Nutfield
Mid Street
South Nutfield
Redhill, Surrey
RH1 4JJ

20th March 2023
Our Ref: 22175185

Dear Sir / Madam,

Block Property Insurance Renewal 2023

Thank you for choosing us to handle your Commercial Insurance arrangements. We trust you have been satisfied with both our service and your policy cover. Your policy falls due for renewal on **1st April 2023**. We have negotiated the renewal terms with your insurer as follows:

Renewal Offer

Insurance Premium	£4,909.62
Insurance Premium Tax	£589.15
Total	**£5,498.77**

Why your premium has changed

Your renewal premium takes into account any changes that you have made during the past 12 months, the indexation of the sums insured where applicable and any rate adjustments applied by your insurer.

How to renew your insurance

1. Please review all of the attached documentation very carefully including our Terms of Business.
2. Please confirm to us that you wish to renew and arrange for payment of the premium to be made.

If you have any queries or would like to discuss your insurance renewal in further detail, please do not hesitate to contact me on 01420 81488 and I will be delighted to assist you.

Terms of Business

The insurance industry is regulated by the FCA (Financial Conduct Authority) and part of the regulatory standards require all firms to provide you with details of their regulatory status, complaints procedure and your cancellation rights. We attach a copy of our terms of business. This detailed document sets out important information about how we provide our services to you, including how we use your data, how we are paid and hold any premiums or claims money handled by us and the limit we apply to our liability.

Your Demands and Needs

We aim to provide a policy that meets your needs. A Demands and Needs Statement is attached which sets out our understanding of your requirements and our insurance recommendations for you.

Renewal Recommendation

We believe in the benefit of continuity with an insurer and only using those insurers where we have confidence in their service and performance, especially when it comes to paying claims.

This year we have only considered your current insurer and our personal recommendation is that you renew your Commercial Combined Package policy with your current insurer, QBE UK Limited*,* for the following reasons:

The policy has been specifically designed for the Education sector

The Demands and Needs Statement confirms how we have selected the recommended insurer and provides a link to a list of all the insurers that we could have approached.

Policy Documentation

The renewal documentation issued by your insurers is attached. You should examine this very carefully, especially the Statement of Fact as the information shown must be accurate. If any amendments are required, please inform us straight away. Failure to do so could mean that a claim is refused, or the policy made void.

Significant Terms

An insurance policy will not cover all eventualities. There will inevitably be restrictions, limitations, exclusions and conditions in your policy. We draw your attention to the Summary of Cover which details a number of significant terms that apply to your insurance.

Very Important:

1. The summary does not include an exhaustive list and for full details of all such terms that apply you must refer to your insurer's policy schedule and policy wording.
2. You must comply with the requirements stipulated in all endorsements, conditions, conditions precedent and warranties shown in your policy documentation in full and at all times. Failure to do so will mean that your insurers will refuse to pay a claim or even void the policy entirely. If you find that you are unable to comply, please inform us immediately.
3. If you require a copy of your policy documentation at any time, please do contact us.

Setting Your Sums Insured Correctly

The sums insured you select must be sufficient to deal with the full cost of reinstating your property in the event of a total loss. Failure to maintain your sums insured at the correct level may result in a claim not being fully paid. The attached Essential Client Guide provides useful information on setting sums insured and the factors you should consider.

Payment Options

You currently settle the premium in full.

If you wish to proceed with renewal the following payment methods are available:

Payment Method:	What you need to do:
Credit or Debit card	Please call us with your card details
On-line Banking (BACS / CHAPS)	Our bank details are as follows: **Aston Lark Limited**Sort Code: 30-93-23; Account Number: 0233 1723; IBAN**: GB52 LOYD 3093 2302 3317 23**; Swift Code: LOYDGB21009
It is important that you note your reference number 22178834 when making payment otherwise your payment may not be allocated to your account promptly	

What you need to do now

1. Please refer to the attached Essential Client Guide and note your statutory requirement to make a fair presentation of your risk to insurers. You must let us know if insurers need to be made aware of any material information not noted in the enclosed documentation.
2. Review your sums insured and/or limits of indemnity. Contact us if any amendments are required.
3. Inform us if you are unable to comply with any of the conditions, conditions precedent or warranties mentioned in this letter or in the attached policy documentation.
4. Confirm your renewal instructions**.** We are not able to automatically renew your policy, so we need your instructions prior to the renewal date. In the absence of renewal instructions all cover will cease from the renewal date.

As a valued client we look forward to receiving your instructions shortly. However, if there are matters that are unclear or you would like further guidance, please contact me as it is important that you fully understand your insurances and your obligations.

Yours sincerely,

Charlotte Carrington Cert CII
Account Handler
Commercial Division

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