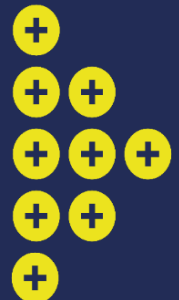


# Lorega Loss Recovery

*Caring  
for those  
that care  
the most*



# Lorega Loss Recovery Key Facts Document



Loss Recovery Insurance is administered by Lorega Limited, whose registered office is 36 Leadenhall Street, London EC3A 1AT. Lorega Limited is authorised and regulated by the Financial Conduct Authority, reference 308694.

The Financial Conduct Authority is the independent watchdog that regulates financial services. It requires us to give you this document. Use the information to decide if our policy is right for you.

Loss Recovery Insurance is fully underwritten by certain Underwriters at Lloyds under Binding Authority 330451. Lloyd's is also regulated by the Financial Conduct Authority.

## Certificate Summary

This document is a certificate summary and does not contain the full terms and conditions of the cover, which are available in the policy certificate. It is important that you read the policy certificate carefully when you receive it.

## Insurer

## What is Loss Recovery Insurance?

Loss Recovery Insurance provides you with the services of a qualified insurance expert, to prepare and negotiate your eligible insurance claim(s) for property and business interruption claims dependent upon the relevant sections of your commercial insurance policy being current at the time of loss.

## Significant Features and Benefits

Please see section 2 of the certificate wording for full details

Our qualified insurance expert will:

- i. Provide the services for eligible claims under your commercial insurance policy likely to exceed £5,000 or the policy excess whichever is the greater
- ii. Provide initial telephone advice on all claims
- iii. Provide personal visits on all qualifying claims
- iv. Arrange interim payments from your insurers where necessary
- v. Attend meetings with insurers and handle all correspondence
- vi. Organize temporary premises and equipment, surveyors, valuers and builders as required
- vii. Prepare and present your claim to your insurers and negotiate the best possible settlement to which you are entitled

## Significant Exclusions

Loss Recovery Insurance excludes claims in respect of personal injury, liability, marine, aviation, motor, personal property or injury, subsidence, landslip or heave claims, uninsured losses, civil proceedings and any claim outside mainland UK, Northern Ireland, Isle of Man and The Channel Islands.

The cover arranged is for claims consultant fees in respect of eligible claims within the terms and conditions of the policy that are likely to exceed £5,000 or the policy excess whichever is the greater value. It is important for you to note that all claims must be reported to your broker within 15 days of its occurrence to enable you to receive the benefits of your Loss Recovery Insurance policy.

Please see section 3,4 and 5 of the policy wording for full details.

## Duration of Certificate

The policy will remain in force for 12 months from the date of commencement, or as otherwise shown in the policy schedule. It is a precondition that you maintain your commercial insurance policy in order to hold Loss Recovery Insurance, so if you cancel your commercial insurance policy cover automatically ceases under this Loss Recovery Insurance.

## Cancellation

You have the right to cancel this policy during a period of 14 days after the later of the day of purchase or the day on which you receive your policy documentation. If you exercise this right before the cover commences you will be entitled to a full refund of premium. If you exercise this right after cover commences, you will be entitled to a refund, less the amount charged (on a pro-rata basis) for the period you were covered. To exercise this right you must contact your insurance broker at the address on the documentation provided to you. If you do not exercise your right to cancel then your policy will continue and you will be required to pay the premium as stated, and no refund will be made in the event of cancellation.

## How to Claim

Please contact your insurance broker to activate your Loss Recovery Insurance policy. You must notify your insurance broker of your loss within 15 days of its occurrence.

**Complaints**

We hope that you will be happy with the service that we provide. However if for any reason you are unhappy with this, we would like to hear from you. Please contact us:

..... in writing at Lorega Limited, 8th & 9th Floors, 36/38 Leadenhall Street, London, EC3A 1AT, or

..... by phone at 020 7767 3070.

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:

Policy and Market Assistance, Lloyd's Market Assistance, Lloyd's, One Lime Street, London, EC3M 7H or by telephone at 0207 327 5693 or Fax 0207 327 5225 or e-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Complaints which cannot be resolved may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. Your legal rights are not affected by these complaint procedures.

**Financial Services Compensation Scheme (FSCS)**

We are members of the FSCS. You may be entitled to compensation from the scheme if we or the Insurers cannot meet our obligations. Further information can be obtained from FSCS at 7th Floor, Lloyd's Chambers, Portsooken House, London, E1 8BN.