

# IMPORTANT INFORMATION

Please read this notice carefully and keep this in a safe place with your other insurance documents for future reference.

## Significant changes to your policy

At Hamilton Fraser Total Landlord Insurance, we regularly review the market to ensure we always provide you with competitive premiums, excellent policy cover and an exceptional claims service. We are delighted to announce that from the 1 February 2021, AXIS Specialty London and Folgate Insurance Company Limited will be the underwriting partners for Hamilton Fraser Total Landlord Insurance and the policies that we provide you.

You can rest assured we are still providing the level of cover and service that you have come to expect, and details of any changes are noted below. However, there are increasing signs of a hardening in the insurance market which will likely result in an increase in your landlord insurance premium at renewal. A 'hard market' is defined as an upswing in the insurance market cycle whereby premiums increase, there are many contributory factors including but not limited to:

- **Claims driven pressures** – The increasing number and severity of weather events as seen with storms Ciara and Dennis that hit in early 2020 resulted in an estimated cost of over £500 million to insurers
- **Interest rates** – Are at an all time low meaning investment income cannot be relied upon by insurers

2021 will be a challenging year, Hamilton Fraser Total Landlord Insurance is providing training to their experienced team of advisers to ensure that we can best advise you every step of the way and ensure that your property has comprehensive protection with our dedicated landlord insurance. We will contact you in advance of your renewal so that you have plenty of time to consider your cover options.

## What the change of underwriters means for you

### Who are AXIS Specialty London and Folgate Insurance Company Limited?

AXIS Specialty London brings the sophistication of a top speciality insurer and global reinsurer and the agility of a firm with entrepreneurial roots. AXIS was built to help their clients and partners navigate the challenges of a volatile world. Their business strategy is driven by a philosophy that they will win with their partners. AXIS write business from a position of leadership and relevance in their chosen markets. Their underwriters are known for their business acumen and technical expertise. Their claims teams champion clients' needs with an honest approach and quick decision making. Their strength is grounded in their people and in their corporate culture, which encourages collaboration, diversity and innovation. A purpose-driven organisation, AXIS strive to leave a positive imprint on the world through responsible business practices.

Folgate Insurance Company Limited was established in 1877 and is a UK insurer regulated by the Prudential Regulation Authority. Folgate's head office is located in the heart of London's city. By combining traditional underwriting and a market-leading business model, Folgate provide a wealth of experience and will continue to help their clients and partners navigate the buy to let sector. Folgate's culture encourages diversity, collaboration, and innovation and this is reflected in its people who are driven to being the leaders in selected marketplaces.

### How will this affect you?

When your policy is due to renew, we will automatically transfer it to the new underwriter.

## Policy updates and exclusions introduced in recent months

We have made some changes to our landlord insurance policy wording, including:

- **General Data Protection Regulation (GDPR)** – We have replaced the Data Protection Act 1998 with GDPR to explain how we process your information in line with this regulation. Please see page 6 of the policy wording
- **Infectious or contagious disease** – We do not cover any loss, damage, liability, cost or expense, in any way caused by or resulting from infectious or contagious disease, any fear or threat of infectious or contagious disease, or any action taken to minimise or prevent the impact of infectious or contagious disease. Please see page 13 of the Essential policy wording and page 14 of the Premier policy wording for the full exclusion and related definitions
- **Cyber and data exclusion** – We do not cover any cyber loss, damage, liability, cost or expense caused deliberately or accidentally by the use of or inability to use any application, software, or program, any computer virus or computer related hoax. Please see page 13 of the policy wording for the full exclusion and related definitions
- **Denial of access (Premier policy only)** – Alternative accommodation or loss of rent is no longer provided while access to the property is denied by the police, ambulance service, fire service or any other emergency service. Please see page 4 of the Premier summary of cover for details of the full exclusion
- **Tenant referencing** – No claims (for example malicious damage, fire, escape of water) will be paid out (page 14 of the policy wording) in relation to the illegal manufacture, cultivation, harvest or processing of drugs if your tenant(s) have not passed a four point reference check. This includes:
  1. Identification from the tenant, containing a clear photograph
  2. Either a utility bill or a bank statement
  3. Credit check; clear of CCJs, bankruptcies and indicating confirmation of residency
  4. Confirmation of employment - a written employer's reference on company letter headed paper confirming the tenant's permanent and current employment and that their salary is at least a multiple of 2.5 of the tenant's rent
- **Terrorism** – If you have opted for optional terrorism cover, please note that we do not provide cover for any damage arising from nuclear, radioactive, chemical or biological emission, contamination or exposure. Please see page 12 of the policy wording for the full details

### Am I required to do anything?

No, we will manage everything on your behalf.

### What if I have further questions?

If you have any further questions, please speak to a member of the team on 0800 63 43 880.

Kind regards,

## The Hamilton Fraser Total Landlord Insurance team