

Swarovski Crystal Society Members' Insurance

About this Summary of Cover

This insurance is specifically designed to provide financial protection for owners of Swarovski crystal following loss of or damage to their collection. It is underwritten by Certain Underwriters at Lloyd's and administered by Carroll Holman.

Carroll Holman is a trading name of Carroll Holman Markets Ltd. Carroll London Markets Ltd is authorised and regulated by the Financial Conduct Authority.

The policy is an annual contract and before its expiry date you will be offered renewal for a further period of 12 months.

The following is a general summary of the insurance provided by the policy. For precise details of cover, including the full conditions and exclusions that apply, the policy document should be referred to. A copy will be supplied upon request.

What is covered

In the event loss or damage to the **collection** whilst situated anywhere within the **United Kingdom** by any cause not excluded by this policy **we** will compensate **you** in accordance with the basis of settlement.

Basis of settlement

If an item can be economically repaired **we** will pay the cost of repair. Otherwise, **we** will replace the item or **we** will pay the cost of the **secondary value** if it cannot be replaced.

Unless an item cannot be repaired or replaced **we** will not be obliged to pay a monetary settlement to **you**, other than at **our** discretion.

If the total sum insured in the **schedule** is less than the value of **your collection** at the date the damage occurs, **we** will only pay the same proportion of the damage as the total sum insured bears to such value. For example, if **your** total sum insured represents only 80% of the value of **your collection** **we** will only pay 80% of your claim.

The sum insured will not be reinstated automatically for any item specified individually on the **schedule**, which has been totally lost or destroyed. If insurance is required for replacement items please tell **us**.

Exclusions and limitations

A number of exclusions and limitations apply and the following are the ones most specific to the property being insured.

No cover is provided:

- For wear and tear, any process of cleaning, washing or drying (other than by hand in accordance with Swarovski recommendations) or scratching or denting.
- If you leave **your home** unoccupied for more than 60 consecutive days.
- For theft or attempted theft, unless force and violence are used to get into or out of **your** home
- For loss or damage whilst in transit, unless the **collection** has been placed in original packaging or reasonable care (as defined in policy wording) has been taken to protect the collection
- For any unexplained loss or damage.
- Jewellery or any property owned or held in trust in connection with any business, profession or trade.

Limitations:

- If the sum insured **you** have chosen for **your** collection is less than the full replacement value, **your** claim may be reduced.
- Any items kept in an unattended vehicle are subject to security terms as detailed in the Exclusion within the Policy wording. The most **we** will pay for damage to the collection is £1,000 in all.
- The most **we** will pay for any item is £1,500, unless the item is specifically described in the policy.

Other important information

Claims Notification

If you need to notify us of a claim or of any circumstances or incident that may cause a claim you should contact

Carroll Holman by email to claims@carrollholman.co.uk or by telephone to 01789 451710.

You should immediately report to the police any incident involving theft, malicious damage or loss of property.

The policy document provides full details of the action you should take in the event of a claim.

Language

The policy and associated documentation and all information relating to this insurance shall be in English.

Law

There is a choice of law applicable to this insurance, but unless otherwise agreed between you and us, English Law will apply.

Cancellation

If **you** cancel the policy within 14 days of the date **you** receive **your** policy documents, **we** will refund the premium provided no claim has been made during the current **period of insurance**.

If **you** cancel the policy after 14 days of the date **you** receive **your** policy documents, **we** will refund premiums already paid for the remainder of the current period of insurance, provided no claim has been made during the current **period of insurance**.

We may cancel this policy by giving **you** at least 30 days' notice at **your** last known address. This will not affect **your** right to make a claim for any event that happened before the cancellation date. If **we** cancel the policy, **we** will provide a pro rata refund for the balance of the unexpired insurance period.

Complaints Procedure

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times **we** are committed to providing **you** with the highest standard of service.

If **you** have any questions or concerns about **your** insurance or the handling of a claim **you** should, in the first instance, contact:

Carroll Holman, 9 Grove Business Park, Atherstone-on-Stour, Stratford-upon-Avon CV37 8DX.

Tel: 01789 4517060 Email: info@carrollholman.co.uk

In the event that **you** remain dissatisfied and wish to make a complaint, **you** can do so at any time by referring the matter to the Complaints team at Lloyd's. The contact details are:

Complaints, Lloyd's, One Lime Street, London, EC3M 7HA.

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

If **you** remain dissatisfied after Lloyd's has considered **your** complaint, or, in any event, after a period of eight weeks from making **your** complaint, **you** may refer **your** complaint to the Financial Ombudsman Service (FOS).

The contact details for the FOS are: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone 0800 023 4 567 (calls to this number are free from "fixed lines" in the UK) or 0300 1239123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

Email complaint.info@financial-ombudsman.org.uk.

Making a complaint does not affect **your** right to take legal action.

