



HOUSE &
HOME



House & Home Insurance

POLICY DOCUMENT

Welcome to the Jersey Mutual Insurance Society and thank you for taking out our House and Home Insurance Policy.

Your premium has been based upon the information shown in the Schedule and recorded in the written application you have signed and/or declaration you have made. Please read it carefully to make sure that it meets your requirements and that the details on the schedule are correct.

If you have any questions after reading your policy, please contact us.

Jersey Mutual Insurance Society has been exclusively owned by our members since 1869

With directors personally serving your 12 parishes, we are committed to providing you with the highest level of service at all times. Because all of our profits are invested back into the Society, we are always working to stabilise premiums, increase cover and improve our service to you.

 **Jersey Mutual**
The home of home insurance



INTRODUCTION

Welcome to the Jersey Mutual Insurance Society and thank you for taking out Our House and Home Insurance Policy.

Your premium has been based upon the information shown in the Schedule and recorded in the written application **You** have signed and/or declaration **You** have made. Please read it carefully to make sure that it meets **Your** requirements and that the details on The Schedule are correct.

If after reading **Your** Policy, **You** have any questions, please contact **Us**.



THE CONTRACT OF INSURANCE

The Policy, the Application form and/or Declaration made by **You** and the **Schedule** should be read together and form the contract of insurance between **You**, the Policyholder and **Us**, Jersey Mutual Insurance Society.

In return for **You** having paid or agreed to pay the premium for the **Period of Insurance**, **We** will indemnify **You** by payment or, at **Our** option, by reinstatement or repair, in respect of loss, liability, destruction, damage, accident or injury to the extent of and subject to the terms contained in or endorsed on the Policy.

On behalf of Jersey Mutual Insurance Society.

02.25

IMPORTANT

This Policy is a legal contract. **You** must tell **Us** about any facts or changes which affect **Your** insurance and which have occurred either since the Policy started or since the last renewal date.

If **You** are not sure whether certain facts are relevant please ask **Us**. If **You** do not tell **Us** about relevant changes, **Your** Policy may not be valid or the Policy may not cover **You** fully.

You should keep a written record (including copies of letters) of any information **You** give **Us** when **You** renew this Policy.

Choice of Law

The appropriate law as set out below will apply unless **We** agree with **You** otherwise

1. The law applying in that part of the United Kingdom, Channel Islands or Isle of Man in which **You** normally live or (if applicable) the first named **Policyholder** normally lives or
 2. In the case of a business, the law applying in that part of the United Kingdom, Channel Islands or Isle of Man where **You** have **Your** principal place of business or
 3. Should neither of the above be applicable, the law of Jersey.
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CONTENTS - A GUIDE TO YOUR POLICY

This Policy booklet consists of individual Sections. It should be read in conjunction with The Schedule which indicates both the Sections **You** are insured under and gives precise details of the extent of **Your** insurance protection.

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POLICY DEFINITIONS

1. **The Society/We/Us:** Jersey Mutual Insurance Society Est. 1869 (Inc. 1908)
2. **You/Your:** The Policyholder named in the Policy Schedule and any member of **Your Household** normally residing in **The Buildings** described in the Policy Schedule.
3. **Your Household:** **Your** family normally residing in **The Buildings** and any resident domestic servant employed by **You**.
4. **The Buildings:** The private house or self-contained flat and other **Buildings** if at the address appearing in the Policy Schedule which shall include domestic outbuildings, garages, greenhouses, tennis courts, swimming pools, terraces, patios, drives, footpaths, walls, gates, fences including landlord's fixtures, fittings and interior decorations forming part of the property all on the same site.
5. **Fees:** Architects', Surveyors, Consulting Engineers', legal and other professional **Fees** necessarily incurred in connection with the repair or reinstatement of **The Buildings** with the consent of **The Society**.
6. **Local Authority Requirements:** The additional costs of reinstatement of **The Buildings** necessarily incurred to comply with statutory **Building** regulations or any **Local Authority Requirements** or regulations.
7. **Debris Removal:** The costs and expenses incurred with **The Society's** consent of shoring up, demolition or dismantling, including **Debris Removal** of any part of **The Buildings** which have been damaged by peril or cause, covered by this insurance.
8. **Accidental Damage:** Destruction or Damage caused by visible external means.
9. **Unfurnished:** **The Buildings** are **Unfurnished** when insufficiently furnished for normal living purposes.
10. **Value:** The amount of money **You** would have received by selling the article or property immediately prior to the loss or damage occurring.
11. **Excess:** The first part of any agreed claim which must be paid by **You** and which will be deducted from the total amount of the claim settlement.
12. **Contents:** Household goods, furniture, furnishings, appliances, clothing, valuables, personal effects and Money owned by **You** while contained within the Buildings and in private use. Fixtures, fittings and interior decorations for which **You** are legally responsible as occupier.

EXCLUDING:

- mechanically propelled, electrically assisted or powered vehicles of any kind and their respective tools and accessories, other than domestic gardening equipment.
- caravans, aircraft, watercraft, trailers and their respective tools and accessories while attached to or contained within them.
- animals.
- contact lenses.



POLICY DEFINITIONS

Specific Sub Limits

The Society's liability in respect of each Private Dwelling and elsewhere as hereinafter defined shall NOT EXCEED during the period of insurance, unless otherwise stated.

- a. £1,000 in respect of property in the open
- b. £250 in respect of **Money**
- c. £500 in respect of deeds, registered bonds and other personal documents
- d. £500 in respect of stamps or coins forming part of a collection
- e. one third of the **Contents** sum insured in respect of gold, silver, gold and silver plated articles, jewellery, furs, paintings, works of art and curios
- f. £2,500 in respect of domestic fuel in fixed tanks
- g. £2,500 in respect of loss of metered water

13. **Money:** Current bank currency notes and coins, cheques, postal and money orders, premium bonds, saving stamps and certificates, current postage stamps, travel tickets, gift tokens, luncheon vouchers, traveller's cheques used or held solely for private charitable social or domestic purposes.
14. **Personal Effects:** Wearing apparel, mobile phones, electronic tablets, video cameras, laptop computers and other personal articles normally worn, used or carried other than **Valuables** or **Money**.
15. **Valuables:** Items of gold, silver and other precious metals, precious stones, jewellery, pictures, curios, other works of art, hearing aids, telescopes, microscopes, collections of coins, stamps or medals.
16. **Endorsements:** An agreed change in the terms of the Policy.
17. **British Isles:** Great Britain, Northern Ireland, the Republic of Ireland, the Channel Islands and the Isle of Man.



BUILDINGS/CONTENTS – SECTION I

BUILDINGS/CONTENTS – SECTION I

NOTE: THIS SECTION IS OPERATIVE IF INDICATED IN THE POLICY SCHEDULE

SECTION I

What is Insured

Fire, Lightning and/or Explosion.

This section covers all the property as described in the Schedule hereto against LOSS or DAMAGE by Fire, Lightning and/or Explosion.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.



BUILDINGS/CONTENTS – SECTION II

BUILDINGS/CONTENTS – SECTION II

NOTE: THIS SECTION IS OPERATIVE IF INDICATED IN THE POLICY SCHEDULE

SECTION II

What is insured

Fire, Storm and Tempest Risks

This section covers all the property as described in the Schedule hereto against LOSS or DAMAGE by:

- a. Fire, Lightning and/or Explosion
- b. Storm
- c. Tempest
- d. Aircraft and/or other aerial devices and/or articles dropped therefrom

EXCLUSIONS

- a. Destruction or damage caused by:
 - i) escape of water from the normal confines of any artificial watercourse, lake, reservoir, canal or dam or inundation from the sea, whether resulting from storm or tempest or otherwise.
 - ii) subsidence or landslip.
- b. destruction or damage to gates or fences.
- c. the first £500 of each Storm loss or damage sustained.
the first £250 of each other loss or damaged sustained.



BUILDINGS – SECTION III – PART I

BUILDINGS – SECTION III

NOTE: THIS SECTION IS OPERATIVE IF INDICATED IN THE POLICY SCHEDULE

SECTION III - PART I

What is insured

This section covers **The Buildings** specified in the Schedule hereto being **Buildings** all constructed of brick, stone or concrete and the external surface of the roof consisting of slates, tiles, metal, concrete, asphalt and/or sheets or slabs composed entirely of incombustible mineral ingredients, all being **Your** property or for which **You** are legally responsible.

The Buildings are covered against LOSS or DAMAGE directly caused by:

FIRE, LIGHTNING

1. Fire, Smoke, Lightning, Explosion or Earthquake.

EXCLUSIONS

- a. any gradual operating cause.
- b. the first £250 of each loss or damage sustained.

AIRCRAFT

2. Aircraft and other aerial devices or articles dropped therefrom.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

STORM

3. Storm, Tempest or Flood.

EXCLUSIONS

- a. Subsidence, Landslip or Heave, other than as covered under Peril 9.
- b. loss or damage to gates, fences and hedges.
- c. damage caused by frost
- d. the first £500 of each loss or damage sustained.

ESCAPE OF WATER

(including trace and access and pipe work)

4. Escape of water from fixed water tanks, apparatus, pipes or domestic appliances (including the cost of locating the point of escape of water from a pipe concealed in a wall, ceiling or floor or in the ground of the land on which **Your Buildings** stand, together with the cost of repairing or replacing the defective section of pipe and making good thereafter)

EXCLUSIONS

- a. loss or damage whilst **The Buildings** are **Unfurnished**.
- b. loss or damage to domestic outbuildings and garages of non-standard construction.
- c. the cost of repair or replacement of pipe work if the defect is due to normal wear, tear or deterioration.
- d. the first £500 of each loss or damage sustained.

ESCAPE OF OIL

5. Escape of oil from domestic fixed fuel oil tanks, apparatus or pipes, including smoke or smudge damage arising out of defective vaporisation.

EXCLUSIONS

- a. loss or damage caused by wear and tear or any gradual operating cause.
- b. the first £250 of each loss or damage sustained.

THEFT OR ATTEMPTED THEFT

6. Theft or attempted theft.

EXCLUSIONS

- a. loss or damage whilst **The Buildings** are **Unfurnished**.
- b. whilst **The Building** is let or sub-let UNLESS such loss or damage is consequent upon violent and forcible entry or exit.
- c. the first £250 of each loss or damage sustained.



BUILDINGS – SECTION III – PART I

IMPACT

7. Impact by any vehicle or animal.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

VANDALISM

8. Any person taking part in a riot, strike, labour disturbance, civil commotion or by any person of malicious intent.

EXCLUSIONS

- a. loss or damage whilst **The Buildings** are **Unfurnished**.
b. the first £250 of each loss or damage sustained.

SUBSIDENCE

9. Subsidence, Landslip or Heave of the site upon which **The Buildings** stand, but only if reported to **The Society** during the period stated in the Schedule or within 30 days of the expiry date thereof.

EXCLUSIONS

- a. loss or damage to domestic fixed fuel tanks, swimming pools, tennis courts, paved patios and terraces, concrete or tarmac drives, footpaths, walls, gates and fences **UNLESS** the main **Building** is also affected at the same time by the same event.
b. any claim for which compensation has been provided, or would have been but for the existence of this insurance, under any contract or legislation or guarantee.
c. loss or damage whilst **The Buildings** are undergoing or arising from any structural alterations, repairs or extensions.
d. loss or damage due to coastal erosion.
e. damage caused by bedding down of new structures, settlement of new made up ground or normal shrinkage.
f. arising from defective materials, faulty workmanship, specification or design.
g. to solid floors unless the foundations or load bearing walls are damaged at the same time.
h. the first £1,000 of each loss or damage sustained.

AERIALS

10. Accidental breakage or collapse of aerials, fixed satellite dishes, their fittings and masts.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

TREES

11. Falling trees or branches.

EXCLUSIONS

- a. loss or damage caused through lopping, topping and/or felling.
b. the first £250 of each loss or damage sustained.

BREAKAGE OF GLASS AND SANITARY WARE

12. Accidental breakage of fixed glass and double glazing (including the cost of removing or replacing frames) and sanitary ware and ceramic hobs, all forming part of **The Buildings**.

EXCLUSIONS

- a. loss or damage whilst **The Buildings** are **Unfurnished**.
b. breakage of property not in sound condition.
c. matching set or suite. Each individual item of a matching suite or set of sanitary ware is regarded as a single item. **The Society** will indemnify **You** in respect of individual damaged items only and not undamaged companion pieces.
d. the first £250 of each loss or damage sustained.

SERVICES

13. The cost of repairing **accidental damage** to domestic fuel pipes, underground water pipes, gas supply pipes, sewers, boreholes, septic tanks,

EXCLUSIONS

- a. loss or damage caused by wear and tear or any gradual operating cause.



BUILDINGS – SECTION III – PART I

drains, inspection covers and electricity or telephone cables, extending from **The Buildings** to the public mains.

ALTERNATIVE ACCOMMODATION/LOSS OF RENTAL

14. If **The Buildings** are so damaged by any of the insured events as to become uninhabitable **The Society** will pay:
- rent which **You** are unable to recover from a tenant for as long as **The Building** is uninhabitable
 - the reasonable extra cost of alternative accommodation and other reasonable costs granted with the consent of **The Society** but only for the period necessary for the reinstatement of **The Buildings**

ARCHITECTS AND SURVEYORS FEES

15. Expenses incurred following damage to the **Buildings** by any of the insured events, in connection with the **removal of debris**, dismantling, demolishing, shoring up and making safe any extra cost of reinstatement of the destroyed or damaged **Buildings** made necessary to comply with Government or **Local Authority Requirements**, but not when notice has been served prior to the time of loss and **Architects** and **Surveyors Fees** necessarily incurred in the reinstatement of **The Buildings**.

CONTRACTING PURCHASERS OF BUILDINGS

16. For the period between exchange of contract and completion date the contracting purchaser of **The Buildings** shall have the benefit of the insurance provided by **Building/Contents – Section I PROVIDED THAT The Buildings** are not otherwise insured.

ACCIDENTAL DAMAGE EXTENSION

17. Cover against damage caused by **Accidental** means.

- the first £250 of each loss or damage sustained.

EXCLUSIONS

- any amount over 20% (twenty per cent) of the sum insured on the said **Building**.
- any amount over 20% (twenty per cent) of the sum insured on the said **Building**.

EXCLUSIONS

- any expenses incurred in the preparation of a claim or an estimate of loss, or **Fees You** incur without **The Society's** permission.

EXCLUSIONS

- damage while **The Building** or any part of it is let or sub-let.
- damage caused by wear and tear, settlement or shrinkage.
- damage caused by wet or dry rot, atmospheric or climatic conditions, vermin, insects, domestic animals, fungus or gradually operating cause.
- damage caused by faulty workmanship, defective design or the use of defective materials.
- damage caused by demolition or structural alteration or repair to **The Buildings**.
- the cost of maintenance and normal re-decoration.
- any loss, destruction or damage, included or excluded elsewhere under this Section.
- the first £250 of each loss or damage sustained.



BUILDINGS – SECTION III – PART I

SPECIAL CONDITIONS – BASIS OF CLAIMS SETTLEMENT

The Society will pay the cost of repair following partial damage or replacement as new following total loss or destruction, subject to the repairs or replacement being carried out. The sum insured on **The Buildings** must represent the full rebuilding costs at the time of the loss or damage.

If **You** are under insured, which means the cost of rebuilding **The Buildings** at the time of loss or damage is more than **Your** sum insured for **The Buildings**, then **The Society** will only pay a proportion of the claim. For example if **Your** sum insured only covers one half of the cost of rebuilding **The Buildings**, **The Society** will only pay one half of the cost of repair or replacement.

Where there is more than one **Building** insured on the Schedule then each is covered separately for the purpose of this clause.

If the repair or replacement is not carried out, **The Society** will pay the reduction in market **Value** resulting from the loss or damage but not exceeding what it would have cost to repair or replace.

The Society will not pay for the replacement of or work on any undamaged items or remaining parts of **The Buildings** solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

The sum insured on **The Buildings** will be reinstated automatically from the date of notification of any claim under this section.

LIMIT OF INSURANCE

The Society will not pay more than the sum insured for each premises shown in the Schedule (with the exception of cover as stated in paragraph 14 – Alternative Accommodation/Loss of Rental).



CONTENTS – SECTION III – PART II

Contents - SECTION III

NOTE: THIS SECTION IS OPERATIVE IF INDICATED IN THE POLICY SCHEDULE

SECTION III - PART II

What is insured

This section covers the domestic **CONTENTS** of the **Buildings** of the Private Dwellings, flat or farm dwellings, including their outbuildings and garages situated within the Premises named in the Schedule which are constructed of brick, stone or concrete and the external surface of the roof constructed of slates, tiles, concrete, asphalt or of any entirely incombustible mineral ingredients (unless otherwise stated).

Also covered are the domestic **Contents** of outbuildings and garages of standard or non-standard construction specified in the Schedule within the premises.

The **CONTENTS** are covered against LOSS or DAMAGE directly caused by:

FIRE, LIGHTNING

1. Fire, Smoke, Lightning, Explosion or Earthquake.

EXCLUSIONS

- a. any gradual operating cause.
- b. the first £250 of each loss or damage sustained.

AIRCRAFT

2. Aircraft and other aerial devices or articles dropped therefrom.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

STORM

3. Storm, Tempest or Flood.

EXCLUSIONS

- a. loss or damage to property in the open.
- b. the first £500 of each loss or damage sustained.

ESCAPE OF WATER

4. Escape of water from fixed water tanks, apparatus, pipes or domestic appliances.

EXCLUSIONS

- a. the first £350 of each loss or damage sustained.

ESCAPE OF OIL

5. Escape of oil from domestic fixed fuel oil tanks, apparatus or pipes, including smoke or smudge damage arising out of defective vaporisation.

EXCLUSIONS

- a. loss or damage caused by wear and tear or any gradual operating cause.
- b. the first £250 of each loss or damage sustained.

THEFT OR ATTEMPTED THEFT

6. Theft or attempted theft.

EXCLUSIONS

- a. loss or damage whilst **The Building(s)** is let or sub-let or where guests are accommodated other than in a private capacity UNLESS such loss or damage is consequent upon violent and forcible entry or exit.
- b. the first £250 of each loss or damage sustained.

IMPACT

7. Impact by any vehicle or animal.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.



CONTENTS – SECTION III – PART II

VANDALISM

8. Any person taking part in a riot, strike, labour disturbance, civil commotion or by any person of malicious intent.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

SUBSIDENCE

9. Subsidence, landslip or heave of the site upon which **The Buildings** stand but only if reported to **The Society** during the period stated in the Schedule or within 30 days of the expiry date thereof.

EXCLUSIONS

- a. any claim for which compensation has been provided, or would have been but for the existence of this insurance, under any contract or legislation or guarantee.
b. loss or damage whilst **The Buildings** are undergoing or arising from any structural alterations, repairs or extensions.
c. loss or damage due to coastal erosion.
d. the first £1000 of each loss or damage sustained.

TREES

10. Falling trees or branches.

EXCLUSIONS

- a. loss or damage caused through lopping, topping and/or felling.
b. the first £250 of each loss or damage sustained.

THIS SECTION ALSO INCLUDES:

CONTENTS REMOVED FROM THE BUILDINGS

- A. The **Contents**, if and so far as these are not otherwise insured, whilst temporarily removed from **The Buildings**.

EXCLUSIONS

- a. **Contents** outside Jersey.
b. **Money**
c. the first £250 of each loss or damage sustained.

1. against loss or damage caused by ANY OF THE EVENTS INSURED under numbers 1 to 10 in this section:-

- a. in any occupied private dwelling.
b. in any **Building** where **You** or any permanent member of **Your** household is residing or is employed.
c. in any trade **Building** for the purpose of valuation, alteration, cleaning or processing.
d. in any furniture depository, up to a limit of 20% (twenty per cent) of the sum insured on **Contents**.
e. whilst deposited for safe custody in any hotel, inn, lodging house or club.
f. in any bank or safe deposit.

EXCLUSIONS

- a. the first £250 of each loss or damage sustained.

2. against loss or damage elsewhere caused by the events of FIRE, LIGHTNING, EXPLOSION, AIRCRAFT or EARTHQUAKE ONLY or



CONTENTS – SECTION III – PART II

3. against loss or damage during the process of removal and transit following PERMANENT change of residence or whilst in transit to and from any bank, safe deposit or furniture depository caused by the events of FIRE, LIGHTNING, EXPLOSION, AIRCRAFT, EARTHQUAKE, THEFT or ATTEMPTED THEFT ONLY.

ACCIDENTAL DAMAGE TO TELEVISION AUDIO VISUAL UNITS AND COMPUTERS

- B. **Accidental Damage** by external and visible means to Audio and Audio Visual Units including television sets, radios, video recorders and home computers, aerials, aerial fittings and masts (hereinafter referred to as the installation) up to the market **Value** of such installation at the time of the loss or damage BUT ONLY whilst in the Private Dwelling situated within the Premises named in the Schedule.

BREAKAGE OF GLASS

- C. Accidental breakage of mirrors, glass tops and fixed glass in furniture, ceramic hobs and of fixed glass and sanitary ware forming part of **The Buildings** situated within the Premises named in the Schedule, **Your** property or for which **You** are legally responsible AND ARE NOT OTHERWISE INSURED.

ALTERNATIVE ACCOMMODATION/LOSS OF RENTAL

- D. If **The Buildings** are so damaged by any of the insured events as to become uninhabitable, **The Society** will pay:
- rent which continues to be payable by **You** for as long as **The Building** is uninhabitable up to 12 months.
 - the reasonable extra cost of alternative accommodation and other reasonable expenses granted with the consent of **The Society**, but only in respect of the period necessary for the reinstatement of **The Building**.

EXCLUSIONS

- the first £250 of each loss or damage sustained.

EXCLUSIONS

- damage to tapes, discs or computer software.
- hand held computer equipment, computer games and games consoles.
- loss or damage or deterioration caused in the process of cleaning, repair, renovation or dismantling.
- damage caused by wear, tear or gradual operating cause or arising out of mechanical or electrical breakdown or derangement.
- the first £250 of each loss or damage sustained.

EXCLUSIONS

- breakage of property not in sound condition.
- in respect of matching suites or sets. Each individual item of a matching set or suite of sanitary ware is regarded as a single item. **The Society** will cover **You** in respect of individual damaged items only and not undamaged companion pieces.
- the first £250 of each loss or damage sustained.

EXCLUSIONS

- any amount over 20% (twenty per cent) of the sum insured for this section.
- any amount over 20% (twenty per cent) of the sum insured for this section.



CONTENTS – SECTION III – PART II

LIABILITY AS TENANT FOR LOSS OR DAMAGE TO The Building

- E. Your legal liability as tenant, up to 10% (ten per cent) of the Sum Insured under Section III Part II for loss or damage to **The Building** caused by any of the insured events.

EXCLUSIONS

- a. for loss or damage caused by fire, lightning or explosion to **The Buildings** other than landlord's fixtures and fittings.
- b. arising from subsidence, landslip or heave.
- c. caused by any person taking part in a riot, strike, labour disturbance or civil commotion or by any person of malicious intent.
- d. whilst **The Buildings** are **Unfurnished**.
- e. the first £250 of each loss or damage sustained.

LIABILITY AS TENANT FOR COST OF REPAIRING UNDERGROUND PIPES AND CABLES

- F. Your legal liability as tenant for the cost of repairing accidental damage to domestic fuel pipes, gas supply pipes, underground water supply pipes, sewers, boreholes, septic tanks, drains, inspection covers and underground electricity or telephone cables which extend from **The Buildings** to the public mains.

EXCLUSIONS

- a. loss or damage caused by wear and tear or any gradual operating cause.
- b. the first £250 of each loss or damage sustained.

FATAL INJURY

- G. Fatal injury to **You** or to **Your** spouse, or both, occurring at the Premises named in the Schedule, occasioned by outward and visible violence caused by Burglars or Fire PROVIDED THAT

- a. death ensues within 12 months of such injury.
- b. the liability of **The Society** shall be £2,000 for each person insured.

LOSS OF KEYS THROUGH THEFT AND REPLACEMENT OF LOCKS

- H. The cost of replacing and installing locks (including keys) to any external door to **The Buildings** of the private house or self-contained flat (but excluding outbuildings) following theft of keys for an amount not exceeding £500 any one loss.

EXCLUSIONS

- b. the first £100 of each loss or damage sustained.



CONTENTS – SECTION III – PART II

SPECIAL CONDITIONS – BASIS OF CLAIMS SETTLEMENT

REPAIR

The Society will pay up to the sum insured, or any lower limit specified, for the cost of repair of each item that is partially damaged or; at our option, **We** will arrange for the repair of any such item.

Subject to the overall limits shown above, **The Society** will not pay more for the repair of an item than the cost of replacing it as new.

If a damaged item can be repaired but the repair is not carried out, **We** will pay the reduction in the market **Value** of the item as a result of the loss or damage but not exceeding the estimated cost of repair.

REPLACEMENT

The Society will pay up to the sum insured, or any lower limit specified, for the cost of replacement as new of each item that is totally lost or damaged beyond repair or; at our option, **We** will arrange to replace any such item.

If an item has been totally lost or damaged beyond repair and is not replaced, **The Society** will pay the market **Value** of that item at the time of the loss or damage.

PAYMENT FOR REPAIR OR REPLACEMENT IS SUBJECT TO THE FOLLOWING:

The sum insured on **Contents** must represent the full cost of replacement as new at the time of the loss or damage.

If **You** are under insured, which means the cost of replacing or repairing the **Contents** at the time of loss or damage is more than **Your** sum insured for the **Contents**, then **The Society** will only pay a proportion of the claim. For example, if **Your** sum insured only covers one half of the cost of replacing or repairing the **Contents**, **The Society** will only pay one half of the cost of repair or replacement.

Where there is more than one sum insured for **Contents** on the Schedule then each is covered separately for the purpose of this clause.

The Society will not pay for the replacement of, or work on, any undamaged or remaining items solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

The sum insured on the **Contents** will be reinstated automatically from the date of notification of any claim under this section.

LIMIT OF INSURANCE

The Society will not pay any more than the sum insured for each premises shown in the Schedule (with the exception of cover as stated in paragraph D.Alternative Accommodation/Loss of Rental).



CONTENTS – SECTION III – PART II

ACCIDENTS TO DOMESTIC SERVANTS

This Section covers **You** for amounts that **You** become legally liable to pay, up to but not exceeding £10,000,000 (to include legal costs and **Fees** incurred by **You** with **The Society's** written consent)

For any one accident or series of accidents arising out of any one event for bodily injury by accident happening during the period of insurance anywhere in the world to **Your** domestic staff employed in connection with the premises shown in the Schedule.

The Society will not indemnify You for any liability:

- a. from bodily injury sustained directly or indirectly from any vehicle used for racing, pace making or speed testing
- b. from any communicable disease or condition
- c. in Canada or the United States of America



BUILDINGS/CONTENTS – SECTION III – PARTS I/II

LEGAL LIABILITY TO THE PUBLIC

Cover under Section III Parts I and II extends to include:

- if Buildings – Section III – Part I only are insured **Your** legal liability as owner only but not as occupier is covered under (i) below.
- if Contents – Section III – Part II only are insured **Your** legal liability as occupier only but not as owner is covered under (i) and (ii) below.
- if Buildings – Section III Part I and Contents – Section III – Part II are insured **Your** legal liability as owner or occupier is covered under (i) and (ii) below.

The Society will indemnify You

- (i) as owner or occupier for any amounts **You** become legally liable to pay as damages for
- bodily injury.
 - damage to property.

caused by an accident happening at the Premises during the period of insurance.

OR

- ii) as a private individual for any amounts **You** become legally liable to pay as damages for
- bodily injury.
 - damage to property.

caused by an accident happening anywhere in the world during the period of insurance.

EXCLUSIONS

The Society will not indemnify You for any liability:

- a. for bodily injury to
 - i) **You**
 - ii) any other permanent member of **Your** household.
 - iii) any person who at the time of sustaining such injury is engaged in **Your** service.
- b. for bodily injury arising directly or indirectly from any communicable disease or condition.
- c. for damage to property owned by or in the charge or control of
 - i) **You**.
 - ii) any other permanent member of **Your** household.
 - iii) any person engaged in **Your** service.
- d. in Canada or the United States of America.
- e. arising directly out of any profession, occupation, business or employment.
- f. which **You** have assumed under contract and which would not otherwise have attached.
- g. arising out of **Your** ownership, possession or use of:
 - i) any motorised or horse drawn vehicle other than:
 - domestic gardening equipment used within the Premises and
 - pedestrian controlled gardening equipment used elsewhere.
 - ii) any power-operated lift.
 - iii) any aircraft (including drones) or watercraft other than manually operated rowing boats, punts, canoes, surfboards or windsurfers.
 - iv) any animal other than cats, horses or dogs.

(Exclusions continued over the page)



BUILDINGS/CONTENTS – SECTION III – PARTS I/II

- h. in respect of any kind of pollution and/or contamination other than:
- caused by a sudden identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the period of insurance at the Premises named in the Schedule, and
 - reported to **The Society** not later than 30 days from the end of the period of insurance;

in which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident.

- i. arising out of **Your** ownership, occupation, possession or use of any land or **Building** that is not within the Premises.
- j. if **You** are entitled to indemnity under any other insurance, including but not limited to any horse or travel insurance.
- k. for loss, cost or expense directly or indirectly arising out of, resulting as a consequence of, or related to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use of or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or in any sequence to a loss.

LIMIT OF INSURANCE

The Society will not pay:

- in respect of pollution and/or contamination:- more than **£5,000,000** in all.
- in respect of other liability covered under this section more than **£5,000,000** for any one accident or series of accidents arising out of any one event, plus the costs and expenses which **The Society** have agreed in writing.



BUILDINGS/CONTENTS – SECTION III – PARTS I/II

FOOD OR DRINK POISONING EXTENSION CLAUSE

Where guests are accommodated other than in a private capacity **The Society** will indemnify **You** against such sums as **You** shall become legally liable to pay for bodily injury or damage to property which occurred during the period of insurance arising out of poisoning by or foreign or deleterious matter in food or drink consumed in or about **Your** premises referred to in the schedule.

The limit of liability shall not apply to this Extension Clause, which shall have a separate limit of liability as follows:-

- a. **£50,000** in respect of any one accident or series of accidents arising out of one event.
- b. **£50,000** in the aggregate in respect of all accidents occurring during any one period of insurance.

plus the costs and expenses, which **The Society** have agreed in writing.

EXCLUSIONS

The Society will not indemnify You for any liability;

- a. where the number of guests exceed 5 in number, at any one time, thus requiring the premises to be registered under the 'Tourism Jersey Law 1948'.



CONTENTS – SECTION III – PART II – OPTIONAL EXTENSION

ACCIDENTAL DAMAGE EXTENSION - CONTENTS

ALSO COVERED WHEN STATED IN THE SCHEDULE

ACCIDENTAL DAMAGE

In consideration of an additional premium paid this Section also covers **Contents** against **Accidental Damage** – whilst in **The Buildings**.

EXCLUSIONS

- a. damage while **The Building** or any part of it is let or sub-let.
- b. damage caused by wear, tear or gradual deterioration, insects, domestic pets, vermin, corrosion, rot, mildew, fungus, atmospheric conditions or a gradual operating cause, the action of light, any process of heating, drying, cleaning, dyeing, alteration or repair, misuse, faulty workmanship or design, the use of faulty materials or arising out of mechanical or electrical breakdown or derangement.
- c. any loss or damage shown as not insured elsewhere under this Policy.
- d. damage covered by a maintenance contract, manufacturers guarantee or other insurance.
- e. the first £250 of each loss or damage sustained.



CONTENTS – SECTION III – PART II – EXTENSION

PEDAL CYCLE EXTENSION

NOTE: THIS SECTION IS OPERATIVE IF CONTENTS – SECTION III IS INDICATED IN THE POLICY SCHEDULE

PEDAL CYCLE

Contents – Section III – Part II extends to cover Pedal Cycle(s) up to the sum of £500 per cycle (no more than 4 cycles within **Your Household** at any one time) anywhere in the United Kingdom, the Isle of Man, the Channel Islands or the Republic of Ireland and for up to 30 days in Europe in any period of insurance including transits between.

COVER AGAINST:

1. Loss or Damage by Theft or any attempt thereat.
2. **Accidental Damage.**

belonging to **You** or a member of **Your Household** up to the amount specified in the Schedule.

EXCLUSIONS

- a. wear and tear, electrical or mechanical breakdown or derangement.
- b. damage to tyres or lamps, or other accessories unless the cycle itself is damaged or stolen at the same time.
- c. whilst the cycle is used for racing or pace making or is let out on hire or is used other than for private purposes.
- d. it is warranted that every cycle is securely padlocked at all times to an immovable object when left unattended.
- e. the first £100 of each loss or damage sustained.



CONTENTS – SECTION III – PART II – EXTENSION

DOMESTIC DEEP FREEZE EXTENSION

NOTE THIS SECTION IS OPERATIVE IF CONTENTS – SECTION III IS INDICATED IN THE POLICY SCHEDULE

DOMESTIC DEEP FREEZE EXTENSION

Contents – Section III – Part II extends to cover the freezer Contents of Your frozen food cabinet(s) for up to the sum of £1,000 against DETERIORATION or PUTREFACTION caused by: -

1. The rise and fall in temperature resulting from any cause not excluded hereunder.
2. Accidental leakage of refrigeration or refrigerant fumes.

EXCLUSIONS

- a. failure of the public supply of electricity occasioned by the deliberate act of any electricity authority or by any such authority of its power to withhold or restrict supply.
- b. failure of electricity supply due to strikes or any other withdrawal of labour by employees of any electricity authority.
- c. the first £100 of each loss or damage sustained.



CONTENTS – SECTION III – PART II – EXTENSION

GOLFERS EXTENSION

NOTE THIS SECTION IS OPERATIVE IF CONTENTS – SECTION III IS INDICATED IN THE POLICY SCHEDULE

SECTION A – GOLFING EQUIPMENT

Contents - Section III - Part II extends to cover

Accidental loss or damage to:-

1. Golf Clubs (including breakage thereof), golf bags, caddie cars, waterproof clothing, golf shoes or other equipment designed especially for the game of golf, belonging to **You**, for up to the sum of £500.
2. **Personal Effects**, belonging to **You**, caused or arising at any golf club for up to the sum of £200.

SECTION B – PERSONAL ACCIDENT

It is further agreed that if **You** shall sustain bodily injury by **Accidental** and visible means whilst at any Golf Club **The Society** will pay to **You**, compensation provided such injury shall be independent of any other cause (except medical or surgical treatment consequent upon such injury) within three calendar months of the accident, for which compensation is provided:-

1.
 - a. Death or
 - b. Total and irrecoverable loss of sight of both eyes or
 - c. Total loss by physical severance at or above the wrist or ankle of both hands or both feet or one hand together with one foot or
 - d. Total loss by physical severance at or above the wrist or ankle of one hand or one foot together with the total and irrecoverable loss of one eye.
2.
 - a. Total and irrecoverable loss of sight of one eye, or
 - b. Total loss by physical severance at or above the wrist or ankle of one hand or foot.
3.
 - a. Total disablement from attending in any way to his usual business or occupation or to business or occupation of any kind - £20 per week during the period of such disablement.

EXCLUSIONS

- a. golf balls, unless stolen with bag and clubs.
- b. watches, gold and silver articles, jewellery, trinkets, medals, **money**, securities, or motor vehicles or their **Contents**.
- c. wear, tear or deterioration.
- d. the first £100 of each loss or damage sustained.

PROVIDED THAT:

- a. **The Society** shall not be liable under this Extension in respect of death by suicide (whether felonious or not) or bodily injury consequent upon any attempt thereat or caused by or arising wholly or in part from physical defect or infirmity.
- b. **You** are not less than eighteen, not more than seventy years of age; at the time of the accident.
- c. Payment shall be made under one only of sub-sections 1 to 3 in respect of any one occurrence and the total liability of **The Society** shall not in the aggregate exceed the sum of £2,000 (Two Thousand Pounds) during any one period of insurance.
- d. Compensation under sub-section 3 hereof shall not for any one accident be payable in respect of any period exceeding 104 (one hundred and four) consecutive weeks from the date of such accident.



CONTENTS – SECTION III – PART II – EXTENSION

GOLF CLUB

For the purpose of this extension the term 'golf club' includes the course or links, club house, professional's shop and caddie master's hut thereat and other parts of the club premises.

The geographical limits: 1. Europe

"Europe" shall be deemed to include:-

- a. all Mediterranean Islands
- b. all Countries with a Mediterranean shoreline
- c. the Canary Islands
- d. Madeira
- e. Ireland

Including transits between and for up to 60 days worldwide in any period of insurance.

OR

2. Worldwide



CONTENTS – SECTION III – PART II – EXTENSION

ALL RISKS EXTENSION

NOTE THIS SECTION IS OPERATIVE IF CONTENTS – SECTION III IS INDICATED IN THE POLICY SCHEDULE

ALL RISKS

Contents - Section III - Part II extends to cover

Accidental loss or damage to:-

- i) Unspecified items of jewellery, clothing, baggage and personal effects (limit any one item £2,500)
- ii) all other specified items as shown in the schedule

for the geographical limits shown

CONDITIONS

1. **The Society** will at its option repair, replace or pay for any article lost or damaged, but not exceeding the amount specified in the Schedule.
2. If any item consists of articles forming a pair or set **The Society** shall not pay:
 - i) for the cost of replacing any undamaged article forming part of such pair or set.
 - ii) more than a proportion of the insured **Value** of such pair or set.
3. If the **Value** of unspecified items at the time of the loss or damage is more than the sum insured specified in the Schedule for such items, then **The Society** will only pay for a proportion of the claim. However, if an item is specified as **Personal Effects** and is lost or damaged away from **The Buildings**, **The Society** shall not take into account the **Value** of **Personal Effects** in the premises at the time of such loss or damage.
4. If credit cards are insured **The Society** will only pay for loss as a result of misuse by any unauthorised persons following loss or theft of any such card together with all costs and expenses incurred with **The Society's** consent arising before the card issuing company has received notification of the loss provided **You** comply with the terms under which the card was issued.

EXCLUSIONS

- a. any loss or damage if **You** are engaged in or in any way connected with any form of professional entertaining.
- b. breakage of articles of a brittle nature other than jewellery, unless such breakage is caused by burglars, thieves or fire.
- c. loss or damage caused by moth, vermin, household pets or gradual deterioration.
- d. loss or damage caused by wear and tear or mechanical derangement other than loss or damage resulting from wear and tear or mechanical derangement to a clasp setting or other fastening, carrier or container.
- e. damage to or deterioration of any article directly caused by the actual process of dyeing, cleaning, repair or renovation.
- f. breakage of glass, over winding, denting or internal damage of clocks or watches.
- g. loss or damage which is insured by, or would but for the existence of this Policy be insured by, any other policy or policies except in respect of any **Excess** beyond the amount which would have been payable under such other policy or policies had this insurance not been effected.
- h. damage to guns caused by rusting or bursting of barrels and to all sports equipment whilst in use.
- i. any amount in **Excess** of £1,000 in respect of losses arising from locked unattended vehicles (following forcible and violent entry only).
- j. loss or damage to any article taken from unlocked vehicles.
- k. Loss of or damage to
 - i. hearing aids
 - ii. contact lenses
 - iii. cash, currency or bank notes
 - iv. credit cards unless specifically mentioned
- l. losses of credit cards not reported to the card issuing company within 24 hours of discovery.
- m. the first £250 of each and every loss or damage sustained.



CONTENTS – SECTION III – PART II – EXTENSION

The geographical limits: 1. Europe

“Europe” shall be deemed to include:-

- a. all Mediterranean Islands
- b. all Countries with a Mediterranean shoreline
- c. the Canary Islands
- d. Madeira
- e. Ireland

Including transits between and for up to 60 days worldwide in any period of insurance.

OR

2. Worldwide



ENDORSEMENTS APPLICABLE

ENDORSEMENTS

This Policy is subject to the provisions of any of the following endorsements.



GENERAL EXCLUSIONS

GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS

No Policy issued by **The Society** shall be deemed to cover:

1. **Territorial Limits**
Any property outside the limits of the Island of Jersey unless otherwise stated.
2. **Misappropriation by Tenants**
Any theft or misappropriation by a tenant or sub-tenant of **You** or by any person forming part of such tenant's or sub-tenant's family or any servant or servants of such tenant or sub-tenant.
3. **Other Insurances**
Any claim if any loss, damage or liability covered under this insurance is also covered wholly or in part under any other insurance, except in respect of any **Excess** beyond the amount which would have been covered under such other insurance had this insurance not been effected.
4. **War Risks**
Any loss or damage or liability (notwithstanding anything contained herein) directly or indirectly occasioned by happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any Government or Public or Local Authority, and unless otherwise expressly provided, any loss, damage or liability directly or indirectly occasioned by happening through or in consequence of riots, strikes and civil commotion.
5. **Short Circuiting**
Destruction of or damage to any dynamo, transformer, motor wiring, main or other electrical appliance which is directly caused by short circuiting, over-running excessive pressure or leakage of electricity, but this clause shall not be deemed to exclude loss or damage to any dynamo, transformer, motor wiring, main or other electrical appliance caused by fire resulting from short circuiting, over-running, excessive pressure or leakage of electricity originating outside the dynamo, transformer, motor wiring, main or other electrical appliance which is so destroyed or damaged by fire.
6. **Radioactive Contamination**
 - a. loss or destruction of or damage to any property whatsoever or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss.
 - b. any legal liability of whatsoever nature.

directly or indirectly caused by or contributed to by or arising from

 - i) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
7. **Sonic Bangs**
Any loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

Continued/...



GENERAL EXCLUSIONS

GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS

8. Existing and Deliberate Damages

- a. any loss or damage occurring before cover started.
- b. loss or damage caused deliberately by **You** or any member of **Your** household.

9. Date Change and Computer Viruses

Any loss or damage or liability for any equipment, integrated circuit, computer chip, computer software and any other computer – related equipment

- a. by its failing to recognise correctly the date change to the year 2000 or any other date change.
- b. by computer viruses.

10. Terrorism

- a. any loss or damage or liability, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.
- b. any loss, damage, cost of expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing suppressing or in any way relating to any act of terrorism.

For the purposes of this exclusion an act of terrorism means an act, but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

If The Society allege that by reason of this exclusion any loss, damage, liability, cost or expense not covered by this insurance, the burden of proving the contrary shall be on **You**.

11. Cyber Loss

Any loss, damage, liability, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with:

- a. any loss of, alteration of, or damage to or a reduction in the functionality, availability or operation of a Computer System.
- b. any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data.

Computer System means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility.

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Data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.



GENERAL CONDITIONS

GENERAL CONDITIONS APPLICABLE TO ALL SECTIONS

All policies issued by **The Society** to **You** shall be subject to the following conditions: -

Fundamental Rules

1. **You** shall be bound by and shall conform to the fundamental rules of **The Society**. (A copy of which is available at **The Society's** office).
2. **Fraudulent Claims**
If **You** make a claim knowing the same to be false or fraudulent as regards amount or otherwise, this Policy shall become void and all claims thereunder shall be forfeited.
3. **Observance of Policy Terms**
The liability of **The Society** is conditional on **You** or any person claiming indemnity observing the terms and conditions of the Policy.
4. **Abandonment**
No property may be abandoned to **The Society**.
5. **Subrogation**
The Society will be entitled to take over and deal with, in **Your** name, the defence or settlement of any claim at their discretion and to take proceedings at their expense to recover for their benefit the amount of any payment made under this Policy.
6. **Change of Address**
You shall notify **The Society** as soon as reasonably possible of any change of address in respect of their permanent place of residence.
7. **Cancellation**
The Society may cancel this Policy by sending seven days' notice by registered letter or recorded delivery to the last known address of **You** who shall be entitled to a pro-rata return of the premium.
8. **Change of Occupancy/Circumstances**
You shall notify **The Society** if the private dwelling at the premises specified in the Schedule ceases to be **Your** permanent residence, or becomes regularly left unattended. Upon receipt of this notice, **The Society** has the option to amend the terms and conditions of this insurance.
9. **Building Works**
You shall notify **The Society** prior to the commencement of any **Building** works to **The Buildings** at the premises specified in the Schedule. Upon receipt of this notice **The Society** has the option to amend the terms and conditions of the insurance.
10. **Reasonable Precautions**
You shall take all reasonable steps to prevent loss, damage or accident and maintain **The Buildings** in a good state of repair.
11. **No Claim Discount**
If **You** do not make a claim during the period of insurance, **The Society** will reduce the renewal premium in line with the scale below: -



GENERAL CONDITIONS

NUMBER OF CONSECUTIVE YEARS WITHOUT A CLAIM	DISCOUNT
1 YEAR	5%
2 YEARS	10%
3 YEARS	17 ½%

If **You** make a claim during the period of insurance and the monetary **Value** of that claim is less than the annual premium then **The Society** will reduce the No Claim Discount in line with the scale below: -

NO CLAIM DISCOUNT AT THE START OF THE PERIOD	NO CLAIM DISCOUNT AT THE NEXT RENEWAL DATE FOLLOWING
5%	Nil
10%	Nil
17 ½%	10%

If more than one claim is made during a period of insurance the No Claims Discount at the next renewal date following is reduced to Nil.

12. Index Linking

(OPERATIVE ONLY IF INDICATED IN THE POLICY SCHEDULE)

The Society may increase the sums insured specified in **Your** Schedule to allow for increases in the cost of living in line with the Jersey Retail Price Index, and information ascertained from local qualified Chartered Surveyors.

The new sums insured and renewal premium will be shown within **Your** renewal invitation; **The Society** will not reduce the sums insured if the Jersey Retail Price Index falls.



CLAIMS PROCEDURE

MAKING A CLAIM

The Society hopes You will not suffer accidents or misfortune, but if You do the following may be useful.

1. Check the current Schedule and Policy wording to make sure that what You are claiming for is covered. Please remember not every eventuality is covered by this insurance.
The basis of claims settlement is shown under the relevant section of the Policy and this should be checked, along with the conditions and general exclusions to ensure that You comply with The Society's requirements.
2. Submit written notice to The Society within seven days of the date on which You become aware of the event.
In certain circumstances it may be necessary for an independent loss adjuster to be appointed by The Society. The loss adjuster will report to You, and The Society will pay the fee. If however You decide to employ Your own loss adjuster to act on Your behalf the fee will be Your responsibility.
3. When property is lost, stolen or maliciously damaged, immediately notify the police and take all reasonable steps to recover the property.
4. Where credit cards are lost or stolen the issuing company must be notified within 24 hours of the loss.
5. If someone is making a claim against You for injury or damage to property, You must send full details in writing as soon as possible. Please refrain from discussing any aspect of the claim with the other person or party. In no circumstances should You admit liability.
6. If You need help or have difficulty in preparing a claim, assistance can be obtained by contacting The Society's office at Third Floor, One Seaton Place, St Helier – Telephone 734246.



COMPLAINTS PROCEDURE

MAKING A COMPLAINT

Complaints

It is our intention to provide a high level of service to **You** at all times. However, should **You** have reason to complain about our service or products, **We** are committed to resolving the matter fairly and promptly through internal complaints handling procedures.

In summary **We** confirm that **You** can register a complaint either:-

1. By writing to: -
General Manager (or Deputy Manager)
Jersey Mutual Insurance Society
Third Floor
One Seaton Place
St Helier
JE2 3QL
or
2. In person at the above address
or
3. By telephone on 01534 734246
or
4. By email: info@jerseymutual.com

If **The Society** does not complete its investigation of a complaint within 3 months or **You** are not satisfied with our final decision **You** may be entitled to refer **Your** complaint to the Channel Islands Financial Ombudsman (“CIFO”) at: -

Channel Islands Financial Ombudsman
PO Box 114
St Helier
JE4 9QG

E Mail: enquiries@ci-fo.org ; Website: www.ci-fo.org

Telephone Number 01534 748610

Full details of **The Society’s** complaints handling process and **Your** potential entitlement to refer **Your** complaint to CIFO is provided in **The Society’s** Guide to Complaints, a copy of which is available upon request.



CONFIDENTIALITY, DATA PROTECTION AND MONEY LAUNDERING

All information about **You** will be treated as private and confidential (even when **You** are no longer a Policyholder) except where the disclosure is required by law or is required at **Your** request and made with **Your** consent in relation to arranging **Your** insurance.

The Society will use and disclose the information **We** have about **You** in the course of administering **Your** insurance. This may involve passing information about **You** to our reinsurers, independent Loss Adjusters/Assessors and other carefully selected companies whose products and services **We** feel may be of interest.

The Society is obliged to take reasonable steps to safeguard against the risk of financial crime. To help achieve this **We** may ask **You** to provide additional information relating to insurance transactions **You** ask **Us** to undertake on **Your** behalf.

The Society is registered as a Data Controller with the Jersey Office of the Information Commissioner (JOIC) in accordance with the Data Protection (Jersey) Law 2018. You have a right to request access to personal information about You that is held in our records and to ask Us to correct any inaccuracies. If You have any specific data protection queries, concerns or a complaint, please write to our Data Protection Officer on info@jerseymutual.com or write to us at :

Jersey Mutual Insurance Society
Third Floor
One Seaton Place
St Helier
Jersey
JE2 3QL

If you are unhappy, you have the right to lodge a complaint with the Jersey Office of the Information Commissioner (JOIC). The contact details for the JOIC are below :

Jersey Office of the Information Commissioner
2nd Floor
5 Castle Street
St Helier
Jersey
JE2 3BT

Email : enquiries@jerseyoic.org
Tel : +44 (0) 1534 716530



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Jersey Mutual Insurance Society

Third Floor One Seaton Place St Helier Jersey JE2 3QL

Tel: +44(0)1534 734246 • Email: info@jerseymutual.com
www.jerseymutual.com

Jersey Mutual is regulated by the Jersey Financial Services Commission