SCHEDULE

Commercial Combined

Mid Term Adjustment

Insured Details

The Insured	Sanaway Ltd	
Policy Number	CCAIEL260677	
Correspondence Address	Unit 2 Bear Court, BASINGSTOKE, Hampshire, RG24 8QT	
Business Description	Washroom and Sanitary Services	
The Premises	Premises 1 Unit C1b-6 & 7, Fairoaks Airport, Surrey GU24 8HU	Premises 2 Unit 2, Bear Court, Roentgen Road, BASINGSTOKE, Hampshire RG24 8QT

Premium

Premium	£	4,511.54 + IPT
Insurance Premium Tax	£	541.38
Sub Total	£	5,052.92
Policy Fee	£	100.00
Total Premium including IPT & Policy Fee	£	5,152.92
Pro Rata Additional Premium	£	0.00 + IPT

Period of Insurance

Period of Insurance	From 24.05.2026 to Midnight 23.05.2027
Reason for Issue:	Mid Term Adjustment (Change of address / change correspondence address)
Policy Issue Date	29.06.2026
Effective Date	29.06.2026
Policy Wording Reference	Commercial Combined June 2022

The premium has been calculated on estimates given by the Insured. Sections 1 & 2 are adjustable as per the policy wording General Condition 'Adjustment of premium'.

This policy is provided and underwritten by MX Commercial on behalf of insurers on a Non-Advised Sale basis. MXC Online and MX Commercial are trading names of GB Underwriting Ltd who are authorised and regulated by the Financial Conduct Authority (FRN304281).

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SCHEDULE

Commercial Combined

MX Commercial

Section 1 - Property Damage			Premises 1 - GU24 8HU Operative
			Unit C1b-6 & 7, Fairoaks Airport, Surrey, GU24 8HU
Flood			Y
Item	Declared Value	Sum Insured	Basis of Settlement (BOS)
A - Buildings			
B - Contents	£ 14,470	£ 16,640.50	Reinstatement
C - Computers			
D - Electronics			
E - Stock In Trade	£ 42,000	£ 42,000	
F - High Value Stock			
G - Rent Payable			
H - Tenants Improvements			
Total Sum Insured		£ 58,640.50	

The Excess (applicable to each Premises separately) is £250.

1. Unless stated as 'Indemnity' or endorsed otherwise, the Basis of Settlement in respect of Items A & B is as detailed in Section 1, Special Extensions 2, Day One Basis (Non Adjustable) of the Policy Wording.
2. Subsidence as defined in Section 1 Special Extensions 3 is applicable to each Premises only as indicated by 'Y'
3. Where indicated as applicable, Subsidence is subject to a minimum excess of £5,000 each and every loss unless endorsed separately.

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Section 1 - Property Damage			Premises 2 - RG24 8QT Operative
			Unit 2, Bear Court, Roentgen Road, BASINGSTOKE, Hampshire, RG24 8QT
Flood			Y
Subsidence			Y
Item	Declared Value	Sum Insured	Basis of Settlement (BOS)
A - Buildings			
B - Contents	£ 789	£ 907.35	Reinstatement
C - Computers			
D - Electronics			
E - Stock In Trade	£ 32,104	£ 32,104	
F - High Value Stock			
G - Rent Payable			
H - Tenants Improvements			
Total Sum Insured		£ 33,011.35	

The Excess (applicable to each Premises separately) is £250.

1. Unless stated as 'Indemnity' or endorsed otherwise, the Basis of Settlement in respect of Items A & B is as detailed in Section 1, Special Extensions 2, Day One Basis (Non Adjustable) of the Policy Wording.
2. Subsidence as defined in Section 1 Special Extensions 3 is applicable to each Premises only as indicated by 'Y'
3. Where indicated as applicable, Subsidence is subject to a minimum excess of £5,000 each and every loss unless endorsed separately.

Section 2 - Business Interruption	All Locations Operative	
Subsidence	Premises 1 - GU24 8HU : N Premises 2 - RG24 8QT : Y	
Item	Declared Value Insured	Indemnity Period
A - Gross Profit	£ 250,000	12 Months
B - Gross Revenue		
C - Additional Expenditure		
D - Book Debts		
E - Loss of Rent Receivable		

1. The Excess (applicable to each Premises separately) is £250.
2. The Basis of Settlement in respect of Item A or B is Declaration Linked as defined in Section 2 Extensions 1, unless endorsed.
3. Subsidence as defined in Section 2 Special Extension is applicable to each Premises only as indicated by 'Y'

Section 3 - Business Equipment			Operative	
Item	Total sum insured	Maximum value (Any one Item)	Geographical Limit	Excess
1 - Other (Laptops/Cameras/Mobile Phones)	£ 1,500	£ 500	UK	£ 250
2 - Portable Computers/Laptops	£ 750	£ 500	UK	£ 250

Section 4 - Money & Personal Accident Assault	Not Operative

Section 5 - Goods in Transit	Operative
Limit	£ 2,500.00
Maximum number of vehicles used	1
Excess	£ 250.00

Section 6 - Terrorism	Not Operative

Section 7a - Employers' Liability	Operative
Limit of Indemnity (Any one Occurrence, costs inclusive)	£10,000,000
In respect of any claim(s) unless arising from a Terrorism or Asbestos event when the limit is £5,000,000	
Premium Basis	Wages and Turnover

Section 7b & 7c - Public/Products Liability	Operative
Public - Limit of Indemnity (Any one Occurrence)	£10,000,000
Products - Limit of Indemnity (Any one Occurrence and in the aggregate)	£10,000,000
Excess (Each and every claim inc. costs and expenses)	£ 500

Section 8 - Contractors All Risks	Not Operative

Section 9 - Employee Fidelity	Not Operative

Section 10 - Loss of Licence	Not Operative

Section 11 - Essential Business Legal	Operative
Limit of Indemnity	£ 100,000
Voucher Code: CCCFCF1FB3B8	
Contract and Debt Recovery not included	

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ENDORSEMENTS (ALL)

Floating Sums Insured
Portable Heating Exclusion
Unattended Processes Exclusion
Electrical Inspection Exclusion
Minimum Physical Protections Exclusion
External Height Work Exclusion
Waste Disposal Conditions
Heat Work Away Exclusion
Wet Floor Sign Condition
Subjectivity Condition
Hazardous Works Exclusion (General)
PPE Endorsement
BFSC Condition
Rights of Recourse Exclusion
Waste/Pallet Storage Exclusion
Statement of Fact Condition
100% Minimum and Deposit

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Floating Sums Insured It is hereby noted and agreed that: In respect of the Sums Insured for Stock and Contents under Section 1, Premises 1, cover shall float across the additional premises specified below: Premises 2 Unit 2, Bear Court, Roentgen Road, Basingstoke. Hants. RG24 8QT
Portable Heating Exclusion GENERAL POLICY EXCEPTIONS (applicable to Sections 1 to 6 inclusive) shall be amended by the addition of the following: The Insurer shall not indemnify the Insured against or make any payment to the Insured in respect of any loss, Damage, destruction or Consequential Loss of any kind resulting from or in connection with the use of portable heating (including electric fan heaters, lighted petroleum gas and paraffin fuelled heaters) in operation on the Premises other than in office and canteen areas. All other terms, conditions, exclusions and limitations in this Policy remain unaltered
Unattended Processes Exclusion GENERAL POLICY EXCEPTIONS (applicable to Sections 1 to 6 inclusive) shall be amended by the addition of the following: The Insurer shall not indemnify the Insured against or make any payment to the Insured in respect of any loss, Damage, destruction or Consequential Loss of any kind resulting from or caused by any unattended process on the Premises outside Business Hours. All other terms, conditions, exclusions and limitations in this Policy remain unaltered
Electrical Inspection Exclusion GENERAL POLICY EXCEPTIONS (applicable to Sections 1 to 6 inclusive) shall be amended by the addition of the following: The Insurer shall not indemnify the Insured against or make any payment to the Insured in respect of any loss, Damage, destruction or Consequential Loss of any kind if the Insured fails to maintain a valid IEE certificate in force at all times in respect of the Premises. All other terms, conditions, exclusions and limitations in this Policy remain unaltered

Minimum Physical Protections Exclusion
GENERAL POLICY EXCEPTIONS (applicable to Sections 1 to 6 inclusive) shall be amended by the addition of the following:

The Insurer shall not indemnify the Insured against or make any payment to the Insured in respect of any loss, Damage, destruction or Consequential Loss of any kind unless the following protections are fitted to the under mentioned doors, windows and other openings (where these are under the Insured's control) and unless such protections are put into full and effective operation outside Business Hours or whenever the Premises are left unattended:

1. On the final exit door to the Premises:

a. timber doors to be secured by a mortice deadlock conforming to BS3621 with matching box striking plate;

b. aluminium and UPVC framed doors to be secured by an integral cylinder operated mortice deadlock or deadlocking multi point locking system;

c. on all double leaf doors, the final closing leaf to be secured by the appropriate locks detailed in a) i. or a) ii. above and on the inside of the first closing leaf, either:

i. two key operated security bolts; or

ii. two flush bolts; or

iii. two integral bolts, which shoot into the frame at the top or the floor at the bottom of the door;

if any of the above doors are outward opening, then each leaf is additionally to be fitted with two hinge bolts;

2. On all other external and internal doors giving access to any part of the Premises not occupied solely by the Insured or to any adjoining premises one of the following:

a. by the means set out in a) above unless double leaf doors which may have the final closing leaf secured by two key operated security bolts; or

b. two key operated security bolts, one fitted approximately 300 millimetres from the top of the door and the other approximately 300 millimetres from the bottom of the door;

3. On all opening basement, ground floor and other windows, fanlights, roof lights and skylights which are accessible from roofs, balconies, canopies, stairs, fire escapes or down pipes:

a. key operated window locks with the keys removed when in operation; or

b. solid steel bars not less than 16mm diameter and not more than 125mm apart, grouted into the masonry or securely fixed by a metal frame with screws with non return heads to the brickwork or masonry surrounding the window.

Doors and windows officially designated as a fire exit by a fire authority are excluded from the above and are to be secured internally by panic bolts or fire exit bolts (capable of opening at all times) with any additional devices being approved by the local fire prevention officer.

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

External Height Work Exclusion
(Applicable to Section 7A of the Policy)

This Policy does not indemnify the Insured in respect of any liability arising out of or in any way connected with any work carried out on the outside of any building or structure other than when working wholly at normal ground level

All other terms, conditions, exclusions and limitations in this policy remain unaltered

Waste Disposal Conditions
(Applicable to Sections 7B & 7C of the Policy)

It is a condition precedent to liability under this Policy that all waste is disposed of at licensed waste sites and that such waste is transported only by licensed carriers

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

Heat Work Away Exclusion
(Applicable to Section 7B of the Policy)

This Policy does not indemnify the Insured in respect of any liability arising out of or in way connected with any work involving the use application or generation of heat away from the premises of the Insured

However this exclusion shall not apply to the use of electric soldering irons and electric hot air guns provided that such equipment complies with British Standard BS3456 if applicable and is thermostatically controlled

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

Wet Floor Sign Condition
(Applicable to Section 7B of the Policy)

It is a condition precedent to liability under this Policy that a 'wet floor' sign be erected at all times where cleaning processes are undertaken that could result in a slippery surface

All other terms, conditions, exclusions and limitations in this policy remain unaltered

Subjectivity Condition
This Policy is written subject to satisfactory compliance with all subjectivities within the timescales advised within the quotation document

If the Insured fails to comply with any of the subjectivities Insurers reserve the right to cancel this insurance giving not less than 30 days' notice in writing to the Insured or impose special terms and conditions and/or revise the premium rate

The Insured will have the right if such amended terms are not acceptable to cancel the Policy provided that notice of such cancellation is given in writing and within 30 days of the amended terms being given. The premium for the period from inception and until the effective cancellation will be calculated at pro rata of the amended terms.

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

Hazardous Works Exclusion (General)
(Applicable to Sections 7A 7B & 7C of the Policy)

This Policy does not indemnify the Insured in respect of any liability caused by or arising from any work in on or in connection with

a) towers, steeples, chimneys, blast furnaces, dams, canals, viaducts, bridges, reservoirs or tunnels

b) aircraft, airports, airport hangars, runways, railways, ships, vessels, air cushioned vehicles, watercraft, docks, piers, jetties, wharves, breakwaters or sea walls

c) collieries, mines, quarries, chemical works, gas works, oil refineries, power stations, substations, nuclear installations or establishments

d) work underground or underwater, offshore installations, bulk oil petrol gas or chemical storage tanks or chambers

e) the handling, storage or transportation of Asbestos, Asbestos Dust or Asbestos Containing Materials or any other toxic or radioactive waste

f) the sale, supply hire or erection or modification of spectator stands

g) the erection of scaffolding at demolition sites, the demolition or partial demolition of a building or structure exceeding four metres in height, demolition not solely undertaken with hand tools, or any demolition which does not form part of a contract for the erection alteration maintenance or repair of buildings or structures by or on behalf of the Insured

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

PPE Endorsement
SECTION 7 EXCEPTIONS, Excepted Causes applicable to Parts A, B and C is amended by the addition of the following:
The Insurer shall not provide indemnity against liability caused by or arising from or contributed to by virtue of any injury, loss, Damage, claim, cost, expense or sum directly or indirectly arising out of or relating to the failure of any Employee(s) to use or wear personal protective equipment unless:
It is a condition of Section 7 - Part A of this Policy that
1. all Employees were made aware of the dangers of not using personal protective equipment;
2. personal protective equipment was provided to the Employee by the Insured;
3. a register was maintained, which demonstrates that Employees had received appropriate training and were fully conversant with the way in which to access such personal protective equipment.
All other terms, limits, conditions and exceptions of the Policy (excluding Section 11) shall apply

BFSC Condition
Bona Fide Subcontractors: All bona fide subcontractors engaged by the Insured have in full force and effect throughout the duration of their contract with the Insured insurances as follows:

i. Employers' liability insurance in respect of their liability at law for Injury to any person in the employment of the subcontractor, including any labour master or labour only subcontractor or person supplied or employed by them;

ii. Public/Products Liability insurance in respect of their liability at law for Injury or Damage, with an indemnity limit of not less than the Indemnity Limit any one Occurrence, or series of Occurrences, arising out of one original cause provided under this section.

All other terms, conditions, exclusions and limitations in this Policy remain unaltered

Rights of Recourse Exclusion LBY 016a – Products Liability – Rights of Recourse Exclusion SECTION 7 EXCEPTIONS, Excepted Causes applicable to Parts B and C is amended by the addition of the following: The Insurer shall not provide indemnity against liability caused by or arising from or contributed to by any Product Supplied which consists in whole or in part of any products, goods, components, materials or other items which have been supplied to the Insured, where the Insured has waived their rights of recovery in law against the suppliers and where such rights have not been maintained by the Insured. All other terms, limits, conditions and exceptions of the Policy (excluding Section 11) shall apply.
Waste/Pallet Storage Exclusion GENERAL POLICY EXCEPTIONS (applicable to Sections 1 to 6 inclusive) shall be amended by the addition of the following: The Insurer shall not indemnify the Insured against or make any payment to the Insured in respect of any loss, Damage, destruction or Consequential Loss of any kind resulting from or in connection with any combustible materials stored in the open unless, outside of Business Hours, such material is kept at least five meters from the Buildings. All other terms, conditions, exclusions and limitations in this Policy remain unaltered
Statement of Fact Condition This Policy is written on the basis of the information supplied by the Insured and presented to the Insurer for quotation and used by the Insurer to calculate the premium and terms for the risk In addition to this information supplied it is a condition of this Policy that the Insured supplies a signed and dated Statement of Fact within 30 days of commencement of cover In the event of the failure by or on behalf of the Insured to produce the Statement of Fact within the period stated above Insurers will have the right to cancel the Policy by giving not less than 7 days notice in writing to the Insured The premium for the period from inception and until the effective cancellation will be calculated at pro rata In the event that the Statement of Fact is different from the information originally supplied to Insurers the Insurers will have the right to amend conditions and premium or cancel the Policy. The Insured will have the right if such amended terms are not acceptable to cancel the Policy provided that notice of such cancellation is given in writing and within 30 days of the amended terms being given. The premium for the period from inception and until the effective cancellation will be calculated at pro rata of the amended terms All other terms, conditions, exclusions and limitations in this Policy remain unaltered
100% Minimum and Deposit 100% Minimum and Deposit (Applicable to all Sections of the Policy) It is hereby noted and agreed that this Policy is calculated on a 100% Minimum and Deposit basis to be adjusted at year end as per General Conditions Applying to Sections 1 and 2 Adjustment of Premium All other terms, conditions, exclusions and limitations in this Policy remain unaltered

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Insurers

Section	Insurer	UMR
1 - Property Damage	Accredited Insurance (Europe) Limited	MXUW01/2024
2 - Business Interruption	Accredited Insurance (Europe) Limited	MXUW01/2024
3 - Business Equipment	Accredited Insurance (Europe) Limited	MXUW01/2024
4 - Money & Personal Accident Assault	Not Operative	-
5 - Goods in Transit	Accredited Insurance (Europe) Limited	MXUW01/2024
6 - Terrorism	Not Operative	-
7a - Employers' Liability	Chaucer Insurance Company DAC	B0621P33130726
7b & 7c - Public/Products Liability	Chaucer Insurance Company DAC	B0621P33130726
8 - Contractors All Risks	Not Operative	-
9 - Employee Fidelity	Not Operative	-
10 - Loss of Licence	Not Operative	-
11 - Essential Business Legal	ARAG Plc	-

Several Liability Notice

The subscribing Insurers' obligations under policies to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing Insurers are not responsible for the subscription of any co-subscribing Insurer who for any reason does not satisfy all or part of its obligations.

Complaints Procedure applicable to Sections: 1 Liability

We are authorised to handle complaints on behalf of Accredited Insurance (Europe) Ltd. If you wish to make a complaint, please contact the Complaints team directly at:
6th Floor
One America Square
17 Crosswall
London
EC3N 2LB
Telephone: 020 7977 4800
Email: complaints@specialistrisk.com

Once we receive your complaint, we will:
Try and resolve the complaint within 3 working days and write to you confirming if we have done so;
Acknowledge any formal complaints promptly;
Respond fully to your concern or complaint within four weeks or less. If for any reason this is not possible, we will write to you to explain why we have been unable to conclude the matter quickly. If we have been unable to resolve your complaint in eight weeks, we will write to you explaining the reason as to why this has not been possible.
We will also advise you of your right to refer your complaint to the Financial Ombudsman Service (if applicable).

Financial Ombudsman Service

If you still feel that we have not been able to resolve the matter to your satisfaction, after this process you may have the right (subject to eligibility) to refer your complaint to the Financial Ombudsman Service; the address is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Telephone: 0800 0234 567 (from landline)
Telephone: 0300 123 9 123 (from mobile)
Email: complaint.info@financial-ombudsman.org.uk
Web: www.financial-ombudsman.org.uk

Whether or not you make a complaint to us and/or refer your complaint to the Financial Ombudsman Service, your statutory right to take legal action will not be affected.
Alternatively, should you wish to raise a complaint directly with Accredited Insurance (Europe) Ltd the contact details are:
Accredited Insurance (Europe) Limited 3rd Floor Development House St Anne Street Floriana FRN 9010 Malta Email: complaints@accredited-eu.com.

If you remain dissatisfied you have a right to refer your complaint to the Maltese Arbiter for Financial Services. Their contact details are set out below.

You may also be able to refer your complaint to: Office of the Arbiter for Financial Services, 1st Floor St Calcedonius Square, Floriana FRN 1530 Malta, telephone (+356) 212 49245 if you are not satisfied with our final response or we have not responded within fifteen (15) working days. You will have to pay EUR 25.00 at the time of making your complaint to the Arbiter to use this service.

About the Office of the Arbiter for Financial Services

The Office of the Arbiter for Financial Services considers that a 'complaint' refers to a statement of dissatisfaction addressed to an insurance undertaking by a person relating to the insurance contract or the service he/she has been provided with. The terms 'person' does not specify that this is limited to individuals and therefore any policyholder, insured person, beneficiary and injured third party (irrespective of the country of residence or where the risk in situated) is eligible to make a complaint.

For more information on the Office of the Arbiter for Financial Services and its complaints process, please visit:
https://financialarbiter.org.mt/en/Pages/Home.aspx

Complaints Procedure

We are dedicated to providing a high quality service and We want to ensure that We maintain this at all times.
If You have any questions or concerns about the policy or the handling of a claim please contact Your broker through whom this policy was arranged.
If You wish to make a complaint in respect of your policy, You can do so at any time by referring the matter to:
Complaints Manager
GB Underwriting Limited
Little Braxted Hall
Little Braxted
Witham
CM8 3EU

If You wish to make a complaint in respect of a claim, You can do so at any time by referring the matter to:

Phil Humphreys
ICAS
Suite 12
57 Frederick Street
Birmingham
B1 3HS
Email : icasbirmingham@icas-uk.com

If You are a resident of the United Kingdom or a United Kingdom policyholder and remain dissatisfied after We have considered Your complaint, or You have not received a decision by the time We have taken eight (8) weeks overall to consider Your complaint, You can refer Your complaint to the Financial Ombudsman Service at:
Exchange Tower
London
E14 9SR
E-mail: complaint.info@financial-ombudsman.org.uk
From within the United Kingdom
Telephone Number: 0800 0234 567 (free for people phoning from a ?fixed line?, for example, a landline at home)
Telephone Number: 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)
From outside the United Kingdom
Telephone Number: +44(0)20 7964 1000
Fax Number: +44(0)20 7964 1001
The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk
Alternatively, if You are a resident of the Republic of Ireland or a Republic of Ireland policyholder and remain dissatisfied after We have considered Your complaint, or You have not received a decision by the time We have taken eight (8) weeks overall to consider Your complaint, you can raise the matter with the Financial Services and Pensions Ombudsman (FSPO), an independent body that adjudicates on complaints, at the following address:

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin D02 VH29
Ireland

Telephone: +353 1 567 7000
Email: info@fspo.ie
Website: www.fspo.ie

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR schemes for Chaucer Insurance Company DAC are the Financial Ombudsman Service and the Financial Services and Pensions Ombudsman, which can be contacted directly using the contact details above. For more information about ODR please visit http://ec.europa.eu/odr

The complaints handling arrangements above are without prejudice to Your rights in law.

Chaucer Insurance Company Data Protection Notice
Who we are
We are Chaucer Insurance Company DAC Your Insurer as named in Your Schedule. Our registered office is The Greenway, 112-114 St Stephen's Green, Dublin 2, D02 TD28, Ireland.
We provide insurance services to businesses and individuals. The services are provided indirectly through managing general agents, brokers and intermediaries.
We use the words Personal Data to describe information about You, and from which You are identifiable.
For the purpose of the General Data Protection Regulation (the GDPR), We are a data controller.
Please note that any information provided to Us will be processed by Us, Our underwriters and Our agents in compliance with the provisions of Data Protection legislation for the purposes of providing insurance and handling claims, if any, which may necessitate providing information to third parties.
We respect Your rights in respect of the data We hold on You. We will act without unnecessary delay in dealing with Your data access requests. In respect of the personal data We hold on You.
You have the right to access, erasure, rectification, restriction, portability and objection.
What Personal Information do We collect from You?
You may give Us Personal Data by corresponding with Us or through Our managing general agents, claims handling service providers, other intermediaries, brokers or agents, by phone, e-mail or otherwise. We ask You to disclose only as much information as is necessary to provide Our products or services or to submit a question/suggestion/comment in relation to Our website.
What information about You do We obtain from others?
We obtain the information You provide through Our managing general agents, claims handling service providers, brokers and/or intermediaries.
Chaucer Insurance Full Privacy Notice
Our full privacy notice explains in more detail the types of information We hold, how it is used, who We share it with and how long it is kept. It also informs You in more detail of the rights You have regarding Your Personal data. You can get this detail by viewing Our notice online at: www.chaucergroup.com/privacy-cookie policy/ or if You are unable to access this website, details can be obtained by contacting The Data Protection Officer, Chaucer Insurance Company DAC, The Greenway, 112-114 St Stephen's Green, Dublin 2, D02 TD28, Ireland.

Regulatory Information
Chaucer Insurance Company DAC is authorised and regulated by the Central Bank of Ireland and registered in the Republic of Ireland. Registered office: The Greenway, 112-114 St Stephen's Green, Dublin 2, D02 TD28, Ireland. (number 587682).

Chaucer Insurance Company Designated Activity Company UK Branch (No. BR019729) is a branch of Chaucer Insurance Company Designated Activity Company, authorised by the Central Bank of Ireland, and subject to limited regulation by the Financial Conduct Authority.

Complaints Procedure applicable to Sections: 3 Legal Expenses

Refer to the policy wording for Legal Expenses complaints procedure.

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