

MoversPlus Insurance Policy Summary

FSA Authorised Removal & Storage companies

The following is a summary of the main features of our MoversPlus Insurance Policy for FSA Authorised Removal & Storage companies (current version: January 2008). It does not contain all the terms and conditions of the contract. Full details of these are contained in the policy document a copy of which is available upon request.

The policy is underwritten 100% by Hardy Syndicate 382 at Lloyd's who are authorised and regulated by the Financial Services Authority and is operated under fully delegated authority by Pound Gates & Company Ltd who are also authorised and regulated by the Financial Services Authority. The registered office of Pound Gates & Company Ltd is St Vincent House, 1 Cutler Street, Ipswich, Suffolk, IP1 1UQ

Our MoversPlus Insurance policy is a comprehensive Insurance package specifically tailored to suit the specialist needs of Domestic Removals & Storage Contractors who are authorised and regulated by the Financial Services Authority (FSA). The policy is an annual contract which may be renewed each year subject to your needs and our terms & conditions.

The policy includes the following covers:

- Removers Contractual & Legal Liability
- All Risks

The following tables provide a summary of the main policy benefits and any significant exclusions or limitations. For full policy details and our full terms & conditions please read your Policy Wording, which will be provided on completion of your contract, or at any time on request.

Important Information

The Customer Service section of the Policy Summary gives you important information on the following:

- Your right to cancel
- Making a claim
- Our complaints procedure
- The Financial Services Compensation Scheme

The content of this document is intended for firms which are Private or Public Ltd companies. Other types of organizations such as sole traders or partnerships should not rely on its content.

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Table 1 Standard Features & Benefits

The following will automatically be included in your policy, according to the cover you have selected:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Removers Contractual & Legal Liability The following covers will automatically be included in your policy</p>		
<p>Standard Cover: To indemnify the Insured in respect of their liability as defined in their standard conditions of trading or in respect of their common law liability, including all claimant's costs and expenses, for loss of or damage to the goods from the time that the goods are placed in the care of the Insured, whilst in transit and in store, until the goods are delivered to the customer, directly relating to a contract for the removal and/or storage of goods between the Insured and their customer.</p>	<ul style="list-style-type: none"> - Some specific causes of damage may be excluded – please see your Policy Wording. - Some specific property may be excluded – please see your Policy Wording. 	<p>Removers Contractual & Legal Liability</p>
<p>Cover extends to include:</p> <p>Errors & Omissions Any error or omission made by the Insured.</p> <p>Cover will also indemnify the Insured up to a limit of £50,000 any one claim or series of claims arising out of one event and a limit of £50,000 in all in any one period of insurance, in respect of all additional costs reasonably incurred by the insured in consequence of, or in order to prevent or minimise, a loss or losses which would be recoverable under this subsection.</p> <p>Delay in Delivery Expenses Reasonable additional expenses incurred by your customer as a direct result of delays in transit and/or delays in removal from store.</p> <p>Additional Expenses Reasonable costs and expenses (but not exceeding the value of the goods) incurred for clearing debris, transshipment and/or recovery of the goods carried or stored to prevent or minimise a claim under this section.</p>	<ul style="list-style-type: none"> - An excess of £250 applies to cover provided under this subsection - Such error or omission must be discovered during the period of insurance. - Claims for consequential loss are excluded. - Some specific causes of damage may be excluded – please see your Policy Wording. 	<p>Removers Contractual & Legal Liability</p>

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All Risks		
The following sections provides cover for you and your customers:		
<p>Standard Cover: All Risks of physical loss or damage to customer's goods where the Insured has been given instructions to insure (unless such cover is automatically given by the Insured).</p>	<ul style="list-style-type: none"> - Some specific causes of damage may be excluded – please see your Policy Wording. - Some specific events are excluded – please see your Policy Wording. - Full details of the Sums Insured selected will be detailed in your Policy Schedule. 	All Risks
<p>Cover extends to include:</p> <p>Insured's own Equipment All Risks of physical loss or damage to sheets, ropes, blankets, packing materials, chains and other equipment as specified in the Policy Wording.</p> <p>Trailers, Containers and other Non-Motorised Equipment: All Risks of physical loss or damage to trailers or containers moveable and/or stationary equipment and/or any other equipment used by the Insured to carry out their business.</p> <p>Employees Personal Effects All Risks of physical loss of or damage to employees' personal effects sustained on or about or in connection with any of the Insured's vehicles.</p> <p>Additional Expenses Reasonable costs and expenses (but not exceeding the value of the goods) incurred for clearing debris, transhipment and recovery of the goods carried or stored, in respect of, or to prevent or minimise, a claim under the All Risks section.</p>	<p>In addition to the following exclusions and conditions some specific causes of damage and some specific events are excluded – please see your Policy Wording</p> <ul style="list-style-type: none"> - Cover available subject to payment of an additional premium. - Cover is excluded for loss or damage caused by bursting or tearing of tyres unless caused by an accident to the Insured equipment. - excluding cash, credit cards, cheques, currency, precious stones, precious metals, jewellery, watches and any fixtures and fittings of the vehicle. - subject to a limit of £250 any one person any one claim and a limit of £1,000 in any one period of insurance. - Cover under this subsection is subject to a £25 excess for each and every claim. 	All Risks

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Registered Office: As shown
Registered in England
No. 3097866
Authorised and regulated by the
Financial Services Authority



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Table 2 General Conditions & Exclusions and Excesses and Limits

The following apply to the Policy as a whole, regardless of the specific cover you have selected. For full details of these and other exclusions and limits please read your Policy Wording.

General Conditions and Exclusions	Policy Section
- If there are any changes to your business, the premises, the property therein or any other circumstances whereby the risk is increased, you must inform us immediately. Failure to do so could invalidate the policy or result in a claim being rejected.	All
- Nuclear Risks, War and Sonic Bangs are excluded.	Various
- Loss or damage caused by acts of terrorism is excluded.	Various
Excesses & Limits	Policy Section
- Any excesses applicable to your policy are detailed in your Policy Wording and/or Policy Schedule. These amounts must be paid in the event of each and every claim.	All
- Limits may apply to your policy, please refer to your Policy Schedule.	
- Your policy is subject to you supplying us with a copy of your trading terms and conditions within 30 days of commencement of cover. Should you revised your terms and conditions at any stage then you are required to provide us with an updated copy of your terms and conditions within 30 days of any change.	All

Customer Service

Your 'Right to Cancel'

There are no cancellation rights under this policy for the removal company.

If the removal company are authorised and regulated by the Financial Services Authority and sell this insurance cover onto their customers then their customers will be entitled to cancellation rights as follows: -

The customers of the removal company will have the right to cancel this insurance without penalty at any time prior to when the removal of the customers property begins. Once the goods are placed into store, the customer's right to cancel ceases and the customer will be charged the full premium for the insurance up until when the customer is next due to pay a renewal premium as agreed with the removal company. The customer can then cancel this insurance at any time subject to 7 days notice. Furthermore the removal company will allow the customer a period of 14 days from the time the customer receives the Confirmation of Insurance within which, if the customer decides that they do not want to continue the insurance, the customer may cancel the cover and get a full refund of premium, provided the customer has not made any claims and provided that the removal has not commenced.

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Making a Claim

In the unfortunate event of a claim, please notify the Pound Gates Claims Team as soon as possible.

Claims Team	Pound Gates & Co Ltd St Vincent House 1 Cutler Street Ipswich, Suffolk, England IP1 1UQ	Telephone	+44 (0) 1473 216406
		Fax	+44 (0) 1473 346092
		Email	claims@poundgates.com

Our office hours are 9:00am to 5:30pm, Monday to Friday.
Please have your policy number to hand when calling.

Our Complaints Policy

We are dedicated to providing a prompt, efficient and professional service in all our dealings with you.

Maintaining the highest standard of customer service is of key importance to us, and your comments help us to identify areas for improvement in our service.

In the unlikely event that you have a complaint, in the first instance please contact:

Compliance and Client Services
Pound Gates & Co Ltd
St Vincent House
1 Cutler Street
Ipswich
Suffolk IP1 1UQ
United Kingdom Telephone +44 (0)1473 216406

We are committed to dealing with any complaints promptly and efficiently. We will:

- endeavour to acknowledge and initially respond to any complaint by return, but in any case no more than 2 working days after receipt of a complaint from you;
- provide you with details of our complaints procedure, which is available at any time on request, the name of the person who will be dealing with the complaint, and the date by which you can expect a more specific response;
- inform you in our first response if the complaint is in respect of the actions of a party other than ourselves, (for example an insurer).
- give a detailed response to you within 5 working days. However if this is not going to be possible, we will let you know before the 5 working day period expires;
- in all circumstances provide a final response to you within 4 weeks of your complaint being received.

If you are not satisfied by our response to your complaint you may be able to take the matter to the Financial Ombudsmen Service (FOS). When we respond to you we will provide you with information about the FOS.

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Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (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.

The FSCS only applies to commercial customers (as defined by the FSA) with a turnover under £1m that carry on business from an establishment in the United Kingdom.

Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit.

For compulsory classes of insurance (such as Employers Liability), insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.