

**QBE Surveyors
Professional Liability
Policy
Notice of Change**



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Significant Policy Changes

Your policy has been revised as a response to a need to update its terms following a change in QBE's corporate structure. The undernoted summarises the changes relating to this revision as it impacts the standard policy form and reflects the updated policy wording.

Current – new version changes to your policy – NJPL060819

The following is a summary of the key changes to your revised policy but this summary will not reflect any variations or modifications to the policy which are specific to you; these will be confirmed by the schedule attaching to your policy.

Section – General Conditions

Premium adjustments following cover amendments

The policy has been amended to clarify the minimum premium retained in the event of a premium adjustment following cover amendments.

Cancellation

The policy has been amended to clarify Our Rights and Your Rights - including cooling off period.

Where your policy did not specify the additional charge in the event of cancellation where you cancel this policy after fourteen (14) days from the inception day of the policy. The policy now clarifies there will be an additional charge of forty pounds (£40) to cover the administrative cost of providing the insurance.

Section - Complaints

The category of complainants eligible to bring complaints to the Financial Ombudsman Service has been amended.

New version changes to your policy – PJPL070121

In addition to the changes noted above the following is a summary of the key changes to your revised policy but this summary will not reflect any variations or modifications to the **policy** which are specific to you; these will be confirmed by the **schedule** attaching to your **policy**.

'How to Complain' section

The 'How to Complain' section of your policy has been updated to clarify our complaints process. It now contains the following clauses:

How to Complain

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Complaints to QBE

You can complain about this **policy** by contacting **your** broker or where your policy is insured by QBE Europe SA/NV, QBE UK Limited or where **your insurer** is or includes a Lloyd's syndicate write to:

Customer Relations, QBE European Operations, 30 Fenchurch Street, London EC3M 3BD

Email: CustomerRelations@uk.qbe.com

Telephone: 020 7105 5988

The UK Financial Ombudsman Service (UK FOS)

If **you** feel that **your** complaint has not been satisfactorily resolved, **you** may be eligible to contact the UK FOS to review the complaint. Information about the eligibility criteria is available on the UK FOS website: <http://www.financialombudsman.org.uk/consumer/complaints.htm>.

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the FSCS if **we** unable to meet **our** obligations under the **policy**. Further information is available from www.fscs.org.uk, or **you** can write to the Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1D.

As with all aspects of the standard policy cover it is generally possible to negotiate extensions of cover with the underwriter.



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