

Your documents...

Details of your quotation

- this gives details of what you have asked insurers to cover:
 - applicable policy sections, a description of the goods you want to insure
 - the sums they will be insured for
 - any excesses that apply

Statement of price and insurer details

- the total price you have to pay for your insurances
- the name and address of your insurers

Your Statement of Demands and Needs

- the insurance/s you need, based on what we know about you
- the cover or products we personally recommend you buy, and why we recommend them

Key Features of your Insurance Policy

- this gives some important facts about the policy(ies), particularly about any restrictions, exclusions or conditions that apply. Do please take the time to read this document. Let me know if anything in it causes any problems for you.

Your Duty to Disclose Material Facts

- this explains your legal duty to tell insurers, at all times, what they need to know

Terms of Business

- information about who we are, what we do for you - and how you can make a complaint if you're not happy about our service
- also sets out the basis upon which we are acting on your behalf - please read this document carefully and keep it in a safe place in case you need to refer to it again in the future

Statement of demands and needs

Renewal

We have assessed your demands and needs based on the information provided by you and our recommendations are summarised in this document.

Within this document you will find the following:

- Information on cover provided
- Any significant warranties, conditions and/or exclusions (for full details of these please refer to your policy wording)
- Uninsured risk areas

This list is not exhaustive, and if you require full details of cover or clarification of the terms you must refer to the policy document or contact your advisor.

Based on our knowledge, your main requirements are as follows:	Based on the information in your demands & needs and our knowledge of the markets we have recommended the following contracts
A Marine Cargo policy to cover your goods distributed Worldwide	We recommend insuring with Northern Marine Underwriters as they offer the cover required and are our preferred provider for this type of insurance.

Marine Cargo

keyfacts

This policy summary does not include full terms and conditions, which can be found in the Policy document. We can provide a copy on request

Who is it for?

Cargo owners, Importers, Exporters or similar businesses involved in shipping or receiving goods Worldwide.

What do we cover?

- All risks of loss of or damage to goods in transit, subject to the Institute Cargo Clauses.
These Clauses provide standard comprehensive marine insurance cover. The term "All Risks" broadly speaking means any accidental event which is external to the cargo.
- War and Strikes (including Terrorism) subject to the application of the appropriate Institute Clauses providing for War and Strikes risks.
- General Average contributions and salvage charges.

What are the Significant Exclusions/Limitations?

Exclusion or limitation:	Policy page/clause reference:
Wilful misconduct of the assured	Institute Cargo Clauses (A) Clause 4.1
Ordinary leakage, Ordinary loss in weight or volume, Ordinary wear and tear	Institute Cargo Clauses (A) Clause 4.2
Insufficiency or unsuitability of packing or preparation of the cargo or improper stowage in containers when carried out prior to attachment of cover by the insured.	Institute Cargo Clauses (A) Clause 4.3
Inherent vice or the nature of the cargo.	Institute Cargo Clauses (A) Clause 4.4
Delay (even though the delay could be caused by a risk insured against)	Institute Cargo Clauses (A) Clause 4.5
Insolvency or financial default of the owners / managers / charterers / operators of vessel. - (aircraft in the case of ICC(AIR))	Institute Cargo Clauses (A) Clause 4.6
Nuclear or atomic weapons	Institute Cargo Clauses (A) Clause 4.7
Unseaworthiness of vessel or craft or unfitness of the vessel/craft/container whether the insured is privy to such at the time the cargo	Institute Cargo Clauses (A) Clause 5.1

is loaded therein	
Where any insured item consists of articles in a pair or set this policy will pay the value of the pair or set without any deduction being made for the undamaged or lost item.	
This policy excludes breakage of glass but not damage to the painting, picture or photograph caused by the breakage of glass	
If depreciation in value of an insured item following repair as established by an independent valuer is more than 60% then the item will be considered a constructive total loss. Following payment of a constructive total loss the item subject to a claim will become the property of Underwriters to dispose of as they deem necessary	

Who are the insurers?

This policy is insured with Northern Marine Underwriters

What is the duration of the insurance?

Insurance will commence from point of collection, continue during the normal course of transit and terminate upon delivery at final destination

Cancellation:

Subject to the contract of insurance exceeding one month's duration and you having paid the premium you have a right to cancel this insurance up to 14 days from the start of the contract and the premium refunded.

After expiry of this 14 day period the policy can be cancelled at any time by either party giving 30 days notice in writing.

Any short term contract of less than one month's duration cannot be cancelled.

Notification of Claims

When an accident, loss or damage occurs the Policy states the procedure that the Insured should follow, you will need to refer to the Policy wording for full details

In the event of a claim please contact

Ian McClelland
Bluefin Claims @ Collyers
Unit 5,
Maidenbower Business Park,
Balcombe Road,
Crawley,
West Sussex, RH10 7NN

Telephone No. 0844 801 7300
Facsimile No. 0844 801 7200
E-Mail bluefinclaims@collyers.com

Our Service to you

We aim to provide you with a high quality service. If you are dissatisfied in any way, then please write to or telephone the office which issued this Policy and we will do our best to resolve the problem. If you are unhappy with the reply or explanation received, we ask that you contact our Compliance Manager, at the address shown below.

Northern Marine Underwriters Limited

Faulkner House
Faulkner Street
Manchester
M1 4DY

T: 0161 236 3380

F: 0161 236 0633

We will acknowledge your communication within 5 business days of receipt, letting you know who will be dealing with your problem and when you can expect a response.

We will let you have a formal response within 20 business days.

If that is not our final response, we will let you know the reason why and when you can expect to receive our final response.

In issuing this insurance, Northern Marine Underwriters Limited acts as agent for Watkins Syndicate (WTK/457) at Lloyd's.

The Managing Agent for the Syndicate is Munich Re Underwriting Limited.

If we cannot resolve any problem to your satisfaction, you may contact the Compliance Director of Munich Re Underwriting Limited.

Munich Re Underwriting Limited

St Helens
1 Undershaft
London
EC3A 8EE

T: 020 7886 3900

F: 020 7886 3901

Lloyd's of London

Lloyd's is regulated by the Financial Conduct Authority.

Lloyd's has strict guidelines as to how complaints should be dealt with. You may, if the matter is still not resolved to your satisfaction, or at any time, take your concerns to Lloyd's Complaints Department:

One Lime Street
London
EC3M 7HA

T: 020 7327 1000

F: 020 7626 2389

Financial Ombudsman Service

Where appropriate, the Managing Agent and Lloyd's will also give you details of the independent arbitration scheme administered by the Financial Ombudsman Service.

However, the Financial Ombudsman Service will only consider referral of your complaint if you have given us the opportunity to resolve it and we have not, or if we do not resolve it within 40 working days (in which case you may contact them directly) **and you are**

- a private policyholder; or
- a business with a group annual turnover of less than £1million; or
- a charity with an annual income of less than £1million; or
- a trust with a net asset value of less than £1million.