



Management liability Prevent and Protect for Residential Management Associations and Residential Management Companies

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Why choose AXA's Management liability Prevent and Protect for Residential Management Associations and Residential Management Companies insurance

Management liability Prevent and Protect for Residential Management Associations and Residential Management Companies insurance is available to any UK registered residential management association or residential management company.

We offer cover for

- Directors' and officers' liability.
- Employment practices liability.
- Company legal liability.

Any one claim limits

Each section gives cover up to the selected limit for any one claim. There is no limitation on the number of claims that can be made in any one period of insurance.

Aggregate limits will apply in respect of United States of America.

Innovative covers available

Covers include contract disputes, tax investigations and first and third party fraud cover.

Flexibility

Cover automatically responds to most changes in your business such as the purchase of another company.

Control

Ability to elect to defend claims rather than settle where there is a good prospect of success.

**Exclusive access to specialist legal and risk management advice and services from [rradar](#).
Proactive risk management services include:**

Included within the cover is access to:

- Expert legal, regulatory and risk management advice and support
- Proactive Legal Advisory Service, for practical legal, risk management and regulatory advice, over the phone or by e-mail
- Unlimited access to an online knowledge library
- Smart Legal Assistant Application
- Incident reporting tool
- Risk Analysis Tool
- Legal and regulatory updates, blogs and webinars.

About this document

This document is a summary of the insurance cover provided by the Management liability choice insurance policy. Therefore it does not contain the full terms and conditions of your insurance. You can find these in the policy wording. This summary is for information purposes only and does not form part of your insurance contract. A copy of the full policy wording is available on request.

Summary of cover

Features and benefits

Directors' and officers' liability (standard cover)

- Legal costs, awards and settlements for any claim or regulatory action brought against any past, present or future director, officer or employee.
- Legal costs of representing any director, officer or employee at an official investigation.
- Defence costs of up to £25,000 to represent any director in a personal property boundary dispute (new cover).
- £100,000 additional limit for each Insured person when the limit is exhausted.
- Costs of up to £100,000 for **rradar** legal to investigate any new circumstance (increased limit).
- Costs of up to £50,000 for directors' personal tax investigations (where a covered claim could follow) (increased limit).
- Costs of up to £250,000 for deprivation of assets.
- Automatically gives cover on the same terms for all UK subsidiary companies including any subsidiaries bought during the period of insurance.
- Includes claims brought in any jurisdiction including USA.
- Claims against directors, officers or employees caused by the operation or administration of any pension scheme, employee benefit scheme or trust fund including defined benefit plans with assets up to £5m (new cover).
- Claims against directors for an unlimited period following retirement during the period of insurance.
- Claims against directors for personal roles with any charity or not for profit organisation.
- Automatically includes 60 days cover on the same terms following a management buy-out (increased cover).

Employment practices liability (optional cover)

- Legal costs, awards and settlements for any employment claims brought against you or any past, present or future director, officer or employee.
 - Legal costs of representing any director, officer or employee at an official employment investigation.
 - Automatically includes all subsidiary companies including any subsidiaries acquired during the period of insurance.
 - Automatically includes 60 days cover on the same terms following a management buy-out (increased cover).
 - Civil fines and penalties included.
 - Only knowledge of directors, human resources and legal applied to the company in the event of a claim.
 - Definition of circumstances defined to not include routine employment disciplinary events and dismissals.
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Features and benefits *continued*

Company legal liability (optional cover)

- Legal costs, awards and settlements for any claim or regulatory action brought against you.
 - Includes claims brought in any jurisdiction including USA.
 - Legal costs of representing you at an investigation.
 - Automatically gives cover on the same terms to all subsidiary companies including any subsidiaries bought during the period of insurance.
 - Claims against your business caused by the operation or administration of any pension or employee benefit scheme.
 - Cover up to £100,000 for all claims in each period of insurance for loss to your business due to employee dishonesty (increased cover).
 - Cover up to £25,000 for third party, funds transfer and telephone fraud (increased cover). (increased limit).
 - Automatically includes 60 days cover on the same terms following a management buy-out (increased cover).
 - Up to £25,000 for tax investigations.
 - Costs of up to £100,000 for **rradar** legal to investigate any circumstance (increased cover).
 - Cover for Fees for Intervention (FFI), Environment Agency fees and Pension civil penalties.
 - Costs of up to £100,000 for **rradar** legal to contact your customers and/or suppliers where legally required to following a breach of data protection law.
 - Crisis public relations costs of up to £75,000 following sustained negative social media (increased limit).
 - Defence costs up to £100,000 for breach of contract claims.
 - Defence costs up to £100,000 for any one claim.
 - Pollution clean up costs of up to £25,000.
 - Regulatory mitigation cover added for self reporting.
 - Only knowledge of directors, human resources and legal applies to the company in the event of a new claim.
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Additional services included

Access to **rradar**, a legal enterprise which combines professional legal advice, legal representation and specialist risk management services, which can help you to proactively manage and reduce your business risks, is included in your AXA MLP policy.

Legal Advisory Service

Phone: 0800 955 6111 | Email: contactus@rradar.com

For practical legal, risk management and regulatory advice.

Available Monday – Friday from 8am – 6pm excluding public holidays.

For queries relating to:

- Employment law and human resources
- Business related criminal and regulatory offences
- UK GDPR and data protection
- Health and safety
- Tax liabilities and HM Revenue and Customs (HMRC) investigations
- Intellectual property
- Commercial disputes
- Commercial contracts
- Compliance and corporate governance frameworks.

24/7 Emergency Crisis Line

Phone: 0800 955 6222

Available evenings, weekends, and public holidays

If a business-related crime emergency occurs, you can call the 24/7 emergency crisis line and speak directly to a specialist lawyer at **rradar**. They will advise you on how to respond to urgent or unexpected interactions by a regulatory body such as the Police, Health and Safety Executive, Trading Standards and the Care Quality Commission. The **rradar** team can also assist with emergency crisis public relations advice.

rradar will advise you on the next steps to help mitigate further risks and provide you with critical crisis support.

Online Risk Management Tools

Accessed via the activation of policyholder **rradar** account.

- online knowledge library
- intelligent legal assistant
- incident reporting tool
- risk analysis tool

Additional services included *continued*

How to access **rradar**'s advisory and online risk management services

Once your policy is confirmed, your insurance broker will send your policy details to **rradar**. **rradar**'s services are designed for business use and is available to you as a policyholder, including any of your directors, officers, or senior managers acting in their capacity as your authorised representatives.

When registered, you will receive an email from **rradar** requesting that you activate your **rradar** account. This is done by going to <https://my.rradar.com> and setting a password.

Once the account is activated, you can access the my.rradar dashboard and launch all the online risk management tools and resources included under your policy.

If you have not received an activation email from **rradar** or are unsure your policy has been registered by your insurance broker, please check by either emailing contactus@rradar.com or by calling: 0800 955 6111.

Making a claim

Please check your schedule of insurance and full policy wording on the cover, sums insured, limits, excesses, warranties, conditions, exclusions and extensions of cover purchased by your business.

If you are unsure of any aspect of cover, please contact your insurance broker in the first instance.

If notifying a claim, you or your insurance broker should email full details of the claim to: claims@rradar.com or call: 0800 955 6111.

Important Information



Legal Advice Line service:

Telephone: **0800 955 6111** Mon to Fri, 8am – 6pm (excluding public holidays)



Email: contactus@rradar.com

24/7 Out-of-hours crisis line: **0800 955 6222**

rradar account dashboard: my.rradar.com

rradar website: www.rradar.com

Please have your policy number and schedule available when you get in touch.



Crisis PR line:

Tel: **0800 955 6111** between 8am – 6pm, Mon – Fri and via the out-of-hours Legal Crisis Line telephone: **0800 955 6222** for critical PR support in difficult and challenging situations.

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Limits of cover available

Residential Management Associations and Residential Management Companies

Unless stated otherwise, the limit of cover applies to each and every claim and includes defence costs, settlements or awards made.

£100,000	£250,000	£500,000
£1,000,000	£2,000,000	£5,000,000

Significant or unusual exclusions and limitations

Exclusion or limitation	Applicable section(s)
Claims directly relating to bodily injury exclusion.	All
Deliberate or dishonest acts and deliberate breaches of regulation exclusion.	All
Fines and penalties imposed exclusion.	All
Overseas subsidiary companies exclusion.	All
Past claims, matters known or litigation commenced prior to start of the policy exclusion.	All
Claims made after a take-over or merger exclusion.	All

Significant or unusual exclusions and limitations *continued*

Exclusion or limitation	Applicable section(s)
Claims arising from the operation of a defined benefit pension scheme exclusion with assets over £5m.	Directors' and officers' liability and Company legal liability
Fire combustibility exclusion	Directors' and officers' liability and Company legal liability
Claims outside of the United Kingdom exclusion.	Employment practices liability
Contractual payments exclusion.	Employment practices liability
Non compensatory payments exclusion.	Employment practices liability
Protective award exclusion	Employment practices liability
Transfer of undertakings (TUPE) exclusion	Employment practices liability
Cyber liability exclusion	Company legal liability
Products exclusion.	Company legal liability

Standard excesses (applies to defence costs and awards or settlements)

Section of cover	Excess
Directors' and officers'/Trustees' liability.	Nil
Employment practices liability.	£10,000 each and every claim including defence costs. The standard excess will reduce to £2,500 where you have registered with and followed the advice of rradar legal for any matter that may lead to a claim. Any applicable excess will only be charged at the end of a claim and will not apply to a successful defence.
Company legal liability.	
Crime covers	£5,000
All other claims	£2,500

Policy duration

This is an annually-renewable policy.

Applicable law

You and we can choose the law which applies to this policy. We propose that the Law of England and Wales apply. Unless we and you agree otherwise, the Law of England and Wales will apply to this policy.

Making a complaint

If you have a complaint about your policy you should contact the agent or AXA office where it was bought.

If your complaint relates to a claim on your policy please contact the department dealing with your claim.

If we have given you our final response and you are still not satisfied you may be eligible to refer your case to the Financial Ombudsman Service (FOS). If applicable, you will receive details of how to do this at the appropriate stage of the complaints process.

Cancellation condition

- 1 You may cancel your policy within 14 days of receiving your policy at inception and within 14 days of renewal, by contacting your insurance broker.

Where your policy is cancelled in accordance with this provision, we will return part of the premium paid, proportionate to the unexpired period of insurance following cancellation, provided you have not notified **rradar** of a claim, investigation or circumstance or claimed any benefit under your policy. If a claim has been made or a claim, investigation or circumstance

has been notified to **rradar** during the current period of insurance, the annual premium remains due in full.

- 2 We can cancel the Employment practices liability section and/or the Company legal liability section immediately by providing written notice to your last known address if you fail to make payment
 - a directly to us
 - b directly to us, your insurance broker or finance provider where you are paying by instalments.

You will not be entitled to any return of premium where this happens. If a claim has been made or a claim, investigation or circumstance has been notified to **rradar** during the current period of insurance, the annual premium remains due in full.

Cancellation of your policy will not affect any claims or rights you or we may have before the date of cancellation.

We do not have to offer renewal of your policy. If this happens cover will cease on the expiry date shown in your schedule.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance, size of the business and the circumstances of the claim.

Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

This document is available in other formats.

If you would like a Braille, large print or audio version, please contact your insurance adviser.

www.axa.co.uk

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