

Art and Private Client – Endorsement

IMPORTANT NOTICE: CHANGES TO YOUR POLICY DUE TO BREXIT

As a result of the likely departure of the United Kingdom from the European Union (Brexit), **we** have had to make some changes to how **our** policies are underwritten from 1st January 2019.

Please note that the changes referred to in this notice do not affect the cover provided under the policy.

Previously **our** policies were underwritten by Hiscox Underwriting Ltd (HUL) as an intermediary on behalf of the insurers shown in the schedule. Most sections of the policies were insured by Hiscox Insurance Company Limited (HIC), although some sections were insured by other insurers, as detailed on the schedule.

As a result of Brexit, sections of **our** policies that were previously insured by HIC are now insured by Hiscox SA (HSA) directly. HUL will no longer act as intermediary. HSA is an insurance company in the Hiscox group, domiciled and regulated in Luxembourg.

As a result of the change of insurer from HIC to HSA, **we** have had to make a number of changes to the way in which **our** policies are administered, including how complaints are dealt with.

In order to reflect these changes, the following amendments are made to **your policy**, including the schedule:

	Amended to read:
References to Hiscox Insurance Company Limited:	Hiscox SA
Address:	Hiscox SA registered head office: Avenue John F. Kennedy 35F 1855 Luxembourg LUXEMBOURG Local branch office: Hiscox SA (Irish branch) The Observatory 7-11 Sir John Rogerson's Quay Dublin 2 D02 VC42 REPUBLIC OF IRELAND Website: https://Hiscox.ie
Company number:	Hiscox SA: Registered in Luxembourg with Trade and Company Register Luxembourg (RCS Luxembourg): registration number B217018 Hiscox SA (Irish branch): Registered in Republic of Ireland with Companies Registration Office: company number 908764
Regulator:	Hiscox SA is subject to the supervision of the Commissariat aux Assurances Local branch regulator: Central Bank of Ireland
Signatory:	Richard O'Dwyer Managing Director, Hiscox SA (Irish branch)
Contact number and email address for Customer Relations	<u>Customer relations:</u> customerrelations.ireland@hiscox.com +353 1 238 1810
Contact numbers and email addresses for Claims	<u>Private Client claims</u> privateclientclaims.ireland@hiscox.com +353 1 238 1814
Complaints:	Customer Relations Hiscox SA (Irish branch) The Observatory

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	<p>7-11 Sir John Rogerson's Quay Dublin 2 D02 VC42 REPUBLIC OF IRELAND</p> <p>or by telephone on +353 1 238 1810 or +353 1800 901 903 (free toll number), or by email at customerrelations.ireland@hiscox.com.</p>
Complaints (regulator):	<p>If you remain dissatisfied after the internal dispute resolution process, you may have the right to refer your complaint to the Financial Services and Pensions Ombudsman.</p> <p>The Financial Services and Pensions Ombudsman (FSPO) is an independent, impartial, fair and free service that helps resolves complaints with pensions providers and regulated financial services providers.</p> <p>Contact details: Financial Services and Pensions Ombudsman Lincoln House Lincoln Place Dublin DO2 VH29</p> <p>Phone: +353 1 567 7000 Email: info@fspoi.ie Web: www.fspoi.ie</p> <p>If you have purchased your policy online you can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: http://ec.europa.eu/odr.</p> <p>Alternatively, you can also contact:</p> <p>Commissariat aux Assurances 7, boulevard Joseph II L-1840 Luxembourg LUXEMBOURG e-mail: caa@caa.lu</p> <p>Insurance Ombudsman ACA, 12, rue Erasme, L - 1468 Luxembourg LUXEMBOURG Phone: +352 44 21 44 1 Fax: +352 44-02-89 e-mail: mediateur@aca.lu</p>
In addition, any references to Hiscox Underwriting Ltd in your policy are removed.	

What is a policy summary?

This document provides key information about the Hiscox Fine Art Insurance policy. It does not contain the full terms and conditions and does not form part of the insurance policy. If you have any other questions then please contact your insurance agent.

Policy name: Fine Art by Hiscox

Type of insurance: Fine art insurance

Underwritten by: The Association of Underwriters known as Lloyd's, led by Syndicate 33 managed by Hiscox Syndicates Limited, and Hiscox Insurance Company Limited.

Significant features and benefits

Insured fine art is covered against physical loss or physical damage anywhere in the world.

- Sum insured increased by up to 25% to cover any items you acquire during the period of insurance. You must tell underwriters within 60 days of acquisition and pay an extra premium for this cover to be effective.
- If an item is partly damaged, you may decide whether the underwriters repair, replace or pay the value of the damaged item. If the underwriters repair it, the underwriters will also pay for any loss in value. The most the underwriters will pay in total is the value of that item.
- If any item which has an increased value because it forms part of a pair or set is lost or damaged, any payment underwriters make will take account of the increased value. You may decide if we pay the value of the entire pair or set. The most underwriters will pay is the value of that pair or set.
- If underwriters recover any of your property after a loss, underwriters will write to you at your correspondence address shown in the schedule and you can buy it back from underwriters within 60 days. Underwriters will charge:
 1. the amount they paid for your claim plus interest; or
 2. the fair market value of the item at the time underwriters recover it;whichever is less.

Significant or unusual exclusions/limitations

Underwriters do not cover:

- loss or damage caused by wear and tear, gradual deterioration, inherent defect, rust or oxidation, moth or vermin, warping or shrinkage;
- mechanical or electrical faults or breakdown;
- loss, damage, costs or expenses arising directly or indirectly from biological or chemical contamination caused by or resulting from an act of terrorism. This includes poisoning, or preventing or limiting the use of an object, due to the effects of any biological or chemical agent.

You must tell underwriters as soon as possible of any incident which you may need to claim for. If you do not, underwriters will not have to pay your claim.

Duration of contract

Insurance contracts normally run for a period of 12 months. Please contact us if you require a different period. We strongly urge our customers to review their contracts each year to ensure they have adequate cover in place.

Cancellation rights

You can cancel your new insurance policy up to 14 days from the start of the contract (plus postage time) and receive a full premium refund. After this you may cancel your insurance at any time by writing to the underwriters.

Underwriters may cancel your insurance policy by sending you 30 days notice by registered post to your correspondence address shown in the schedule.

Claims service

- No deductions for wear and tear, even on clothing.
- A guarantee to pay interest on any claim over £2,500 not paid to you by us within four working days of receiving a signed agreement form. We can only keep this promise if your bank is in the United Kingdom and if you give us your bank details at the time you sign the acceptance form. This promise can not apply if you ask us to pay by another method.

If you suffer a loss and need to make a claim you should contact us immediately using our 24-hour emergency claims number on 01206 773776. You will need to provide your Hiscox policy number and full details of the claim, including the date, amount and circumstances of loss.

Information

In deciding to accept your insurance and in setting its terms and premium, we relied on the information you have given us. You must take care to ensure that your answers to any questions are accurate and complete. You must also tell us, as soon as possible, if there are any changes to the information you have given us. If you are in any doubt, please contact your insurance agent. If you do not tell us about changes or give us incorrect information it may affect any claim you make or could result in your insurance being invalid.

Questions and complaints

If you have a question or complaint, please contact us directly using the details below:

Hiscox Customer Services
1 Great St Helen's
London EC3A 6HX

Telephone: 0800 116 4627

If you are not satisfied with the way your complaint has been handled, you may refer the matter to the Complaints Department at Lloyd's. The contact details are:

Complaints Department
Lloyd's
One Lime Street
London EC3M 7HA

Telephone: 020 7327 5693
Fax: 020 7327 5225
Email: complaints@lloyds.com

Complaints that cannot be resolved by the Hiscox Customer Relations department may then be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaint procedure is without prejudice to your right to take legal proceedings.

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation from the scheme. For this type of insurance, the maximum level of compensation you can receive is 90% of the claim with no upper limit. Full details are available at www.fscs.org.uk.

Your Hiscox quotation

You should discuss with us exactly what your insurance needs are. We will then provide you with a quotation based on the information you have provided.

The quotation you receive from us should give a breakdown of the total price, including any related fees, charges, expenses and taxes applicable. The quotation will be valid for a specified period.

Please note that this policy summary document does not contain the full terms and conditions of this contract. These can be found in the Fine Art by Hiscox policy wording. If you would like a copy of the full policy wording, please contact us.

Hiscox Underwriting Ltd is authorised and regulated by the Financial Conduct Authority. Hiscox Syndicates Ltd and Hiscox Insurance Company Ltd are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Unless some other law is agreed in writing, this policy will be governed by the laws of England.