

CNA Insurance Company Limited

Archive/Self Storage Insurance

Policy information

- **Statement of Demands and Needs**

This product meets the demands and needs of those who wish to ensure that their possessions are protected whilst in a self storage facility

keyfacts

Policy Summary

This section contains key information about the insurance which you must read. The policy summary does not contain the full terms and conditions of the contract, which can be found in the policy document. This summary does not form part of your contract of insurance.

CNA Insurance Company Limited is a general insurance company, authorised and regulated by the Financial Services Authority (FSA number 202777) and registered at Companies House, registration number 950. The company's registered address is 77 Gracechurch Street, London, EC3V 0DL

Significant features and benefits

1. The Insured Perils are : Actual physical loss of or damage to your property caused by fire, lightning, explosion, earthquake, storm, flood, burst &/or leaking pipes, theft accompanied by forcible and violent entry or exit, riot, strike, civil commotion, malicious damage, impact by vehicles or aircraft.
2. The settlement of any claim shall be by replacement, repair and/or compensation at Insurer's option. In the event of the total loss or destruction of any item insured under this Insurance, the basis of settlement shall be the cost of replacing the item as new provided that the item is substantially the same as but not better than the original when new. For household linen and clothing only, Insurers will take into consideration the age, quality, degree of use and consequent market value of any such lost or damaged item(s).
3. Your property is covered from the time it is placed into the storage unit until the time it is finally removed from storage, subject to your maintaining the insurance

by payment of the required premiums for the full period of storage and subject to the terms, conditions and exclusions of the insurance

4. This policy is subject to a £50 excess.

Significant exclusions and limitations

1. Money, Coins, Bullion, Deeds, Bonds, Securities and the like, Livestock, Explosives & Flammables, Data Records other than the cost of blank carrying materials are excluded
2. Stamps of all kinds, Jewellery, Watches and Precious Stones are limited to £500 combined total for all such items.
3. Furs, fine arts, mobile phones, perfumery, beers, wines, spirits and the like, tobacco, cigars, cigarettes are limited to £10,000 combined total for all such items.
4. Electronic items as defined in the policy are limited to £10,000 combined total for all such items.
5. Excluding Loss or damage caused by or resulting from any act(s) of terrorism
6. In the event of loss or damage to one item of a pair or set, Insurers will only pay for the lost or damaged item.
7. Under-insurance (average or co-insurance) - Customers must declare their goods for their full replacement value. If goods are not adequately insured any claim payment will be reduced by the amount of under-insurance.

Duration of the contract

This Insurance cover is only effective whilst the property is stored within the facility of the Self Storage company within the UK. It does not cover your property whilst in transit to or from the storage facility or whilst being loaded or unloaded into the store by you.

Right to cancel

You have the right to cancel this insurance without penalty at any time PRIOR TO WHEN THE STORAGE OF YOUR PROPERTY BEGINS. Once the goods are moved into store, your right to cancel ceases and you will be charged the full premium for the insurance up until when you are next due to pay a renewal premium as agreed with your Self Storage company (usually one month). You are then free to cancel this insurance at any time subject to 7 days notice.

Under the Private Customer Code, we have to give you certain information before you make your decision. If we have not given you this information when you buy your insurance (and you have not told us you do not want it) we will allow you a "cooling off" period of at least 14 days from the time you receive the information. If you do not want to continue the insurance, you may cancel your cover within this period and get all your money back (as long as you have not made any claims).

Claims notification

In the event of loss or damage which may give rise to a claim under this insurance, immediate notice must be given in writing to Insurer's representatives Reason and Co (S.E.) Ltd, Suite A The Cliffe Business Centre, Cliffe High Street, Lewes, East Sussex BN7 2AN Tel : 0845 602 1775 Fax : 01273 487748

In all cases claims must be notified to us at the time of discovery of loss or of damage to your property or at the time of removal of your property from the unit, whichever is the soonest.

When notifying a claim, you must provide your full name, postal address, contact telephone number and full details of the nature of your claim. Presentation of the claim, including all claim details, evidence and supporting documents must be presented to the insurer's representatives in a timely fashion and in all circumstances, no later than 60 days after the initial notice of claim was made. (For claims notification details – see full policy wording – Clause 21).

Complaints procedure

It is our intention to provide you with a first class service. However, there may be occasions when you feel that this objective has not been achieved. If you are dissatisfied with any aspect of the service that you receive, please contact either your usual insurance adviser or CNA Insurance Company Limited, 77 Gracechurch Street, London, EC3V 0DL
Please state the nature of your complaint.

Quote the policy and/or claim number, the name of any claim handling organisation with whom you have been dealing and their reference number.

If after taking this action you are dissatisfied with our response, please write to Chief Executive Officer, at the above address

If the matter is not resolved to your satisfaction you may request assistance from The Consumer Information Department, The Association of British Insurers, 51 Gresham Street, London, EC2V 7HQ. Telephone No: 020 7600 3333 Facsimile No: 020 7696 8999 E-mail address: info@abi.org.uk

CNA Insurance Company Limited is a member of the ABI.

Alternatively, you may seek assistance from:

The Financial Ombudsman Service,
South Quay Plaza, 183 Marsh Wall,
London, E14 9SR.

Telephone No: 0845 080 1800

E-mail address:

enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

The Financial Ombudsman Service will become involved if you are an eligible complainant as defined by the rules of the Financial Services Authority.

The existence of this complaints' procedure does not affect any right of legal action you may have against CNA Insurance Company Limited.