



VCS INSURANCE COMPANY LIMITED

**Professional indemnity insurance for independent advice
organisations**

Errors and omissions insurance

Any one claim

(Defence costs in addition)

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The **Insured** has submitted to the **Insurer** the **Proposal** and declarations which it is agreed shall be the basis of, and be incorporated into, this policy and in consideration of the **Premium** paid or to be paid by the **Insured**, the **Insurer** will indemnify the **Insured**, subject to the terms, conditions, exclusions, exceptions and limitations of this policy.

For full details of the schedule please refer to the Certificate of Insurance that has been issued once insurance has been effected.

1 **SCHEDULE**

Policy Number:

1) **Insured:**

2) **Insured's Address:**

3) **Insured's Business:** Advice, counselling, mediation and advocacy services on social welfare matters including immigration

4) **Period of Insurance:**

From:

To:

both days inclusive

5) **Limit of Indemnity:**

GBP as per Certificate of insurance

any one **Claim** (with defence costs and expenses in addition) under insuring clauses 2.1 and 2.2(b) and:

(a) GBP 50,000.00 in the aggregate under Clause 2.2(a) (**Loss of Documents**)

(b) GBP 50,000.00 in the aggregate under Clause 2.3 (Data Protection)

6) **Deductible:**

GBP as per Certificate of insurance

7) **Premium:**

GBP plus GBP Insurance Premium Tax

Total:

GBP

8) **(a) Jurisdiction:**

Laws of England and Wales

(b) Territorial Limits:

United Kingdom of Great Britain and Northern Ireland, Channel Islands and Isle of Man.

9) **Date of Proposal:**

10) **Endorsements:**

Signed:

On behalf of VCS Insurance Company Limited

2 **INSURING CLAUSES**

2.1 **Legal Liability**

The **Insurer** shall indemnify the **Insured** in respect of any settlement, damages, interest and claimant's costs arising from any **Claim** first made against the **Insured** and **Notified** during the **Period of Insurance** and which arises out of the conduct of the **Insured's Business** by reason of:

- (a) a **Wrongful Act** committed by the **Insured** or by any **Employee**, or by any other person, firm or company directly appointed by and acting for or on behalf of the **Insured**;
- (b) any dishonest or fraudulent act or omission on the part of any **Employee**;
- (c) libel or slander committed unintentionally by the **Insured** or by any **Employee**;
- (d) any unintentional breach of confidentiality committed by the **Insured** or by any **Employee**, or by any other person, firm or company directly appointed by and acting for or on behalf of the **Insured**.

2.2 **Loss of Documents**

The **Insurer** shall indemnify the **Insured** for:

- (a) reasonable and necessary costs, incurred with the **Insurer's** prior written consent, of repair, replacement or reconstitution of, and
- (b) any settlement, damages, interest and claimant's costs arising from a **Wrongful Act** involving

any **Document** which has been unintentionally destroyed, damaged, lost or mislaid during the **Period of Insurance** (and which after diligent search cannot be found) the occurrence of which has been **Notified** during the **Period of Insurance**.

2.3 **Data Protection**

The **Insurer** shall indemnify the **Insured** for defence costs and expenses resulting from any prosecution first brought against the **Insured** and/or any **Employee** and **Notified** during the **Period of Insurance** which arises out of the conduct of the **Insured's Business** in respect of any offences or alleged offences under sections 21(1), 21(2), 22(6) or 47(1) of the Data Protection Act 1998.

2.4 **Defence Costs and Expenses**

The **Insurer** shall indemnify the **Insured** for all defence costs and expenses in:

- (a) the defence, investigation or settlement of any **Claim** which falls to be dealt with under insuring clause 2.1 or 2.2(b); or
- (b) the investigation of any circumstance **Notified** to the **Insurer** under condition 7.2 which may give rise to a **Claim**,

incurred by or on behalf of the **Insured** with the prior written and continuing consent of the **Insurer** (such consent not to be unreasonably withheld) but not including the **Insured's** own costs and expenses or any value attributable to the time spent by the **Insured** or any **Employee** in dealing with a **Claim** or a circumstance.

3 **DEFINITIONS**

- 3.1 "**Claim**" means any demand made of, or assertion of a right against, the **Insured** which is communicated to the **Insured** in writing, or costs under clauses 2.2(a) or 2.3.

- 3.2 **"Document"** means all and any records arising from the **Insured's Business**, whether kept in paper (excluding stamps, currency, bank notes and instruments, travellers cheques, cheques, postal orders, money orders, securities and the like), magnetic or electronic form, for which the **Insured** is legally responsible, whilst in the custody of the **Insured**, or in the custody of any person other than the owner to or with whom they have been entrusted, lodged or deposited by the **Insured** in the ordinary course of the **Insured's Business**.
- 3.3 **"Employee"** means any person, other than a partner, principal, director or member of the **Insured**, who has been, is or shall be under a contract of service or apprenticeship, supplied to, hired, or borrowed by the **Insured**, or under any work experience or similar scheme, or any volunteer acting as an unpaid employee, whilst employed or engaged by and under the control of the **Insured** in connection with the **Insured's Business**.
- 3.4 **"Extranet"** means a restricted-access group of inter-connected networks accessible via service providers or online service providers using dial-up telephone service, digital subscriber lines, integrated service digital network lines, cable modem access or similar transfer mediums.
- 3.5 **"Insured"** means any firm, company or limited liability partnership named in part 1 of the **Schedule**, including any of their predecessors in business; its principals, partners, directors or members, including any former partner, director or member.
- 3.6 **"Insured's Business"** means the professional services performed or the advice given by the **Insured** in relation to those activities declared in the **Proposal**, and as described in the **Schedule**.
- 3.7 **"Insurer"** means VCS Insurance Company Limited, an incorporation under number 44303 in accordance with The Companies (Guernsey) Law 2008, and is a licensed insurer registered with the Guernsey Financial Services Commission under the Insurance Business (Bailiwick of Guernsey) Law 2002. Registered address: Second Floor, St Andrews House, Le Bordage, St Peter Port, Guernsey, GY1 1BR.
- 3.8 **"Internet"** means the worldwide group of inter-connected networks accessible via service providers or online service providers using dial-up telephone service, digital subscriber lines, integrated service digital network lines, cable modem access or similar transfer mediums.
- 3.9 **"Intranet"** means one or more inter-connected networks with restricted access to the **Insured** via service providers or online service providers using dial-up telephone service, digital subscriber lines, integrated service digital network lines, cable modem access or similar transfer mediums.
- 3.10 **"Notified"** means that notice is sent in writing by the **Insured** (or its insurance agent) to, and received by, the **Insurer**. For the avoidance of doubt, notice is not valid if given by any third party (other than the **Insured's** insurance agent).
- 3.11 **"Period of Insurance"** means the period stated in part 4 of the **Schedule**.
- 3.12 **"Premium"** means the amount stated in part 7 of the **Schedule**.
- 3.13 **"Proposal"** means the written information bearing the date stated in part 10 of the **Schedule** and containing particulars and statements together with any other information and documents supplied to the **Insurer** by or on behalf of the **Insured**.
- 3.14 **"Schedule"** means the document entitled **"Schedule"** that relates to and forms part of this policy.
- 3.15 **"Terrorist Action"** means the actual or threatened:
- (a) use of force or violence against persons or property, or
 - (b) commission of an act dangerous to human life or property, or
 - (c) commission of an act that interferes with or disrupts an electronic or communications system

undertaken by any person or group, whether or not acting on behalf of or in connection with any organisation, government, power, authority, or military force, when any of the following applies:

- (i) the apparent intent or effect is to intimidate or coerce a government or business, or to disrupt any segment of the economy; or
- (ii) the apparent intent or effect is to cause alarm, fright, fear of danger, or apprehension of public safety in one or more distinct segments of the general public, or to intimidate or coerce one or more such segments; or
- (iii) the reasonably apparent intent or effect is to further political, ideological, religious, ethnic, racial or cultural objectives, or to express support for (or opposition to) a philosophy, ideology, religion, ethnic or racial group, or culture.

3.16 **"Wrongful Act"** means any negligent act, negligent error, negligent omission or negligent breach of duty.

4 **LIMIT OF INDEMNITY**

4.1 The limit of indemnity of this policy is the maximum amount the **Insurer** shall be called upon to pay under this policy in respect of any one **Claim** under insuring clauses 2.1 and 2.2(b) and the aggregate of all **Claims** under insuring clauses 2.2(a) and 2.3, but with defence costs and expenses under insuring clause 2.4 in addition.

4.2 The limit of indemnity shall be the amount stated in part 5 of the **Schedule**. In respect of insuring clauses 2.2(a) and 2.3 an aggregate sub-limit of indemnity in the amount stated in parts 5 (a) and (b) of the **Schedule** shall apply.

4.3 All payments made by the **Insurer** in respect of insuring clauses 2.1, 2.2 and 2.3, or any endorsement or otherwise, except for the payment under insuring clause 2.4 of defence costs and expenses, shall erode the limit of indemnity in respect of any one **Claim** under this policy.

4.4 It is agreed by the **Insured** that if a payment is required or made in settlement of any **Claim** or circumstance which exceeds the limit of indemnity available under this policy, the **Insurer's** liability for defence costs and expenses shall be limited to such proportion as the amount of the limit of indemnity available in respect of such **Claim** or circumstance bears to the amount required or paid in settlement and the **Insured** hereby agrees to make any consequent repayment due to the **Insurer** immediately upon demand, failing which the **Insurer** will be entitled to deduct the amount of repayment from any **Claim** settlement monies due from them under this policy.

4.5 All **Claims** (including costs sought under insuring clause 2.2(a) or 2.3) whether made against or sought by one or more **Insured**, wholly or substantially arising from or having any connection with or relation to:

- (a) the same event, occurrence, act, error, omission or breach of duty or having the same originating or underlying cause, or
- (b) a series of events, occurrences, acts, errors, omissions or breaches of duty having the same originating or underlying cause, or
- (c) the acts, errors, omissions or breaches of a single person or persons acting together or in which such person or persons is or are concerned or implicated,

shall be deemed to be one **Claim** or single application for costs under insuring clause 2.2(a) or 2.3 for the purposes of deciding the applicable limit of indemnity and the application of the deductible under this policy. The **Insurer** shall be the sole judge as to whether the provisions of this sub-clause shall operate in relation to any **Claim** or application for costs.

5 **DEDUCTIBLE**

- 5.1 A separate deductible being the first part of any **Claim** which is payable by the **Insured** before the **Insurer** shall have any liability to indemnify under this policy shall apply to each and every **Claim**. Payment of the deductible by the **Insured** is a condition precedent to the **Insured** being indemnified by the **Insurer**.
- 5.2 The deductible in respect of any **Claim** shall be in the amount stated in part 6 of the Certificate of insurance, and shall be applicable to defence costs and expenses.

6 **EXCLUSIONS**

The **Insurer** shall not have any liability under this policy for, or directly or indirectly arising out of, or in any way connected with:-

6.1 **Known Claim or Circumstance**

any **Claim** or circumstance which may give rise to a **Claim** which was or ought to have been known to the **Insured** prior to the **Period of Insurance**;

6.2 **Death or Bodily Injury**

bodily injury, sickness, disease, emotional distress (other than emotional distress arising from any libel or slander), mental anguish, mental stress or the death of any person;

6.3 **Property Damage**

any damage to or destruction or loss of any property (except as provided under insuring clause 2.2(a)) including loss of use;

6.4 **Trading Losses**

any trading losses or trading liabilities incurred by the **Insured** or any business managed by or carried on by or on behalf the **Insured**;

6.5 **Fines and Penalties**

any regulatory or disciplinary investigations or proceedings (apart from the indemnity provided under insuring clause 2.3) or any fines, penalties or penal, punitive, exemplary, restitutionary, non-compensatory or aggravated damages, or the additional award of damages consequent upon or by reason of any multiplication of compensatory damages;

6.6 **Fraud and Dishonesty**

any **Claim** or circumstance arising from or connected with the dishonest or fraudulent act or omission of any former or present partner, principal, trustee, director, officer, member, consultant or sub-contractor of the **Insured**:

- (a) in respect of any person committing or condoning such dishonest or fraudulent act or omission, or
- (b) in the amounts recoverable from the dishonest or fraudulent person or persons or their estates or legal representatives, or
- (c) arising after the discovery of reasonable cause for suspicion of dishonesty or fraud by the dishonest or fraudulent person or persons, or
- (d) in the amount equivalent to,

- (i) any monies owed by the **Insured** to any person committing, condoning or contributing to the dishonest or fraudulent act or omission, and
- (ii) any monies held by the **Insured** and belonging to such person,
- (iii) any monies recovered in accordance with condition 7.5 of this policy;

6.7 **Trustee, Director and Officer**

any liability of the **Insured** as a director, officer and/or trustee in their respective capacities as a director, officer and/or trustee;

6.8 **Nuclear and War**

any of the following:

- (a) war (whether declared or not), invasion, acts of a foreign enemy, hostilities, or any similar act, condition or warlike operation, warlike action by a regular or irregular military force or other authority to hinder or defend against an actual or expected attack;
- (b) insurrection, rebellion, revolution, riot, attempt to usurp power, popular uprising, or any action taken by any governmental or martial authority in hindering or defending against any of these;
- (c) discharge, explosion, or use of a weapon of mass destruction (whether or not employing nuclear fission or fusion), or chemical, biological, radioactive or similar agents, by any party at any time for any reason;

6.9 **Asbestos**

any actual or alleged liability whatsoever directly or indirectly arising out of, resulting from or in consequence of, or in any way involving or connected with asbestos, or any materials containing asbestos in whatever form or quantity;

6.10 **Toxic Mould**

any actual or alleged liability whatsoever arising directly or indirectly out of or resulting from or in consequence of, or in any way involving:-

- (a) the actual, potential, alleged or threatened formation, growth, presence, release or dispersal of any fungi, moulds, spores or mycotoxins of any kind; or
- (b) any action taken by any party in response to the actual, potential, alleged or threatened formation, growth, presence, release or dispersal of fungi, moulds, spores or mycotoxins of any kind, such action to include investigating, testing for, detection of, monitoring of, treating, remediating or removing such fungi, moulds, spores or mycotoxins; or
- (c) any governmental or regulatory order, requirement, directive, mandate or decree that any party take action in response to the actual, potential, alleged or threatened formation, growth, presence, release or dispersal of fungi, moulds, spores or mycotoxins of any kind, such action to include investigating, testing for, detection of, monitoring of, treating, remediating or removing such fungi, moulds, spores or mycotoxins;

6.11 **Terrorist Action**

any **Terrorist Action** (regardless of any other cause or event contributing concurrently or in any other sequence to the liability) or any action taken in controlling, preventing or suppressing **Terrorist Action**. If the **Insurer** alleges that by reason of this exclusion any **Claim** or circumstance is not covered by this policy the burden of proving the contrary shall be upon the **Insured**;

6.12 **Pollution and Contamination**

any pollution, seepage, discharge, dispersal, release or escape of any solid, liquid, gaseous or thermal irritant or contaminant including, but not limited to, smoke, vapours, soot, dust, fibres, fungi, mould, fumes, acids, alkalis, chemicals and waste (including but not limited to material to be recycled, reconditioned or reclaimed) or contamination of any kind;

6.13 **Radioactive Contamination and Explosive Nuclear Assembly**

any ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel; or radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;

6.14 **Land and Vehicles**

the ownership, possession or use of any aircraft, watercraft, hovercraft, motor vehicle, trailer, or other means of transport, or any buildings, structures, premises or land or any property (mobile or immobile);

6.15 **Jurisdiction and Territorial Limits**

any:

- (a) legal proceedings brought in a court of law outside the jurisdictions stated in part 8 (a) of the **Schedule** or brought in a court of law within the stated jurisdictions to enforce a judgement or order made in any court of law outside those jurisdictions; or
- (b) liability arising from the **Insured's Business** undertaken outside the territorial limits shown in part 8 (b) of the **Schedule**;

6.16 **Warranties and Guarantees**

any performance warranty, guarantee, penalty clause, liquidated damages clause or similar provision unless the liability of the **Insured** would have existed to the same extent in the absence of such warranty, guarantee or clause or similar provision;

6.17 **Related Companies**

any circumstance concerning, or **Claim** brought by or on behalf of, the **Insured** or any parent or subsidiary company of the **Insured**, or any person having a financial, executive or controlling interest in the **Insured** (unless the financial interest is less than 5%), or by or on behalf of any entity controlled or managed by the **Insured** or where the **Insured** has greater than a 5% financial interest, or where the **Insured** has accepted a financial interest, irrespective of the amount, in any entity in exchange for fees incurred;

6.18 **Joint Venture**

any association or joint venture conducted with any third party other than in respect of any **Claim** or circumstance arising from the **Insured's Business**, provided that such **Claim** or circumstance emanates from a wholly independent third party;

6.19 **Other Insurance**

any matter in respect of which the **Insured** is (or but for the existence of this policy would be) entitled to indemnity under any other contract of insurance, except where such other insurance is written as specific excess insurance to this policy; in any event this policy shall only apply to the extent of such part of the limit of indemnity as exceeds the limit of the other policy;

6.20 **Employers Liability**

any breach of any obligation owed by the **Insured** as an employer to any **Employee** or former **Employee** or applicant for employment;

6.21 **Goods and Services**

any contract for the provision of goods or services to the **Insured**; or any goods or products sold, supplied, made, constructed, installed, maintained, repaired, altered or treated by or on behalf of the **Insured**, unless such **Claim** or circumstance is a direct result of the negligent design and/or negligent specification of the **Insured** or any **Employee** or any other person firm or company directly appointed by and acting for or on behalf of the **Insured**;

6.22 **Copyright**

any passing-off or infringement of copyright, design right, registered design, trademark, or patent;

6.23 **Retroactive Date**

any act error or omission committed, or any loss suffered, or costs incurred, or any liability arising prior to the Retroactive Date specified in part 9 of the **Schedule**;

6.24 **Insolvency**

the insolvency or bankruptcy of the **Insured**;

6.25 **Information Technology**

any of the following:

(a) the failure of any computer or other electronic processing device (except as provided under insuring clause 2.2) or of any program, instruction or data for use in any computer or other electronic processing device, equipment or system to function in the way expected or intended;

(b) the transmission or receipt of any virus, program or code that causes loss or damage to any computer system and/or prevents or impairs its proper function or performance; or

(c) business conducted and/or transacted via the **Internet, Intranet, Extranet** and/or via the **Insured's** own website, **Internet** site, web-address and/or via the transmission of electronic mail or documents by electronic means. This exclusion shall not apply if the liability to the **Insured** would have attached in the absence of the fact that the business was conducted and/or transacted via the **Internet, Intranet, Extranet** and/or via the **Insured's** own website, **Internet** site, web-address and/or via the transmission of electronic mail or documents by electronic means, the burden of so proving being upon the **Insured**;

6.26 **Market Fluctuation**

any depreciation or loss of investment when such depreciation or loss arises from fluctuations in any financial stock or commodity or other markets, and any express or implied warranty or guarantee relating to the financial return of any investment or portfolio of investments, or in connection with any investment advice given or services performed which have not been authorised where such authorisation is required under any statutory regulation by an appropriate statutory authority;

6.27 **Documents**

any repair, replacement or reconstitution cost of any **Document**, directly or indirectly occasioned by any government or public or local authority action or order, or resulting from wear or tear, the action of vermin, gradual deterioration, or magnetic flux or loss of magnetism (except where caused by lightning);

6.28 **Personal Profit**

any **Insured** or **Employee** gaining any actual profit or advantage or receiving any remuneration to which they are not legally entitled.

7 CONDITIONS

7.1 Contracts (Rights of Third Parties) Act

Under the contract of insurance comprised by this policy there is no intention to confer any rights on any party except the **Insurer** and those named or defined as **Insureds** herein, and no third party shall acquire any rights under or in relation to this policy nor be entitled to the benefit of any of its terms by operation of the Contracts (Rights of Third Parties) Act 1999 or any re-enactment of or amendment to it.

7.2 Notification

As a condition precedent to the right to be indemnified under this policy the **Insurer** must be **Notified** in writing to the Notification Address set out below as soon as practicable during the **Period of Insurance**:

- (a) of any **Claim**;
- (b) regardless of any previous notice, of receipt of any Claim Form, Particulars of Claim, Arbitration Notice or any other formal document commencing legal proceedings, copies of all such documents being provided with such notification;
- (c) of any circumstance of which the **Insured** shall become aware which may give rise to a **Claim**;
- (d) of any circumstance of which the **Insured** shall become aware which may give rise to an entitlement to be indemnified under this policy.

In the event that the **Insurer** is **Notified** during the **Period of Insurance** of any circumstance which in the **Insurer's** reasonable opinion may give rise to a **Claim** then any subsequent **Claim** which arises directly from the circumstance so **Notified** shall be deemed to have been made during the **Period of Insurance**.

Notification Address: Insurance Team
VCS Insurance Company Limited
c/o AdviceUK
6th Floor
63 St Mary Axe
London
EC3A 8AA

7.3 Duty to Cooperate

As a condition precedent to the right to be indemnified under this policy the **Insured** must promptly provide to the **Insurer** full details concerning any **Claim** and any circumstance which may give rise to a **Claim** and any circumstance where the **Insured** has requested to be indemnified under this policy and provide such co-operation and assistance as the **Insurer** and its representatives, legal advisers or agents may reasonably require. It is a condition precedent to the right to be indemnified under this policy that the **Insured** and any **Employee** (or any person, firm or company acting for or on behalf of the **Insured**) shall ensure that all documents relevant to any **Claim** and any circumstance which may give rise to a **Claim** shall not be destroyed or otherwise disposed of.

7.4 No Admission of Liability

As a condition precedent to the right to be indemnified under this policy the **Insured** (or any **Employee** or any person, firm or company acting for or on behalf of the **Insured**) shall not, without the prior written approval of the **Insurer**, admit liability for, compromise, settle, or make any offer or payment in respect of any **Claim** or any circumstance likely to give rise to a **Claim** or any circumstance where the **Insured** has requested to be indemnified under this policy.

7.5 Dishonest or Fraudulent Claim Recovery

Where a **Claim** or circumstance against the **Insured** involves the dishonest or fraudulent act or omission of any **Employee** of the **Insured**:

- (a) the **Insured** shall at the request and expense of the **Insurer** take all reasonable steps to obtain reimbursement from such person;
- (b) any monies which but for the dishonest or fraudulent act or omission would be due to such persons from the **Insured** or any monies of such persons held by the **Insured** shall not be repaid;
- (c) nothing in this policy shall preclude the **Insurer** from exercising any right of subrogation against any person committing or condoning such dishonest or fraudulent act or omission;
- (d) no payment shall be made by the **Insurer** under this policy until after the final ascertainment of the amount of any recovery from the dishonest or fraudulent person or persons or their estates or legal representatives.

7.6 **Discharge of Policy Liability**

The **Insurer** may in its absolute discretion, at any time, after deduction of such sums as they may already have paid, agree to pay or be responsible for, in respect of any settlement, damages, interest and claimant's costs or costs for which the **Insured** is liable in respect of any **Claim** or circumstance, tender to the **Insured**

- (a) the remaining amount of the limit of indemnity available under this policy, or
- (b) such lesser amount for which the **Insurer** believes the **Claim** or circumstance can be settled (to include claimants' costs and interest)

and thereafter the **Insurer** will cease to have any further liability under this policy.

7.7 **Conduct of Claim**

The **Insurer** shall be entitled, but not obliged, to take over the investigation, defence and settlement of any **Claim** and any circumstance likely to give rise to a **Claim** and any circumstance where the **Insured** has requested to be indemnified under this policy. The **Insurer** shall have full discretion in the handling thereof (notwithstanding that a dispute may have arisen between the **Insurer** and the **Insured**) provided always that the **Insured** shall not be obliged to defend any legal proceedings unless a Queen's Counsel (to be mutually decided upon by the **Insurer** and the **Insured**) shall advise that such proceedings can be contested with a reasonable prospect of success.

7.8 **Subrogation**

Upon operation of this policy in relation to any **Claim** or circumstance, the **Insurer** shall be subrogated to all the rights of recovery of the **Insured** against any third party provided always that the **Insurer** shall not exercise any such rights against any **Employee** or former **Employee** unless the loss in respect of which indemnity is provided under this policy was caused or contributed to by a fraudulent, dishonest or malicious act or omission by the **Employee** or former **Employee**. The **Insured** shall, without charge, provide such assistance as the **Insurer** may reasonably require in any subrogation and shall at all times protect and preserve any rights of recovery to which the **Insurer** would become subrogated under this policy. The **Insured** agrees that at the option of the **Insurer**, the **Insurer** may have the conduct of any proceedings to recover monies paid or payable by the **Insurer**, whether or not the **Insured** has an interest in such proceedings by reason of any uninsured losses.

7.9 **Dishonest and Fraudulent Policy Claims**

If the **Insured** shall make any **Claim** or report any circumstance knowing it to be in whole or in part false or fraudulent, then the policy shall immediately become void from inception and all policy rights shall be forfeit and any payments already made under the policy shall be immediately repayable. Alternatively, and at its sole option, the **Insurer** may choose to reinstate the policy but refuse indemnity for the false or fraudulent **Claim** or circumstance.

7.10 **Activities performed under Debt Relief Orders (England and Wales) and the Debt Arrangement Scheme (Scotland)**

The **Insurer** undertakes to insure **the insured** for these activities provided that they are appropriately registered.

7.11 **Avoidance by Insurer**

If the **Insurer** is entitled, for any reason, to avoid this policy from inception, the **Insurer** may at its absolute discretion elect instead to give notice to the **Insured** that it regards this policy as being in full force and effect, except that no indemnity will be given under this policy that arises from or is related to the grounds that entitled the **Insurer** to avoid this policy.

7.12 **Cancellation**

7.12.1 This policy may be cancelled at any time by or on behalf of the **Insurer** by thirty days notice given in writing to the **Insured** at their last known address or registered office (if a company) and the **Premium** shall be adjusted on a pro rata basis.

7.12.2 This policy will immediately and automatically be cancelled in the event of any of the following:

- (a) the presentation of a petition seeking the appointment of a receiver or the making of a winding up order or the appointment of an administrator over the **Insured** or the making of any court order to that effect;
- (b) the passing of a resolution for the appointment of a liquidator, receiver or administrator or on the appointment of a liquidator, receiver, or administrator over any of the **Insured's** assets;
- (c) the suspension by the **Insured** of payment of its debts or any threat by the **Insured** to do so or the entering into of a voluntary arrangement or other scheme of composition with its creditors by the **Insured**;
- (d) the equivalent court application, order, appointment or arrangement in any jurisdiction in which the **Insured** may be domiciled or any territory within the territorial limits. For the purpose of this condition alone the **Insured** shall mean only the firm or company named in part 1 of the **Schedule**.

7.13 **Data Protection Act 1998**

It is agreed by the **Insured** on behalf of itself, its partners, principals, directors, members and **Employees** that any information provided to the **Insurer** regarding the **Insured** will be processed by the **Insurer** and AdviceUK, in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling **Claims**, if any, which may necessitate providing such information to third parties.

7.14 **Premium Payment**

7.14.1 The **Insured** undertakes that **Premium** will be paid in full to the **Insurer** within sixty days of inception of this policy (or, in respect of instalment **Premiums**, when due).

7.14.2 If the **Premium** has not been so paid to the **Insurer** by the sixtieth day from the inception of this policy (and, in respect of instalment **Premiums**, by the date they are due) the **Insurer** shall have the right to cancel this policy by notifying the **Insured** via the broker in writing. In the event of cancellation, **Premium** is due to the **Insurer** on a pro rata basis for the period that the **Insurer** is on risk but the full policy **Premium** shall be payable to the **Insurer** in the event of a notification prior to the date of termination which gives rise to a **Claim** under this policy, and the **Premium** shall be added to and form part of the deductible amount in the event of its non-payment.

7.14.3 It is agreed that the **Insurer** shall give not less than fifteen days prior notice of cancellation to the **Insured** via the broker. If **Premium** due is paid in full to the **Insurer**

before the notice period expires, notice of cancellation shall automatically be revoked, if not, this policy shall automatically terminate at the end of the notice period.

8 **INTERPRETATION**

In this policy:

- (a) reference to any Act, statute or statutory provision shall include a reference to that provision as amended, re-enacted or replaced from time to time whether before or after the date of the inception of this policy;
- (b) if any term, condition, exclusion or endorsement or part thereof is found to be invalid or unenforceable the remainder shall be in full force and effect;
- (c) the headings in this policy are for general reference only and shall not be considered when determining the meaning of this policy.

9 **GOVERNING LAW AND DISPUTES**

- 9.1 This policy shall be governed by and construed in accordance with the law of England and Wales.
- 9.2 Any dispute or difference arising under or in respect of this policy shall be subject to the exclusive jurisdiction of the courts of England and Wales.

10 **POLICYHOLDER COMPLAINTS**

VCS Insurance Company Limited is dedicated to providing a high quality service and wants to ensure that it maintains this at all times. If the **Insured** feels that VCS have not offered a first class service or if the **Insured** has any questions or concerns about the policy or the handling of a **Claim** the **Insured** should, in the first instance, contact its broker through whom this insurance was placed.

If the **Insured** is unable to resolve the situation and wishes to make a complaint, the **Insured** can do so at any time by referring the matter to:

Business Development Manager
VCS Insurance Company Limited
c/o AdviceUK
6th Floor
63 St Mary Axe
London
EC3A 8AA
Tel 020 7469 5702
E-mail: insurance@adviceuk.org.uk

VCS Insurance Company Limited is an incorporation under number 44303 in accordance with The Companies (Guernsey) Law 2008, and is a licensed insurer registered with the Guernsey Financial Services Commission under the Insurance Business (Bailiwick of Guernsey) Law 2002. Registered address: Second Floor, St Andrews House, Le Bordinge, St Peter Port, Guernsey, GY1 1BR.