



TYSERS
SPORTS TOUR INSURANCE
PROSPECTUS & PROPOSAL FORM



Effective 1 January to 31 December 2009



TOUR INSURANCE - PROPOSAL FORM (2009) COH

PLEASE FULLY COMPLETE, SIGN AND DATE IN ALL CIRCUMSTANCES

Name, Address and E-mail address to which Tour Certificate is to be sent:

Name:

Address:

.....

E-mail Address: Daytime Telephone No:

Name of Club or Touring Team:

Period of Tour: Commencing on: 200... Ending on: 200...

Countries Visited:

Please state Sporting Activities:

Please state any Hazardous Activities:

Number of Persons in Party: Adults: Children (18 years and younger):

Do all Persons in travelling party require this Insurance? **Yes/No**

Please supply a list of names of those to be insured and indicate whether adult or child.

Cheque enclosed for total premium of: £.....

I/we declare that to the best of my/our knowledge and belief the above statements and particulars are true and correct and that I/we have not withheld any material fact or information relevant to this application whether the subject of a question or not. Failure to do so may prejudice a claim or invalidate the Policy. A material fact is one likely to influence us in the assessment of acceptance of this application. If you are in any doubt whether a fact is material or not, you should disclose it.

Signed: **Dated:**

We recommend cover is effected as soon as possible to maximise the benefit of the Loss of Deposit and Cancellation Expenses cover.

IMPORTANT NOTICE ON MEDICAL CONDITIONS

This insurance is arranged on the basis that all persons to be insured are healthy, fit to travel to undertake the trip and are not travelling with the intention of obtaining medical treatment abroad. The policy conditions apply to all persons insured under the policy and persons upon whom travel is dependent (e.g. a relative or friend for whom you would cancel or cut short your trip if they were taken ill).

For Pre-existing Medical Conditions the **Equity Red Star** medical helpline number 01243 621012 should be contacted, **quoting reference "Tyser's Sports Tours Travel Insurance"** in respect of any person who has submitted a medical or medically related travel insurance claim within the last three years before applying for this insurance or who suffers from a pre-existing medical condition or is taking any medication. Cover will be granted subject to assessment of the medical information supplied and is subject to written acceptance.

A Medical Questionnaire must be completed and supplied to insurers for each person aged 70 years or over; or who suffers from chronic disease(s) or any non-stabilised medical condition. Cover will be granted subject to assessment of the medical information supplied and is subject to written acceptance.

If you are travelling to Europe you should obtain a European Health Insurance Card (EHIC) or if travelling to Australia apply for Medicare.

Insurance administered by Equity Red Star Services Limited, which is an appointed representatives of Equity Syndicate Management Limited which is authorised and regulated by the Financial Services Authority. Registered Office: Library House, New Road, Brentwood, Essex CM14 4GD. Registered in England No. 2661753 (Equity Red Star Services Limited).

Syndicate 218 Underwriter: J. E. Josiah.

Managing Agents: Equity Syndicate Management Limited. Companies of Equity Insurance Group Limited



PREMIUMS

All Premiums are inclusive of 17.5% Insurance Premium Tax
All premiums shown are per person, player or non player for the Period of Tour, not exceeding (both days inclusive):

Duration	UNITED KINGDOM *		EUROPE		WORLDWIDE	
	Adult	Children (18 years & under)	Adult	Children (18 years & under)	Adult	Children (18 years & under)
2 days	N/A	N/A	£6.14	£4.01	£11.00	£7.15
5 days	£8.60	£5.59	£12.28	£7.98	£21.97	£14.29
8 days	£11.76	£7.64	£16.80	£10.99	£29.09	£18.91
11 days	£14.02	£9.11	£20.03	£13.03	£38.78	£25.19
15 days	£15.83	£10.29	£22.62	£14.74	£45.24	£29.43
19 days	£19.00	£12.35	£27.14	£17.47	£52.36	£34.04
21 days	£20.36	£13.23	£29.08	£18.91	£55.58	£36.14
31 days	£28.50	£18.53	£40.71	£26.45	£72.38	£47.02
45 days	N/A	N/A	£87.24	£56.71	£103.40	£67.21
61 days	N/A	N/A	£132.48	£86.09	£140.88	£91.57
92 days	N/A	N/A	£206.80	£134.42	£240.41	£156.25

* Cover for United Kingdom trips are subject to a minimum of 3 nights pre-booked accommodation

EUROPE OR WORLDWIDE?

Definition of **EUROPE** as applicable to rating this insurance includes the following territories, otherwise Worldwide rates will apply:

Albania	Andorra	Austria	Belarus	Belgium
Bosnia-Herzegovina	Bulgaria	Canary Islands	Channel Islands*	Croatia
Cyprus	Czech Republic	Denmark	Egypt	Estonia
Finland	France	Georgia	Germany	Gibraltar
Greece	Hungary	Iceland	Ireland	Isle of Man*
Israel	Italy	Latvia	Liechtenstein	Lithuania
Luxembourg	Macedonia	Madeira	Malta	Mediterranean Islands
Moldova	Monaco	Montenegro	Morocco	Netherlands
Norway	Poland	Portugal	Romania	Russian Federation**
San Marino	Serbia	Slovakia	Slovenia	Spain
Sweden	Switzerland	Tunisia	Turkey	Ukraine

* Unless you live in Channel Islands/Isle of Man

** West of the Urals

HAZARDOUS ACTIVITIES LOADINGS

Activity	One Day Only (or part thereof)	Activity Holiday
Bungee Jumping	10%	40%
Scuba Diving	10%	50%
Jet Skiing	10%	80%
Jet Boating	10%	40%
White Water Rafting	10%	40%
Dry Luge	100%	300%
"Triple Challenge"	£15.47	Two or More Days – 50%
Helicopter Flight	£20.00 per Flight	

The above loadings must be applied to the Gross Premium (including Insurance Premium Tax)

NB. Payment to Tysers must be adjusted to incorporate the above loadings.

TO EFFECT COVER:

Please fully complete the Proposal Form and send with your cheque (payable to "Tysers") for the total premium to:

Jodie Still

Tysers & Co. Ltd – UK Corporate Risks Division, 12 Camomile Street, London, EC3A 7PJ
Telephone: 020 3037 8418 Facsimile: 020 3037 8010 Email: jodie.still@tysers.com

Alternatively, please contact **Eunice Higgs** Telephone: 020 3037 8406 Email: eunice.higgs@tysers.com

TRAVEL INSURANCE - IMPORTANT NOTICE

Under Financial Services Authority contract certainty rules, the intermediary selling the travel insurance must draw your attention to important features of your policy including:-

Certificate: you should read the Certificate carefully as it provides full details of what is and is not covered and the conditions of the cover.

Conditions, Exclusions & Warranties: conditions and exclusions will apply to individual sections of your policy while general exclusions, conditions and warranties will apply to the whole of your policy. Breach of a warranty will allow insurers to void coverage under the policy.

Health: your policy contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip may depend. You are advised to read your policy carefully.

Duty of Disclosure: Please note, under English law, it is your duty to disclose all material facts to your insurers prior to the inception of the policy, and to keep them advised of any changes to such facts throughout the period of the policy. A material fact is a fact which may influence an insurers judgement in their assessment of a risk. If you are in any doubt as to whether a fact is material, we recommend that it be disclosed. Failure to disclose material facts may entitle insurers to void the policy from inception.

Dangerous Sports or Pastimes: if you are going to take part in dangerous sports or pastimes where there is a high risk of injury, check that your policy covers you.

Property Claims: these claims are paid based on the value of the goods at the time you lose them and not on a "new for old" or replacement cost basis.

Policy Limits: most sections of your policy have limits on the amount the Insurer will pay under that section. Some sections also include other specific limits, for example: for any one item or for valuables in total. You are advised to check your policy.

Policy Excesses: under most sections of the policy, claims will be subject to an excess. This means that you will be responsible for paying the first part of the claim. The amount you have to pay is the excess.

Reasonable Care: you need to take all reasonable care to protect yourself and your property, as you would if you were not insured.

Complaints: your insurance policy has a complaints procedure which tells you what steps you can take if you wish to make a complaint.

"Cooling off" period: if you have a justifiable reason for being dissatisfied with the cover provided by your policy, you may return it to Tyser & Co Ltd within 14 days from the date of issue. Tyser & Co Ltd will refund your premium in full provided no claims have been made and we receive your returned policy prior to your departure date. Please note that this right does not apply if your policy period is of less than one month in duration.

Your policy is governed by English Law unless you and your Insurers have agreed otherwise.

Your insurer is Equity Red Star.

If you would like more information, you should ask Tyser & Co Ltd, particularly if you feel the insurance may not meet your needs.

PLEASE MAKE SURE YOU READ YOUR POLICY CAREFULLY

POLICY SUMMARY

ABOUT THIS DOCUMENT

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance, which can be found in the insurance document a copy of which is available from Tyser & Co Ltd on 020 3037 8000.

INSURER

Equity Red Star is managed by Equity Syndicate Management Limited, which is authorised and regulated by the Financial Services Authority. Our FSA registration number is 204851.

TYPE OF INSURANCE AND COVER

Equity Red Star offers Travel insurance cover.

Cover specific features and benefits (referenced to the sections contained in the insurance document or any endorsement to the document)

Period of Insurance

To cover trips having a destination outside the United Kingdom.

Cover operates from the time of leaving home or the Insured's premises (whichever is the later) during the whole time away and until return to home or the Insured's premises (whichever is the earlier)

A Maximum duration any one trip applies as selected or agreed by us. A maximum duration any one trip applies as selected by or agreed by us. Each trip is a separate insurance.

Geographical Limits

This is for the areas or countries you selected and are insured for.

Age limit

The maximum age of any insured person at the start of this insurance is 69 years (or as agreed by us).

Section 1 – Medical Emergency and Repatriation Service,

We will pay up to the sum insured selected for:

- Medical and additional expenses - for medical or surgical expenses following accidental bodily injury or illness during the period of insurance and operative time.
- We will pay for reasonable additional hotel and repatriation expenses for an insured person and any one member of the family or party who has to remain or travel with the injured or ill person.
- We will pay the cost of transporting the remains or ashes of an Insured Person to the former place of residence in the U.K. or funeral expenses incurred abroad.
- We will pay expenses incurred with the prior consent and authorisation of our Emergency 24 Hour Service Company for an air ambulance or the use of air transport, including qualified attendants, to repatriate a seriously injured or ill insured person.

EMERGENCY MEDICAL & RESCUE SERVICE

In the event of medical emergency where the cost is covered by this insurance, a 24 hour emergency service is available by following the following procedure. **Telephone (+44) 1243 621511** stating that you require emergency medical assistance and quoting RT09/TSS Equity Red Star, the Certificate Number, telephone number from which you are calling, name and telephone number of the doctor and hospital treating the Insured Person.

Section 1a – Hospital Daily Benefit

We will pay up to the limit selected or shown on your schedule that an insured person spends as an in-patient in hospital outside the United Kingdom as a result of an injury or illness claimed under this insurance.

Section 2 – Personal Accident

We will pay up to the limit shown on your schedule for Death, permanent loss of sight of one or both eyes, loss of one or more limbs or permanent total disablement if an insured person suffers bodily injury during the time of cover.

Section 3 – Personal Effects & Baggage (including playing kit and/or musical instruments)

We will pay up to:

- up to £1,500 each insured person for loss of or damage to personal baggage

Section 3a – Money

We will pay up to £500 (£400 in respect of cash) each insured person for loss of Money including Sterling coins and banknotes, foreign currency, travellers cheques, travel tickets, hotel and other redeemable holiday vouchers, petrol coupons, Green Card, passports.

Section 4 – Cancellation and Curtailment

- We will pay up to the limit shown on your schedule for any irrecoverable payments for travel and accommodation if an insured person has to cancel the journey before it starts or curtails it by returning home before its completion as a result of:
the principle events are listed here:
 - (i) death, bodily injury, illness, compulsory quarantine,
 - (ii) redundancy,
 - (iii) jury service or witness attendance in a court of the U.K.
 - (iv) major damage or burglary at the Insured Person's home or place of business.
 - (v) adverse weather conditions making it impossible for an Insured person to travel to the point of departure at the start of the outward trip.

Section 5 – Travel Delay

We will pay up to £240 for the limits shown below for each Insured Person, should the aircraft, sea vessel, coach or train on which an Insured Person is booked to travel is delayed through the following principle causes - strike, industrial action, riot, bomb scare, fire, accident or mechanical breakdown of such passenger transport.

- i. £40 for the first completed 12 hour period of delay, and
- ii. £40 for each subsequent completed 12 hour period of delay.

Section 6 – Personal liability

We will pay up to £1,000,000 if you or an insured person becomes legally liable to pay claims for bodily injury to a person, or loss or damage to property, including whilst playing or enjoying sports or leisure activities (previously nominated and agreed), which happens during the time of cover.

Section 6a – Member to Member Liability

We will pay up to £250,000 and treat as though they were the Insured any member of the Insured's club while such member is taking part in the activities of the Insured Club off the field of play including liability in respect of accidents resulting in death of or bodily injury to or loss of or damage to the property of any other member

Section 7 – Personal Assistance Service

We will pay the administration and delivery costs in providing the following services:

- Assistance in replacing essential drugs, other medication, lost or broken prescription glasses, contact lenses or blood that are unobtainable abroad
- Names and addresses of local doctors, hospitals, clinics and dentists for consultations or minor treatment abroad
- Help to trace & deliver lost luggage when usual channels have failed
- Help with replacement of lost or stolen travel documents
- Emergency notification to credit and charge card companies in the event of loss or theft of cards abroad

Section 8 – UK Departure Assistance & Missed UK Connection

Cover under this Section applies during your internal and connecting travel by scheduled public transport or by private vehicle between your home and the point where you transfer to or from your main international air, sea or rail Carrier.

We will provide the following services and benefits to you during a trip.

On Your Outward Journey

If after leaving home you are delayed during your internal and connection journey to the transfer airport, port or rail terminal, as a result of disruption, cancellation, delay, curtailment, suspension, failure or alteration of public transport, or breakdown or accident immobilising the private vehicle in which you are travelling:-

We will provide assistance to enable you to continue the journey to the transfer airport, port or rail terminal.

Where necessary we will provide alternative transport or emergency local help, including the towing of your own vehicle to the nearest garage.

During Your Return Journey

We will assist you to reach home from the point where you transfer from your main international air, sea or rail Carrier if:-

- 1) Your main international air, sea or rail Carrier is delayed and as a direct result you miss your planned travel connection by scheduled public transport. We will liaise with the onward transport provider to advise of your late arrival and will, if necessary, make alternative travel arrangements to enable you to reach home within a reasonable period.
We will pay up to £300 each insured person to meet the additional costs incurred.
- 2) You arrive at the transfer point on time but cannot continue to home as planned due to:-
disruption, cancellation, delay, curtailment, suspension, failure or alteration of or to planned internal/connecting public transport; or immobilisation or loss of the private vehicle left in the country of departure or at the transfer point and in which you proposed to travel.
As appropriate, we will provide necessary alternative transport, emergency local assistance, the recovery of the private vehicle and passengers to home, or overnight hotel accommodation whilst awaiting repairs to the private vehicle. We will pay up to £300 each insured person to meet the additional costs incurred if the private vehicle in which you are travelling or intending to travel is immobilised by breakdown or accident. You will be responsible for authorising repairs and for meeting any costs other than for one hour's roadside assistance and towing charges to the repairer nominated by you or to your home as appropriate.

Section 9 – Missed Departure on the Outward Journey

We will pay up to £500 in respect of travel to Europe or £1,000 in respect of travel to a country outside Europe:

In the event that the insured person arrives at the airport, port or international rail terminal (for rail travel via the Channel Tunnel) in the country of departure too late to commence the outward journey abroad for the booked trip, as a result of:

- breakdown or accident involving the car in which the insured person is travelling;
- cancellation or curtailment of scheduled public transport due to adverse weather conditions, strike or industrial action or mechanical breakdown, derangement or accident.

We will provide assistance by liaising with the Carrier and/or Tour Operator to advise of the insured person's late arrival.

As necessary we will make arrangement for overnight hotel accommodation and alternative international travel.

We will indemnify the insured person for reasonable additional travelling and accommodation expenses necessarily incurred to reach the booked destination by the most direct alternative route.

Section 10 – Loss of Passport

We will pay up to £300 each insured person for the reasonable additional expenses incurred in obtaining a replacement passport should the original be lost during the time of cover.

Section 11 - Legal Protection

We will pay up to £25,000 on behalf of each insured person and up to £50,000 in respect of all insured persons in making a claim for damages against someone else who has caused bodily injury or illness to or death of the insured person by an accident during a trip or if an insured persons home is damaged during a trip or within 7 days after completion of a trip. Legal advice in connection with this insurance is obtained from Arc Legal Assistance.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY SECTION)

General Conditions

During each period of insurance and prior to each trip any change in the health or medical status of an insured person must be declared to and accepted in writing by us before cover will be continued.

A Medical Questionnaire shall be completed and referred to us in respect of each insured person who will attain 70 years of age prior to the start of each period of insurance. No cover will apply, or continue in force unless we have accepted the Medical Questionnaire in writing.

Those insured persons who, by reason of the warranty and declaration included in the proposal form are required to complete a supplementary proposal form for medical reasons must submit to us a Medical Questionnaire in respect of that period of insurance. No cover will apply or continue in force unless we have accepted the Medical Questionnaire in writing.

The insured person should declare to us all facts which are likely to affect this insurance. Failure to do so may prejudice entitlement to claim, and if an insured person is uncertain as to whether a fact is likely to affect this insurance, it should be disclosed to us.

However, if any person upon whose health the trip may depend has one (and only one) medical condition and it is listed below cover is provided. However should a claim arise from that condition, the person's doctor must confirm in writing the date of diagnosis, that the condition was stable prior to travel and that there was no foreseeable reason why the insured person should need to claim on this policy:

Acid reflux	Eczema
Acne	Glaucoma
Arthritis	Gout
Asthma (if well controlled by using inhalers only)	Hay-fever
Benign lumps	Hernia
Blindness	Hypertension (high blood pressure)*
Cataracts	Hyperthyroidism (overactive thyroid)
Cholesterol (if well controlled)	Hypothyroidism (underactive thyroid)
Colds/Flu	Irritable Bowel Syndrome
Deafness	Meniere's disease
Dermatitis	Migraine
Diabetes (if well controlled and no associated conditions e.g. glaucoma or other eye problems, kidney problems or peripheral vascular disease)	Varicose Veins
Dyspepsia	

* Hypertension will be covered provided there has been no change to an insured person's medication in the last 6 months and they have not been admitted to hospital in the last 12 months.

The following excluded events apply to the whole of this insurance:

General Exclusions

The following excluded events apply to the whole of this insurance:

- Any person upon whose health the trip may depend, who suffers from a pre-existing medical condition or is taking any medication prior to the start of the insurance unless accepted by our Medical Helpline who will advise if any special terms may apply.
- Any claim from an Insured Person who is over 70 years of age at the start of this insurance unless otherwise agreed.
- Loss, damage or expense which is covered by any other existing insurance
- Alcohol abuse, drugs or solvents (other than drugs prescribed by a registered medical practitioner but not for the treatment of drug addiction)
- Any manual work as specified in the policy
- Radioactive contamination
- War and terrorism

The following excluded events apply to the following sections:

Under Section 1 – Medical and Additional Expenses,

We will not cover any claim resulting from:

- * Any trip which is booked or commenced by the Insured Person:-
 - contrary to medical advice
 - to obtain medical treatment, or
 - after a terminal prognosis has been made.
- * Any costs incurred over £500 which have not been agreed by us or our 24 hour Emergency Service in advance
- * pregnancy, childbirth or any medical complications if delivery is expected within 2 months of the expected date of delivery
- * the first monetary amount of each and every claim as shown in the insurance for each person
- * cosmetic treatment, dentures or artificial teeth or dental treatment costs more than £1,000

Under Section 1a – Hospital Benefit

We will not cover any claim resulting from:

- Any trip which is booked or commenced by the Insured Person:-
 - contrary to medical advice
 - to obtain medical treatment, or
 - after a terminal prognosis has been made.
- Any pre-existing medical condition
- pregnancy within 2 months of the estimated date of delivery

Under Section 2 – Personal Accident

We will not cover any claim resulting from:

- * Any pre-existing medical condition
- * pregnancy within 2 months of the estimated date of delivery
- * any claim over £2,500 in respect of death of persons under 18 years of age

Under Section 3 – Personal Effects & Baggage (Including playing kit and/or musical instruments)

We will not cover any claim resulting from:

- * Any item loaned, hired or entrusted to an insured person
- * Any gradual cause.
- * Property otherwise insured.
- * An amount more than the any one article, pair or set of articles or jewellery and photographic limits shown in the policy
- * the first monetary amount of each and every claim as shown in the insurance for each person
- * Any loss or damage not reported to the Police or to the carrier whilst in their custody unless reported to the carrier within 24 hours and a report obtained.
- * Loss of baggage or personal effects left unattended unless in a locked hotel room, apartment, holiday residence or motor vehicle if not left out of sight.
- * Theft of jewellery or photographic equipment left unattended in a motor vehicle or from luggage in transit
- * Electrical or mechanical breakdown

Under Section 3a – Money

We will not cover any claim resulting from:

- * the first monetary amount of each and every claim as shown in the insurance for each person
- * shortages due to error, omissions, depreciation in value or confiscation or detention by Customs or other lawful authorities
- * losses when money is not being carried by an insured person or left in a safety deposit box

Under Section 4 – Cancellation and Curtailment

We will not cover any claim resulting from:

- * pregnancy within 2 months of the estimated date of delivery
- * the first monetary amounts of each and every claim as shown in the insurance for each person
- * any condition or circumstances known to the insured person at the time of booking a trip where such condition or circumstances could reasonably have been expected to lead to cancellation or curtailment of the trip
- * Any claim owing to the failure of the Insured Person to check-in according to the itinerary supplied to him, and obtain written confirmation from the carrier(s), or their handling agent(s), of the number of hours delay and the reason for such delay

Under Section 5 – Travel Delay

We will not cover any claim resulting from:

- * Any claim owing to the failure of the Insured Person to check-in according to the itinerary supplied to him, and obtain written confirmation from the carrier(s), or their handling agent(s), of the number of hours delay and the reason for such delay

Under Section 6 – Personal Liability

We will not cover any claim if you make any admission of liability, make any arrangements, offer promise or payment without our written agreement

Under Section 6a – Member to Member Liability

We will not cover any claim resulting from:

- * Any claim arising out of bodily injury to any member of an insured person's family or household or to any employee
- * Any claims arising out of the profession, occupation or business of the insured person arising out of liability assumed under a contract unless an insured person would have had that liability anyway

Under Section 7 – Personal Assistance Service

We will not cover any claim resulting from:

- * The cost of any replacement articles, drugs, medication or blood

Under Section 8 – UK Departure Assistance & Missed UK Connection

We will not cover any claim resulting from:

- * Strike or industrial action that commenced or was known about prior to making travel arrangements for the trip
- * Immobilisation or loss of any vehicle you have taken abroad on your trip

Under Section 9 – Missed Departure on the Outward Journey

- * The insured person must take every reasonable step to commence and complete the journey to the departure point and check in for the flight, sea crossing or train journey on time.
- * The insured person must obtain written confirmation from the Carrier stating the period and reason for delay.

We will not cover any claim resulting from:

- * Additional costs where the scheduled public transport operator has offered reasonable alternative travel arrangements.
- * Claims also under Section 5

Under Section 10 – Loss of Passport

We will not cover any claim resulting from:

- * the first monetary amount of each and every claim as shown in the insurance for each person
- * the cost of any replacement unless insured under another section of this insurance

Under Section 11 – Legal Protection

We will not pay any claim where our written consent has not been obtained.

PERIOD OF INSURANCE

The period stated on the Schedule and for which the appropriate premium has been paid.

Cover operates from the time of leaving home, or the Insured's premises (whichever is the later) during the whole time away and until return to home, or the Insured's premises (whichever is the earlier)

CANCELLATION

You may cancel the insurance at any time by sending us written notice and returning the insurance documents. The charges that will apply are detailed in the General conditions section of the insurance document.

Your right to change your mind:

You may cancel the insurance, without giving reason, by sending us written notice and returning the insurance documents within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. If you cancel after the first 14 days of receipt of your insurance documents no premium refund will be made.

Please note that this right does not apply if your policy period is of less than one month in duration.

HOW TO CLAIM

If a claim occurs you must report it to us as soon as possible.

In a serious medical emergency, please phone CEGA Emergency 24-hour service on + (44) 1243 621511. For claims under all sections except Legal expenses, please phone us on 0844 561 1556.

For Legal Expenses claims or legal advice please contact Arc Legal Assistance on 0870 350 5714.

COMPLAINTS

If you have any cause to complain about your insurance, or us, please contact Tyser & Co Ltd who arranged the insurance for you.

Having contacted Tyser & Co Ltd, if you are still not satisfied with the way a complaint has been dealt with, you should write to the Chief Executive of Equity Red Star at 52 Leadenhall Street, London EC3A 2BJ. When you do this, quote your insurance document number, as it will help us to deal with your complaint promptly.

After this action, if you are still not satisfied with the way a complaint has been dealt with, you should refer your case to Lloyd's. The address is Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA.

Having followed this procedure your complaint can be referred to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR
(These procedures do not affect your right to take legal action if necessary).

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

If Equity Red Star is unable to meet its liabilities under the insurance, you may be entitled to compensation from the FSCS. The first £2,000 of a claim is protected in full and 90% of the remainder of the claim will be met. You can get further information from us or the Financial Services Authority (FSA).

LANGUAGE AND LAW APPLYING TO THE INSURANCE

This insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, English law will apply to this insurance.