

**Company:** Hiscox Underwriting Ltd

**Product:** Individual Regulatory Insurance

Authorised and regulated in the UK by the FCA – register number 308922

This document provides a summary of the key information relating to this individual regulatory insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

## What is this type of insurance?

This policy is designed to meet the needs of customers who wish to cover their costs and expenses and regulator's costs in respect of an investigation and costs and expenses in relation to an internal investigation.



### What is insured?

#### Costs and expenses and Regulator's costs in relation to

- ✓ An investigation
- ✓ Or the making of defending of an appeal

#### Costs and expenses in relation to:

- ✓ An internal investigation

#### Meaning:

- ✓ Reasonable and necessary legal fees
- ✓ Reasonable and necessary costs
- ✓ Reasonable and necessary other expenses

Incurred by or on behalf of the insured (with the written consent of Hiscox Underwriting Ltd) by a lawyer or other suitably qualified person appointed to act for the Insured.

- ✓ Compensation for appearing as a witness if attendance is upon advice of a lawyer or other suitably qualified person appointed to act for the insured to a maximum of £100 per witness, per day of attendance, limited up to a total of £1,000 for all witnesses



### What is not insured?

#### Costs and expenses or Regulator's costs in relation to:

- ✗ Any fine, penalty or damages awarded.
- ✗ Costs awarded in a criminal prosecution other than the Regulator's costs.
- ✗ Legal costs attributed to any investigation by the Police.
- ✗ Circumstances known at inception.
- ✗ Any acts committed, or alleged to have been committed prior to the retroactive date.
- ✗ Dishonest, fraudulent or malicious conduct.
- ✗ Civil claim or legal proceedings in respect of bodily injury, mental injury, emotional distress, shock, sickness, disease or death sustained by any person.
- ✗ Civil claim or legal proceedings in respect of loss, destruction or loss of use of or damage to any property
- ✗ Defamation, malicious falsehood or infringement of any Intellectual Property rights unless forming part of an investigation by the Regulator
- ✗ Disputes between approved persons
- ✗ Radioactive contamination or explosive nuclear assemblies
- ✗ Any acts relating to the following functions:
  - Lloyds actuary function
  - Significant Management (Underwriting) function
  - Pension Transfer Specialist function
  - Adviser to Syndicates at Lloyds function
- ✗ Regulatory reviews.
- ✗ Employment disputes.



### Are there any restrictions on cover?

#### General – applicable to all sections

- ! We will not cover the amount of the excess.
- ! We will not cover losses unless you are covered under the relevant section of the policy.
- ! Cover for certain types of loss or claim are limited. All relevant limits can be found in the policy wording or schedule
- ! We will not be liable to pay if the insured is entitled to payment or indemnity from any other source.



## Where am I covered?

United Kingdom, the Channel Islands and the Isle of Man.



## What are my obligations?

- You must let us know promptly of anything that may result in a claim.
- You must take care when answering questions and ensure that all information is accurate and complete.
- You must seek written consent from Hiscox Underwriting Ltd prior to incurring any costs and expenses for which you intend to claim
- You must let us know if the information provided changes.
- You must tell us as soon as possible about any claim.
- You must support any claim with appropriate documentation, including a breakdown of all costs incurred.



## When and how do I pay?

Please check your policy schedule for payment method.



## When does the cover start and end?

Please check you policy schedule for your cover start and end dates.



## How do I cancel the contract?

By giving us 15 days' notice by telephone, email or post. You will receive a full refund if you cancel within 15 days of insuring with us. If you cancel after the first 15 days and have not made a claim we will return a pro-rata proportion of your premium. We will never charge you a fee for cancelling your insurance.

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## How to make a claim

If you suffer a loss and may need to make a claim you should contact us as soon as possible. For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

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## Complaints procedure

If you have a complaint, you can contact us using the details below and we will ensure your complaint is directed to the relevant provider's complaints handling department.

Hiscox Customer Relations  
The Hiscox Building  
Peasholme Green  
York YO1 7PR  
United Kingdom

By phone: 0800 116 4627

By phone from mobiles or abroad: +44 (0)1904 681198

By email: [customer.relations@hiscox.com](mailto:customer.relations@hiscox.com)

If you are not satisfied with the way your complaint has been handled, you may ask the Financial Ombudsman Service to review your case without affecting your statutory rights. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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## Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated. 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. Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk).

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## Our services

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Financial Conduct Authority. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

### About us

Hiscox Underwriting Ltd, registered in England no. 02372789, at 1 Great St Helen's, London EC3A 6HX is authorised and regulated by the Financial Conduct Authority. Our FS Register number is 308922. You can check this on the FS's Register by visiting website <https://register.fca.org.uk/>. The FCA is the independent watchdog that regulates financial services. Hiscox Ltd indirectly owns 100% of Hiscox Underwriting Ltd and Hiscox Insurance Company Limited.

### Our relationship with you

We only offer Hiscox insurance products. These are underwritten by Hiscox Underwriting Ltd (the intermediary) on behalf of Hiscox Insurance Company Limited (an insurer), Hiscox S.A. (an insurer) and partner insurers for certain parts of the cover (these will be set out in the policy schedule). We act as agent for the insurers in undertaking certain responsibilities and therefore will not be acting as an independent insurance intermediary.

Hiscox Underwriting Ltd receives commission for this from Hiscox Insurance Company Limited and Hiscox S.A. If you purchase a policy that is serviced or underwritten by a third party, we will set the price you pay for this policy which will be made up of the base cost from the supplier along with an element of profit and administration costs. In addition to this we may receive a profit share from the third party. We do not charge a separate fee for arranging the insurance.

At your request we will endeavour to arrange cover based on the information you have provided. While we will provide you with information on the cover offered, you will not receive advice or a recommendation from us. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.