquake; £250 any one occurrence f. Storm; 250 any one occurrence j. flood; £250 any one occurrence k. overflowing, discharge or leaking of any sprinkler apparatus £250 any one occurrence l. Escape of water from any tank, apparatus or pipe or escape of oil from a fixed oil fired heating installation; £500 any one occurrence m. Impact by any vehicle or animal; £250 any one occurrence n. Subsidence, ground heave and landslip; £5,000 any one occurrence Extension to Section 1 Accidental Damage; £250 any one occurrence Section 2. Loss of Rent £250 any one occurrence Section 3. Property Owners Liability £250 any one occurrence Section 4. Legal Expenses £250 any one occurrence
	Endorsements

Rating Notes

INCREASED EXCESS PERILS CLAUSE: It is hereby noted and agreed that Section 1 - Property Damage Cover and
Section 2 – Loss of Rent, the Excess in respect of Damage by Insured Peril j – Flood, to any basement or basement area,
whether partly or entirely below ground level, of the premises is increased to £2,500
4 of 6
Version 20240101
Policy Endorsements
Malicious Damage by Tenant
We will pay the costs incurred by You as a result of loss or Damage to the Buildings caused by malicious persons where the
person who caused the Damage was authorised to be on the Premises at the time of the Damage.
The maximum amount We will pay is £5,000 for any one claim.
Open fires and wood burning condition
The following condition attaches to and forms part of Conditions to Sections 1
It is a condition precedent to Insurer's liability that:
A. all open fires and wood burners are fitted with a safety spark screen; and
B. an area of at least one (1) meter around the fire or burner is kept clear at all times; and
C. the fire is fully extinguished prior to the Insured Premises being vacated; and
D. the chimney is inspected every twelve (12) months by a certified chimney professional and any defect identified from such
inspection or otherwise must be repaired immediately at the Insured's expense.
All other terms and conditions remain unaltered
Security
It is important that You comply with requirements a) – d) below otherwise all Damage arising from or caused by Defined Perils
of fire, explosion, theft and malicious persons will be excluded.
a) You must ensure that all protections provided for the safety and security of the Premises shall be maintained in good
order and shall not be withdrawn altered or varied without Our prior consent and shall be in full and effective operation
when the Premises are closed for business or left unattended, and at all other appropriate times.
b) You must ensure that any alarm and/or system forming part of the protections shall be maintained in full and efficient
working order under a contract to provide both corrective and preventive maintenance with the installing company and/or
in accordance with the manufacturer's recommendations.
c) You must ensure that:
i) all external entry/exit doors are fitted with at least 5 lever mortice deadlocks complying to BS3621 or fitted with
locking bars secured by five lever close shackle padlocks
ii) all windows and skylights that are accessible from the ground or basement level or from adjoining roofs, porches, walls,
fire escapes or downpipes are either barred, grilled or fitted with key operated window locks.
d) You must notify Us as soon as possible if You receive notice:
i) that the police authority attendance or any contractually provided attendance in response to alarm signals and/or calls
from any alarm system may be withdrawn or the level of response reduced or delayed; or
ii) from a Local Authority or Magistrate imposing any requirement for abatement of nuisance in respect of any alarm
system; or
iii) that any alarm system cannot be returned to or maintained in full working order.
Following any such notice You will be responsible for the first 20% of any Damage caused by or arising from theft or attempted

Rating Notes
theft subject to a minimum contribution of £2,500 and, We shall have the right to vary terms or cancel cover provided under this Policy. Roof Maintenance It is a condition precedent to the liability of the Insurers under Section 1 Property Damage All Risks that: a in respect of all areas of flat roofs which are greater than 10 (ten) years old: i these are inspected at least once every 2 (two) years by a qualified builder or property surveyor and all defects identified by that inspection are repaired immediately; ii all guttering is inspected for blockages or defects by a competent person at inception date or renewal date and at 6 (six) monthly intervals thereafter and all blockages or defects identified by that inspection are repaired immediately; b in respect of any roofs that have valley gutters such gutters are inspected for blockages or defects by a competent person at inception date or renewal date and at 6 (six) monthly intervals thereafter and all blockages or defects identified by that inspection are repaired immediately; c a record of all inspections referred to above is made and retained by the Insured and is to be available for inspection by the Insurers if they so require Pipe Lagging You must ensure that within the Buildings: a) there is a heating system linked to a frost-stat and a minimum temperature of 5°C is maintained between 31st October and 31st March, or b) all pipes are adequately lagged to prevent freezing. otherwise all Damage will be excluded that arises from or is caused by the Defined Perils of overflowing, discharge or leaking of any sprinkler apparatus, escape of water from any tank, apparatus or pipe and Indemnity under Section 3 will not operate. 5 of 6 Version 20240101 Illegal cultivation of drugs The following clause attaches and forms part of Extensions to Section 1 & 2. A. To the extent of the Sub-Limit indicated in the Schedule, the Insurer will indemnify the Insured in respect of Damage caused by use of the Buildings or part thereof, for the manufacture, cultivation, harvest or processing by any other method, of drugs classed as a controlled substance under the Misuse of Drugs Act (1971) by the Insured's tenants. B. The Insured will lose their right to indemnity under this clause if the Insured or anyone acting on the Insured's behalf does not:- i) carry out internal and external inspections of the Buildings at least once every three months and: a) maintains a log of such inspections and retains such log for at least 36 (thirty-six) months from such inspections; and b) carries out six monthly checks of the inspections log; ii) obtain and record written formal identification of any prospective tenant; iii) obtain and record details of the tenant's bank account and verify those details by receiving at least one payment from such account; or

Rating Notes	
	iv) obtain and retain the following tenant references prior to agreeing or accepting any new or prospective tenants: a) a written employer's reference for any new tenant; and b) a written reference from any previous landlords; or where iv) a) or b) are not available, then a professional tenant referencing company must be used to obtain suitable tenant references. C. The Insured will also lose their right to indemnity under this clause if the Insured or anyone acting on the Insured's behalf: i) sub-lets any part of the property or allows the property to be sub-let in anyway without the prior written permission of the Insurer; or ii) lets or continues to let the property to the tenant irrespective of negative features contained in the tenancy checks or revealed during the inspections. No Portable Heating It is a condition precedent to the liability of the Insurers under this/these Section(s) that there is no use of any form of portable heating equipment in the Premises, other than domestic oil filled radiators with thermostatic cut out and domestic electric fan heaters with thermostatic cut out

LONDONIST INTERNATIONAL MANGEMENT LTD
Property Owners Insurance

Statement of Price

Based on your Demands and Needs and our knowledge of the market, we recommend that you renew cover with Generation Insurance Software at the below cost:

The cost of cover at the start of last year is also shown for comparison (if applicable)

	(£)
Premium	1,795.40
Insurance Premium Tax	215.45
Admin Fee	50.00
Insurer Fee	25.00
Total (£)	**2,085.85**

Please note that the premiums shown are based on the information given at the time of the quotation and you are reminded of the need to disclose any material fact which may influence an Insurer's decision to provide a quotation or the terms and conditions that are currently being offered. If you are in any doubt as to whether you should disclose an item, then please contact me immediately to discuss further. If the information you give on the proposal is different from that given at the time of the quotation, then the premium and terms provided may change.

Arranging Payment

A convenient and easy option to pay by Direct Debit is available and your payments will be collected hassle free over 10 monthly instalments.

Should you wish to pay via this method, your monthly payments would be:

1 instalment of **£0.00** followed by 9 instalments of **£0.00** (Credit Service Charge **0.00**%)

Simply contact us to set up a Direct Debit Agreement.

Alternatively, other payment methods are:

- **Online Banking/BACS Transfer**
  Account Name: Protect Commercial Insurance Solutions Limited, Sort Code: 20-18-76 Account No: 33530663, Payment reference: **83925814**

Credit/Debit Card - Simply call us on **02921 677140**. We will process your payment within minutes.

TERMS OF BUSINESS

PROTECT
COMMERCIAL INSURANCE

About Us

Protect Commercial Insurance Solutions Limited, 33-35 West Bute Street, Cardiff, CF10 5LH (Tel 02921 677140) is authorised and regulated by the Financial Conduct Authority. We are permitted to arrange, advise on, deal as an agent of insurers with respect to non-investment insurance policies. You can check these details on the FCA's Register by visiting the FCA's website http://www.fca.gov.uk/register or by contacting the FCA on 0845 606 1234. Our FCA registration number is 595840.

Accepting Our Terms of Business

This document sets out the terms of our relationship with you (our "client") for our provision to you of insurance broking services as set out herein. We would therefore urge you to read this document carefully. By asking us to quote for, arrange or handle your insurances, you are providing your informed agreement to these Terms of Business.

Quality and Standard of Service

For General Insurance we are an independent insurance intermediary offering products from a range of insurers for various types of Commercial insurance, and from a limited number of insurers for Let Properties insurance. A list of our insurers is available on request. Our role is to advise you and after we have assessed your needs to make a suitable recommendation. In situations where we can arrange insurance for you but do not offer advice, we shall confirm the position to you in writing on your Statement of Demands and Needs.

At each renewal, we will re-assess your needs based on the most recent information on our records. We will automatically place your insurance with another insurer if we believe that this better meets your demands and needs, or if your existing product is no longer available through Protect Commercial Insurance Solutions Limited.

When acting on your behalf and in accordance with your instructions, we will do so in a professional and expeditious manner. Our team of customer services representatives will take responsibility for the provision of the services, which are described in this document. The team will ensure in so far as is reasonably possible, continuity of accountability for the services we provide.

Remuneration and Other Income

Our principal remuneration for arranging the insurance will be either by way of brokerage commission, being a proportion of the premium paid which is allowed to us by the Underwriter(s) for introducing the insurance to them, plus fees which are payable upon certain events during the life of your policy. Where premium financing is arranged on your behalf a fee may be included. Brokerage commission and fees are earned for the policy period and we will be entitled to retain all fees and brokerage commission in respect of the full policy period in relation to policies placed by us.

In relation to premium finance, we only deal with the finance facilities offered by insurers and Close Premium Finance Ltd. The premium finance offered to you has been selected by us as being the most suitable from these providers, some of which include a facility for us to select an interest over-rider which is paid to us as commission.

You will receive a quotation which will tell you the total price to be paid, showing any fees, taxes, and charges separately from the premium, on your Statement of Price.

Disclosure of Earnings

You are entitled at any time, to request information about earnings that we, or any other intermediary we have used, receive because of placing your business. In addition to commission from insurers, we may also receive payments based on volumes of business or profitability of the account placed with them. These payments can vary from year to year.

Such remuneration is only earned on the basis that it does not detract from our obligation to act in our client's best interest.

Standard Fees

As noted above, certain events during the life of your policy will mean a fee is required. The 'standard' fees are as follows:

New Business and Renewal administration Fee	*£50.00*
Commission Fee	*£50.00*
Mid Term Adjustments Fee	*£50.00*
Policy Cancellation Fee	*£50.00*

Mid-term cancellations and other refunds are refunded NET of commission.

Occasionally, we may arrange a policy on which we earn little or no commission and, in these cases, we will advise you of the arrangement fee before you take the policy out. We may also make additional charges specific to the arrangement and servicing of certain policies, but these will always be advised to you in advance.

We reserve the right not to charge these fees on an instance-by-instance basis. If we choose not to apply a fee for any of the above events it does not remove our right to charge a fee for any subsequent events.

Termination of Services

You may terminate our authority to act on your behalf with 14 days' notice or as otherwise agree without penalty. Notice of this termination must be given in writing and will take effect from the date of receipt. Termination is without prejudice to any transactions already initiated, which will be completed according to these terms of business unless otherwise agreed in writing. You will be liable to pay for any transactions or adjustments effective prior to termination and we will be entitled to retain any and all fees or brokerage payable in relation to policies placed by us prior to the date of termination. In circumstances where we feel we cannot continue providing service to you, we will give you a minimum of 7 days' notice. Unless otherwise agreed in writing, if our relationship ends, any transactions previously initiated will be completed according to these Terms of Business. You will be liable to pay for any transactions concluded prior to the end of our relationship and we will be entitled to retain commission received for conducting these transactions, together with all fees charged by us for services provided.

You should make any request for the cancellation of a policy in writing and any relevant certificate of insurance should be returned to us or to the insurer concerned. The terms of your policy may allow insurers to retain the premium in full or to charge short-period premiums in the event of cancellation.

Complaints

Our aim is to provide you with a first class professional and confidential service. We have internal procedures for handling complaints fairly and speedily and, should a complaint arise please contact us - In writing: Mr. Simon Thomas, Protect Commercial Insurance Solutions Limited, 33-35, West Bute Street, Cardiff, CF10 5LH, by email: complaints@protectcommercial.co.uk or by telephone: 02921 677140.

If you cannot settle your complaint with us, you may be entitled to refer to the Financial Ombudsman Service.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS

PRIVACY NOTICE

PROTECT COMMERCIAL INSURANCE

At Protect Commercial Insurance Solutions Limited we're committed to protecting and respecting your privacy, that's why we have put together this Privacy Policy to reassure you about what data we hold, how we use it and your rights concerning that data.

Who are we?

This privacy policy explains how we use any personal information we collect from you throughout the duration of your contract with us.

You can reach us at any time on 02921 677140, by email at info@protectcommercial.co.uk or by post at 33-35 West Bute Street, Cardiff, CF10 5LH. We are registered in England and Wales no. 08365670.

We process your personal information in order to carry out the legitimate interests of providing insurance quotations, providing insurance policies and enabling us to provide advice on products and services that you may require.

You have a right to complain about the way your data is treated by us to the Information Commissioners Office (ICO) by visiting https://ico.org.uk/concerns/ or calling 0303 123 1113.

What information do we collect on you?

We obtain information about you when you complete electronic or paper application forms, when you call us to provide information pertinent to an insurance quotation, or if you have instructed an intermediary to do so on your behalf.

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product from us and pay by credit or debit card, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below. This will include sensitive information about convictions history and your financial information.

How will we use this information about you?

We use this data for the sole purpose of providing an insurance quotation and if required the purchase and ongoing administration of that insurance policy.

We have established that our lawful basis for processing your data is that it is in our legitimate interest to do so. By doing so it enables us to provide you with Insurance quotations and policies, Risk Management Support, and advice, as well as let you know about products and services that you could require.

As a result, you have the right to object, and if you wish to do so you must contact us to inform us of this and why you wish to object.

We will continue to process your data throughout the life of your Insurance Policy, you can stop this by informing us to cancel your policy or stop searching for insurance quotations. However, we will still hold data on you for our legitimate purposes, for example to comply with legal or regulatory requirements and to administer any claims or complaints.

How is your information used?

We may use your information to:

- Process policy proposals that you have submitted to us
- Process your data with Insurance companies to obtain Insurance quotation and policies
- Carry out our obligations arising from any contracts entered by you and us
- Offering you a review of the Insurance products available to you at every renewal
- Notify you of changes to our services
- Seek your views or comments on the services we provide
- Offer you access to our free business resources portal

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our obligations to insurers and regulators. We will hold your personal information on our systems only for as long as is necessary for the relevant activity, or as long as is required pertaining to any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.
We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process membership of our employee perks & reward program). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure, and not to use it for their own direct marketing purposes. Please rest assured that we will not release your information to third parties beyond Protect Commercial Insurance Solutions Limited for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order, or for the purposes of prevention of fraud or other crime.

Who we can share your information with?

We will share your data with legal, regulatory and Insurance companies for the purpose of legally managing your contract of insurance with us.

In processing your data, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

How you can access and update your information

The accuracy of your information is important to us, should you change your email address, address or phone number, or any of the other information we hold is inaccurate or out of date, please email us at: info@protectcommercial.co.uk, or write to us at: Protect Commercial Insurance Solutions Limited, 33-35 West Bute Street, Cardiff, CF10 5LH.

You have the right to ask for a copy of the information Protect Commercial Insurance Solutions Limited holds about you. Where we have reason to believe the request is excessive (for example, where you make multiple or repeat requests), we may charge a fee to cover our costs in providing this information. We will provide information requested within one month of the request being received.

PRIVACY NOTICE

PROTECT COMMERCIAL INSURANCE

Security precautions in place to protect the loss, misuse, or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with a minimum of 256 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

How long will we keep your information?

We will keep your information for as long as you have a relationship with us. After it ends, we'll keep it where we need it for our legitimate purposes, for example to comply with the law or regulatory requirements and complaints or queries.

Your rights

You have a number of rights relating to your information, for example to see what we hold, to update incorrected or incomplete details or to object or restrict to our processing of it.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.