

keyfacts [®] NIG/FarmWeb Combined Insurance Policy

Please read this document carefully. Full terms and conditions can be found within the Policy Document.

The NIG/FarmWeb Combined policy is underwritten by U K Insurance Limited and will run for 12 months or as shown on the policy schedule.

This Product Summary provides details of all available sections. Please refer to your policy schedule for full details of the operative sections and of any endorsements or excesses that may apply.

General Conditions

The Policy DocumentAdjustment of Premium	Policy voidable for non- disclosure	Reasonable Precautions Instalments	 Change of Risk or Interest Choice of Law
	Cancellation	Contracts (Rights of Third Parties) Act 1999	

Section 1 | Material Damage

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Available on a "Specified Perils" basis for buildings and trade contents	 Professional Fees Accidental Damage to Underground Services Clearing of Drains Contracting Purchaser's Interest Capital Additions (for any one situation up to 15% of sum insured) Cost of Debris Removal/Re- erection Temporary removal of Agricultural Produce Plant Machinery and Trade Fixtures, Vehicles and implements and their accessories Fire Brigade Damage to Grounds (up to £2,000 any one claim) Replacement of locks following theft of keys (up to £1,000) Public Authorities Reasonable boarding up costs and cost of necessary removal or replacement of fixtures and fittings following Damage to Glass where this is covered under Policy Section 1 	 Reinstatement of Sum Insured following a loss Average Sums Insured subject to Index Linking 	 Bursting by steam pressure of non-domestic boilers Fire resulting from any heat process other than grain drying Cessation of work or government action Change in water table level Theft of jewellery and other valuables unless otherwise agreed Theft of livestock or glass Theft due to unexplained shortage and/or disappearance and/or fraud or dishonesty Weather damage to fences, gates, hedges, moveable property in the open or under frames or cloches or buildings not maintained in a good state of repair Various exclusions apply to vacant or disused premises Consequential loss Property let out on hire



Section 1 | Material Damage continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
	 Fire Extinguishment Expenses Clear-up Costs (Own Property) (up to £25,000) Trace and Access (up to £5,000) Loss of Metered Water (up to £2,500) 		 Loss resulting from your voluntarily parting with title or possession of any property by deception Damage to any part of electrical equipment caused by electrical faults within that part Showcases and automatic or vending machines or their contents outside the buildings of your premises Poultry Rearing Appliances

Section 2 Business Interruption

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 Loss of Gross Revenue and/or Gross Rentals following Damage to your business premises Loss of Book Debts following Damage to accounting records at your business premises The insured causes of Damage will follow those under Policy Section 1 unless we have agreed otherwise 	 Unspecified Suppliers Unspecified Customers Storage Sites Property In Transit Premises of Public Utilities - gas, electricity, water and telecommunications Impact with Agricultural Vehicles, excluding Damage to animals caused by impact by any animal belonging to or under the control of the Insured or any Employee on any highway within Great Britain or Northern Ireland The limit for the above extensions is £25,000 aggregate. Increased limits for any of the above Extensions can be considered on request and any increases will be shown in the Schedule Denial of Access (up to the full sum insured) 	 Declarations required Gross Revenue or Gross Rentals as applicable to enable premium adjustment Monthly Records of outstanding debit balances be kept at a place other than the Insured's premises Reinstatement of Sum Insured following a loss 	 Deliberate loss or corruption of electronically stored information Accidental loss or corruption of electronically stored information caused otherwise than by fire and certain other perils Peril exclusions as per Material Damage Section 1

Section 3 | Livestock

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Available on a "Specified Perils" basis for livestock belonging to or in the custody and control of the Insured pertaining to the business of Farmer. Special perils cover available on request for Worrying, Fatal Injury, Mortality and Livestock Disease	 Veterinary Surgeon's fees up to £500 any one animal Fees payable to knacker renderer or bona fide disposal centre up to £300 any one carcass, £1,000 any one period of insurance following a valid claim 	 Special Condition of Average Veterinary Surgeon's report needed following a claim Any one animal limit £10,000 unless otherwise stated 	 Theft due to fraud or dishonesty Transit for hire and reward Slaughter not on humane grounds Cessation of work or Government action Unexplained disappearance for periods less than 30 days Various exclusions apply to vacant or disused premises Straying unless reasonable fencing is provided Horses being ridden in connection with hunting, racing, show-jumping or other competitive events

Section 4 | Employers' Liability

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Indemnity Limit £10 Million (inclusive of legal costs) for any one occurrence, unless otherwise shown in the schedule Territorial Limits are Great Britain, Northern Ireland the Channel Islands and the Isle of Man (see also the Work Overseas extension)	 Compensation for Court Attendance connected to a claim (up to £250 per day for each director/partner and £150 per day for each employee) Health and Safety at Work etc Act 1974 Unsatisfied Court Judgements Work Overseas Indemnity to Principals Agricultural Wages Board cover (unless this cover has not been selected) Corporate Manslaughter and Corporate Homicide Act 2007 limited to a maximum amount of £250,000 in respect of any Occurrence in the aggregate in any one Period of Insurance 	 Contractual Liability EU Jurisdiction 	 Injury to Employees (other than the driver) resulting from being in or on any of your vehicles whilst on the road under the terms of Part VI of the Road Traffic Act 1988 Visits or work on any offshore rig or platform

Section 5 | Public Liability

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 Legal Liability cover for: Third party property damage Third party injury Obstruction, trespass, nuisance or wrongful arrest Indemnity Limit for any one occurrence as shown in the schedule Territorial Limits are Great Britain, Northern Ireland the Channel Islands and the Isle of Man (see also the Work Overseas extension) 	 Compensation for Court Attendance connected to a claim (up to £250 per day for each director/partner and £150 per day for each employee) Health and Safety at Work etc Act 1974 Indemnity to Principals Work Overseas Defective Premises Act Damage to Leased & Rented Premises Member to Member Liability Motor Contingent Liability Overseas Personal Liability Cross Liabilities Data Protection Act 1998 (up to £250,000 in respect of all claims in any one period of insurance) Obstructing Vehicles Corporate Manslaughter and Corporate Homicide Act 2007 limited to a maximum amount of £250,000 in respect of any Occurrence in the aggregate in any one Period of Insurance Environmental Statutory Clean up Costs limited to a maximum amount of £1,000,000 in respect of any Occurrence in the aggregate in any one Period of Insurance 	 Precautions for use of heat away from your own premises Indemnity Limit is costs inclusive in the USA & Canada Contractual Liability EU Jurisdiction 	 Faulty or defective workmanship/ materials Advice, design, formula or specification Bodily injury to any Employee Property belonging to you or under your control Ownership or use of any craft, or vehicle licensed for road use Products supplied Liquidated damages, fines or penalties Punitive, exemplary or aggravated damages Pollution or contamination unless from a sudden and identifiable unintended and unexpected incident Pollution or contamination occurring in the USA or Canada Visits or work on any offshore rig or platform Crop spraying on land not occupied or used by the Insured for own farming purposes Supply, use or production of genetically modified crops, including contamination or changes to the environment.

Section 6 | Products Liability

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Legal Liability cover for: • Third party property damage • Third party injury occurring anywhere in the world caused by products supplied from Great Britain, Northern Ireland the Channel Islands or the Isle of Man Indemnity Limit for all occurrences during any one period of insurance as shown in the schedule	 Compensation for Court Attendance connected to a claim (up to £250 per day for each director/partner and £150 per day for each employee) Health and Safety at Work etc Act 1974 Cross Liabilities Data Protection Act 1998 (up to £250,000 in respect of all claims in any one period of insurance) Consumer Protection and Food Safety Acts Corporate Manslaughter and Corporate Homicide Act 2007 limited to a maximum amount of £250,000 in respect of any Occurrence in the aggregate in any one Period of Insurance 	 Indemnity Limit is costs inclusive in the USA & Canada Contractual Liability EU Jurisdiction 	 Cost of repair, alteration, replacement, removal or recall of any Products Supplied Advice, design, formula or specification Bodily injury to any Employee Liability caused by or arising from Property in your charge or control Products supplied which to your knowledge are used as a critical part in connection with flying or navigation of any aircraft spacecraft rocket missile or satellite Liquidated damages, fines or penalties Punitive, exemplary or aggravated damages Pollution or contamination unless from a sudden and identifiable unintended and unexpected incident Pollution or contamination occurring in the USA or Canada Products supplied which to your knowledge are exported to the USA or Canada Supply, use or production of genetically modified crops, including contamination or changes to the environment.

Section 7 | Money

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 Loss of Money as defined in transit and at contract sites in bank night safe in premises during business hours in premises outside business hours in safe in premises outside business hours not in safe in the custody of travellers and collectors in private dwellings 	 Damage to safes, franking machines and carrying cases Damage to clothing and personal effects (up to £500 per person) Unauthorised use of company credit cards (up to £500 during each period of insurance) Cattle Passports up to £250,000 in any one period of insurance 	 Money records to be kept in a secure place separate from the money itself Safe keys to be removed to a secure place of safe keeping outside business hours Safe details to be provided Accompaniment requirements for money in transit Transit Limits Theft Protections to be put into full and effective operation outside business hours Reasonable care to be taken in selection and supervision of employees Credit Card losses to be notified to the issuing company immediately and the Police within 24 hours of the loss 	 Fraud or dishonesty of any partner, director or employee not discovered within 14 days Loss insured under a Fidelity Guarantee policy Loss from unattended vehicles Any form of payment that is counterfeit, false, fraudulent invalid, uncollectable or irrecoverable Loss occurring outside UK and Republic of Ireland Errors, omissions or consequential loss

Section 8 | Personal Accident (Assault)

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 Benefits are payable for injury sustained during theft or attempted theft of money or other property, resulting in Death Loss of limbs or sight Permanent total disablement Temporary total disablement Temporary partial disablement Incurred medical expenses 	• None	 You and your partners, directors and employees must be aged not less than 16 years nor more than 75 years Qualified medical advice to be immediately sought following disablement 	Pre-existing physical or mental condition

Section 9 Personal Accident and Sickness

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 Benefits are payable for bodily injury sustained during the period of insurance that results in the below within one year of the occurrence: Death Loss of limbs or sight Permanent total disablement Temporary total disablement Temporary partial disablement Incurred medical expenses Note: Sickness is an optional extension and not included as standard. Any cover (where requested) for unspecified employees can be selected as either occupational (as farmer) or 24 hour cover. Please refer to your schedule for full details of the cover in force. 	• None	 You and your partners, directors and employees must be aged not less than 16 years nor more than 70 years Limit of Liability Change in Circumstances Extra conditions apply to sickness cover (where operative) 	 Hazardous activities such as mountaineering, rock climbing, winter sports outside the UK, speed, time trials or sprints Professional Sport Being in, entering into or descending from any aircraft other than as a passenger in a fully licensed passenger carrying aircraft Illness or disease not resulting from bodily injury, or suffering from bodily injury due to any gradually operating cause Alcohol, drugs or any sexually transmitted disease Intentional self-injury, suicide or attempted suicide Provoked assault or fighting Any pre-existing condition Wilful exposure to needless peril Any claim involving Acquired Immune Deficiency Syndrome or HIV In respect of sickness (where operative): any claim once a person reaches the age of 65 any claim which occurs within 21 days of the commencement of cover

Section 10 | Farm Property in Transit

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Farm property whilst in transit in the UK and Republic of Ireland by road, rail or inland air freight	 Packing Materials Transfer and Reloading Costs (up to £2,500) Drivers Personal Effects (up to £500) Use of Substitute Vehicles Reinstatement of Sums Insured 	 Motor Vehicles must be roadworthy and in good state of repair 	 Wear and tear, deterioration, contamination, mildew, damp, rust, corrosion, insect or vermin Inherent vice, latent defect, action of light, atmospheric or climatic conditions Spillage, leakage, evaporation, loss of weight, shrinkage

Section 10 | Farm Property in Transit continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
			 Mechanical or electrical derangement or breakdown Electrical or magnetic injury disturbance or erasure of electronic records Breakdown of refrigeration, insufficient insulation Defective/inadequate packing or insufficient addressing Delay or seizure of goods by the government or other authority Theft from unattended vehicles unless specific security devices are operational Explosives or other dangerous goods Money, jewellery precious stones and metals, bullion, furs Livestock and living creatures Property carried for hire or reward Consequential loss

Section 11 | All Risks on Machinery and/or Apparatus

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Geographical Limit for each insured item as shown in the schedule	 Damage to contents of any insured vending machines (up to £100 any one incident) Public Authorities 	• Average	 Inherent vice, deterioration, wear and tear Faulty or defective workmanship Bursting by steam pressure of non-domestic boilers Corrosion, rust, wet or dry rot, vermin Change in temperature, colour, flavour, texture or action of light Theft or attempted theft from an unattended vehicle unless secured or from unattended/ closed premises unless secured Cracking or collapse of boilers and other pressure vessels Mechanical or electrical breakdown or derangement Subsidence, heave or landslip Fraud or dishonesty Disappearance or unexplained shortage Electrical or magnetic disturbance of electronic records (other than by lightning) Damage to a building caused by its own collapse Weather damage to moveable property in the open or in open sided buildings Fire damage to property undergoing any heat process Damage to property (other than by fire or explosion) resulting from any production or repair process

Section 11 | All Risks on Machinery and/or Apparatus continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
			 Damage in respect of vacant or disused buildings caused by freezing, escape of water, malicious persons or theft Delay or seizure of goods by the government or other authority Consequential loss Damage to any part of electrical equipment caused by electrical faults within that part Damage caused by failure to maintain a sufficient level of nitrogen in flasks

Section 12 | Deterioration of Refrigerated Foods

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Deterioration, contamination or putrefaction of refrigerated foods caused by breakdown, escape of refrigerant or electricity supply failure	• None	• None	 Wear, tear, deterioration or other gradually operating cause Loss in any cabinet older than 5 years unless subject to a maintenance agreement Incorrect setting of controls Consequential loss Deliberate withdrawal of electricity supply by the supplier

Section 13 | Engineering Damage to Machinery and Plant

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
 When more than one option is available the schedule will state which options apply Inspection and Cover A Statutory or non-statutory inspection of specified items of machinery and plant, and cover for impact damage (up to £100,000 any one occurrence) to your surrounding property caused by fragmentation of any inspected item Cover B Damage (up to £500,000 any one occurrence) either to specified items or to all machinery and plant caused by: Explosion, Collapse or Breakdown or Sudden and Unforeseen Damage i.e. Explosion, collapse or breakdown, plus other accidental damage 	 Capital Additions Cost of Debris Removal Temporary Repairs (up to £10,000) Temporary removal for repair, maintenance, overhaul or inspection (including up to £25,000 for sea and air transits) Loss Minimization 	 The Inspecting Authority shall have the right to inspect the Machinery and Plant at all reasonable times and will make periodical inspections of Machinery and Plant Date Recognition Exclusion Clause (Inspection) Machinery shall be maintained in good working order Machinery shall be operated and maintained in accordance with manufacturers recommendations 	 Explosion under Cover A Fire Lightning, aircraft, earthquake storm, flood, water discharged from any installation/sprinkler or theft Testing or intentional overloading Hydraulic testing Burning or distortion by heat Wear and tear or gradual deterioration Gradually developing defects, flaws Loose parts, defective joints or seams Scratching of painted or polished surfaces Ropes Non-metallic protective linings, batteries Rubber tyres

Section 13 | Engineering Damage to Machinery and Plant continued

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Cover C Damage (up to £1 Million any one occurrence) to your own surrounding property caused by explosion of any boiler or pressure vessel to which Cover B above applies			Loss of use or consequential loss

Section 14 Commercial Legal Expenses

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions	
This section covers legal expenses in	ncurred in relation to the following:			
Standard Cover		Optional Extensions		
1. Employment Disputes and Compensation Awards		5. Contract Disputes		
2. Legal Defence		6. Tenancy Disputes		
3. Property Protection and Bodily Injury		7. Debt Recovery		
4. Tax Protection				

Each of these covers has its own Provisions and Exclusions, in addition to which General Exclusions apply to the whole section. The purpose of the cover is to pay costs you incur (with our approval) in relation to the legal action, NOT to pay any fines, penalties or compensation you are ordered to pay. In any event, we will not pay any costs incurred prior to our acceptance of the claim, nor any claim reported more than 180 days after you should have known about the incident giving rise to the claim.

Your policy has full details of the cover and exclusions applicable, both in relation to the individual covers and at policy level.

This cover is underwritten by DAS Legal Expenses Insurance Company Limited on behalf of NIG.

Section 15 | Uncollected Milk

Cover	Extensions included as standard (subject to certain limits)	Conditions	Main Exclusions
Loss of milk from causes beyond your control resulting from the Dairy or its authorised agent being unable to collect milk from your premises which would otherwise have been collected under your contract of sale of milk to the Dairy	• None	• None	 Loss due to an outbreak of notifiable disease at your premises, or outbreak or suspected outbreak elsewhere than at the premises occurring prior to the commencement of this cover Strikes, lock-outs or industrial disputes commencing or having given notice to commence prior to commencement of this cover Loss due to Damage or breakdown to property at the Insured's premises Contamination of the milk at the Insured's premises

Section 16 | Farm Home

 Household goods, including non-permanent fixtures and fittings like carpets, curtains Personal belongings in the home, outbuildings, garages and sheds within the same site Damage covered for: Fire & Smoke Damage Storm or Flood Escape of water or oil Theft Damage by malicious persons or vandals Subsidence Riot Impact Accidental breakage of TV's, videos, audio and home computer equipment. Replacement door locks and keys if your keys are stolen, up to £500 Money and Credit Cards in the home up to £500
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 Oil and Metered water up to £1,000. Items kept in the garden up to £1,000 (Paragraph D – Contents in the open) Garden plants cover up to £1,000 Freezer contents (Paragraph I – Deep Freezer Contents) Contents temporarily removed to another home up to 20% of the sum insured Sum insured increased by 10% during the Christmas period and for one month before and after a family wedding or Civil Partnership Ceremony Valuables, Works of Art and Collections up to 5% of the Contents Sum Insured in respect of any one item or collection 30% of the Contents Sum Insured in total in respect of all Valuables, Works of Art or Collections. Accidental Damage to mirrors and glass Tenants Liability up to 20% of the Contents sum insured Fatal Injury to you or your spouse following fire or assault by thieves in the home causing death within 12 months. £5,000 payable Loss of documents up to £500 Rent and Alternative Accommodation up to £10,000
 mage cover I extra) Extra accidental damage cover for accidental breakage of items like vases and ornaments, as well as DIY disasters like spilt paint on carpets or furniture

Section 16 | Farm Home continued

Please refer to your policy document for full details	
Section A – Buildings	Section B – Contents
Your policy will not pay for:	Your policy will not pay for:
Theft or attempted theft	Theft or attempted theft
Damage by malicious persons or vandals	Damage by malicious persons or vandals
caused by you or your family	caused by you or your family
After your home has been unoccupied for more than 35 consecutive days or is left unfurnished your policy will not pay for:	After your home has been unoccupied for more than 35 consecutive day or is left unfurnished your policy will not pay for:
Theft or attempted theft	Theft or attempted theft
 Damage by malicious persons or vandals 	Damage by malicious persons or vandals
Escape of water or oil	Escape of water or oil
 Damage to plumbing installation 	Plants/Shrubs/Trees in the garden (Paragraph O – Garden Cover)
 Accidental damage to fixed glass and sanitary ware 	Accidental damage to TV's. videos, audio and home computer accidental damage to TV's. videos, audio and home computer
	equipmentAccidental breakage of mirror and glass
	 Accidental breakage of minor and glass Accidental damage
	Your policy will not pay for
	• Theft or attempted theft while your home is loaned or let or occupied by paying guests unless involving forcible and violent entry to or exit from the home
Domestic pets:	Domestic pets:
Your policy will not pay for impact or accidental damage caused by domestic pets	Your policy will not pay for impact or accidental damage caused by domestic pets
	Business equipment:
	 Your policy will not pay for loss or damage to property (including money) used for any professional or business purposes other than property within the main farmhouse used in connection with your business as farmer
	*Valuables, **Collections and ***Works or Art in the Home
	Aggregate limit
	• 30% of the Contents Sum Insured. Please refer to your policy schedule for details of the limit applicable to your policy.
	Single article limit
	• 5% of the Contents Sum Insured
	Limit for loss from outbuildings (except garages)
	• £2,000

The following excesses (with the exception of subsidence) are payable in addition to any other excess which may apply. Please refer to your policy schedule, which contains full details of the excesses that apply to your policy.

Subsidence	£1,000	All Claims	£50
All Other Claims	£50		

* Valuables are gold and silver articles, watches, jewellery, cups, trophies and like, furs

** Collections are stamp, medal, coin, firearm and similar collections of intrinsic value

*** Works of art are curios, object d'art, sculptures, carvings, paintings, pictures and drawings

Section 16 | Farm Home continued

Section C - Liabilities	
 What is covered Up to the amount shown in the Policy Wordings in respect of your legal liability to third parties for occurrences anywhere in the world that result in: Their death or bodily injury, or Accidental loss of or damage to their property 	 Occurrences Where Section 16A – Buildings is operative, incidents about the home based solely upon your liability as owner of the home Where Section 16B – Contents is operative: incidents in or about the home based on your liability as occupier not as owner of the home, or incidents in or about the home, elsewhere in the UK or whilst travelling with you anywhere in the world based on your liability as an employer of domestic servants liability elsewhere in the world based on your liability as individuals Where Section 16F – Caravan is operative, incidents in or about the caravan while being used in accordance with the Description of Use and based on your liability as owner of the caravan.
Summary of Exclusions and Limits	
Please refer to your policy document for full details	
 steeplechasing or polo playing Firearms other than sporting guns Dogs referred to under the Dangerous Dogs Act 1991 Your wilful or malicious acts Ownership or occupation of land or buildings other than the home Any action against you brought in any court outside the EU Property you own or in your trust, custody or control Incidents which would otherwise be insured by another policy 	rfboards) or small craft es other than when used for private purposes only, excluding use for racing, d by a person you employ as a domestic servant and arising in the course of
Extensions Defective Premises Act Unrecovered Damages 	
Section D – Personal Possessions (optional extra)	
What is covered	Loss or Damage
Items designed to be worn or carried that you normally take out of the home or on holiday such as jewellery, cameras, sports equipment pedal cycles, and money	 Accidental loss Accidental damage Money Credit cards Conditions apply to Pedal Cycles over £200 Anywhere in the European Union and for up to 60 days elsewhere in the world
Summary of Exclusions and Limits Please refer to your policy document for full details	
Loss or Damage	 Your policy will not pay for: Theft from an unattended vehicle unless all doors, windows and boot or hatchback are closed and securely locked. More than £1,000 for any claim for theft from an unattended motor vehicle Property used for any professional or business purposes Contact lenses or corneal lenses Wear and tear, or any process of cleaning, repairing or maintenance

Section 16 | Farm Home continued

	 mechanical, electrical or computer breakdown Sports equipment whilst in use Theft of Pedal cycles over £200 when the cycle is unattended unless the cycle is immobilised by a security device Loss or damage to Pedal cycles over £200 while the cycle is being used for racing, pace making or trials
Money Credit cards	Your policy will not pay for:Loss unless reported within 24 hours to the police.
Excess	

A £50 excess is payable in addition to any other excess which may apply. Please refer to your policy schedule, which contains full details of the excesses that apply to your policy.

Section E – Family Legal Protection (optional extra)	
• 24hr advice/claim line – access to legally qualified staff to advise you or	n any private legal problem, and for reporting a claim
 Legal costs up to £25,000 for: 	
1. Employment Disputes	4. Property Protection
2. Contract Disputes	5. Tax Protection
3. Bodily Injury	6. Legal Defence
Excess	
A £25 excess is payable in addition to any other excess which may apply. I excesses that apply to your policy.	Please refer to your policy schedule, which contains full details of the
Section F – Caravan (optional extra)	
Caravan – What is covered:	Caravan contents – What is covered:
 The caravan including fixtures and fittings including awnings, external steps and generators 	 Personal effects, clothing and luggage, audio and visual equipment and sports equipment while in the caravan.
 Furniture, furnishings, bedding and household linen and utensils 	
Additional cover	
Extra benefits included as standard:	
 Additional cost of removing caravan to nearest repairer and returning it to your home 	
• Alternative accommodation for up to 15 days (maximum £20 per day) if the caravan becomes uninhabitable as a result of loss or damage while you are on holiday or touring.	
 Payment of lost hiring charges, up to 15 days, for bookings made before the date of the loss or damage. Maximum £20 per day. 	
Summary of Exclusions and Limits	1
Please refer to your policy document for full details	
Caravan	Caravan contents
Your policy will not pay for:	Your policy will not pay for:
• Your caravan while it is being used as a permanent residence or for any trade, business or profession.	Valuables, personal money, credit cards, collections and Works of Art.
 Theft of touring caravan unless the caravan is secured by a hitch lock 	 Personal effects, clothing and luggage, audio and visual equipment or sports equipment while the caravan is not being used by you and your
or wheel clamping device while detached from the touring vehicle	family
- · · · · · · · · · · · · · · · · · · ·	Theft of personal effects, clothing and luggage, audio and visual
	equipment or sports equipment unless you or your family are in
	residence in the caravan at the time of the loss or damage and the
	caravan is securely locked and all windows are tightly closed and locked.
Excess	
The following excesses are payable. Please refer to your policy schedule fo	r full details of the excesses that apply to your policy.
Caravans – all claims	£50

Further Information

Other features

Free Helpline services available 24 hours a day, 7 days a week for:-

- Legal Advice on any business problem including Employment, Tax, Contract Disputes etc
- Emergency Assistance rapid response from reputable local contractors to deal with any sort of emergency on your premises, including burst pipes, drainage problems, gas, electricity failures, serious roof damage
- Glass Replacement and Locksmith Services rapid call outs for any glazing or door & window security problems.
- Separate Helplines for domestic assistance relating to the Farm Home section and domestic legal advice
- Instalment Payment Method available in most cases

Your right to cancel

If this cover does not meet your requirements, please return all your documents and any certificate to the broker, intermediary or agent who arranged the Policy within 14 days of receipt. We will return any premium paid unless a claim has been made.

Termination

If you wish to terminate the contract at any other time, please contact the broker, intermediary or agent who arranged the Policy. Any return of premium will be made based on the number of days remaining in the Policy period, unless a claim has been made when no refund is due.

How to make a claim

Please contact, in the first instance, the Broker, Intermediary or Agent who arranged the Policy. Please quote your policy number.

How to complain

If you have an enquiry or complaint arising from your Policy, please contact the Broker, Intermediary or Agent who arranged the Policy for you or NIG at the address below quoting the Policy Number in all cases.

If you are not satisfied with the way in which a complaint has been dealt with, please write to the Chief Executive of NIG at Crown House, 145 City Road, London EC1V 1LP.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is: South Quay Plaza, 183 Marsh Wall, London E14 9SR, telephone **0845 080 1800**.

Details about our Regulator

NIG policies are underwritten by U K Insurance Limited who are authorised and regulated by the Financial Services Authority, registration number 202810. The Financial Services Authority website, which includes a register of all regulated firms can be visited at www.fsa.gov.uk, or the Financial Services Authority can be contacted on 0845 606 1234.

Under the Financial Services and Markets Act 2000, should we be unable to meet our liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim, without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at www.fscs.org.uk

