

Policy Document

# *Essential Business* **Legal**



# Essential Business Legal

Please read this policy carefully and in full to familiarise yourself with the terms and conditions, as well as the:

- ✓ **Legal and other helpline services**
- ✓ **Business legal services website**
- ✓ **Claims procedure.**

If you are unsure about anything in this document please contact whoever you purchased your policy from.

## Main benefits of Essential Business Legal

Cover empowers the insured to protect their legal rights in the future. With support from ARAG, the insured and their business could be protected from legal costs arising from:

- Defending your legal rights prior to being charged by the police or Health & Safety Executive.
- Defending civil actions against you on grounds of sex, race, disability, sexual orientation, age, religious belief or political opinion.
- Defending your legal rights following civil action taken against you following wrongful arrest in respect of an accusation of theft
- Representation to appeal against the terms of a Statutory Notice or to appeal to the Information Commissioner following refusal to registration application
- Representation at formal investigation or disciplinary hearings for Non-Medical Malpractice issues
- Representation to the High Court following a decision made by the General Chiropractic Council
- Representation at an inquest of a fatal enquiry where you may be implicated in the death of a patient.

## Telephone helplines

Legal advice on business matters within UK, Isle of Man, Channel Islands and EU law, 24 hours a day, 365 days of the year

**0344 571 7978**

UK tax advice, 9am to 5pm weekdays

**0344 571 7978**

Counselling service

**0333 000 2082**

## Business legal services

[www.araglegal.co.uk](http://www.araglegal.co.uk)

Register on your first site visit using voucher code **X1232KC79BB5**. Discover our law guides and create legal documents and letters to help with commercial legal matters.

## Who is ARAG?

ARAG is the largest family enterprise in the German insurance industry and has positioned itself as a versatile quality insurer. Specialising in legal insurance as the leading legal insurer worldwide, ARAG also offers its customers attractive, needs-based products and services from a single source.

Active in a total of 19 countries - including the US, Canada and Australia - ARAG is also represented by international branches, subsidiaries and shareholdings in numerous international markets in which it holds a leading position as a provider of legal insurance and legal services. With almost 4,700 employees, the Group generates revenue and premium income totalling more than €2.0 billion.

# Important information

We record and monitor calls for training purposes, to improve the quality of our service, to help us deal with queries or complaints from you and to prevent and detect fraud and financial crime.

## Helplines

All helplines are subject to fair and reasonable use. The level of fair usage will depend on individual circumstances. However, if our advisors consider that your helpline usage is becoming excessive they will tell you. If following that warning, usage is not reduced to a more reasonable level, we can refuse to accept further calls.

### Legal and tax advice 0344 571 7978

If you have a legal or tax problem relating to your business, we recommend you call our confidential legal and tax advice helpline. Legal advice is available 24 hours a day, 365 days of the year, and tax advice is available between 9am and 5pm on weekdays (except bank holidays). We give advice about business-related legal matters within UK, Isle of Man, Channel Islands and EU law and tax matters within the UK. Your query will be dealt with by a qualified specialist who is experienced in handling legal and tax-related matters. You can visit our website to see a [video](#) about this service.

Use of this service does not constitute reporting of a claim.

### Counselling assistance 0333 000 2082

Our qualified counsellors will provide free confidential support and advice by phone to



your employees or their family members who are suffering from emotional upset or feeling worried and anxious about a personal or work-related problem. This service is available 24 hours a day, 365 days of the year.

Calls to the Counselling assistance service will not be recorded.

We have prepared a [handout](#) to give you further information about mental health at work and to let your employees know about Counselling assistance which you may find useful.

## Business legal services

[www.araglegal.co.uk](http://www.araglegal.co.uk)

### Getting started

You will need to enter voucher code **X1232KC79BB5** when you register to use the website. Once you have registered you can access the website at any time to create and securely store your legal documents. You can visit our website to see a [video](#) about this service.

### Choosing your legal documents

We have suggested legal documents and law guide content that may help you in particular circumstances throughout this policy wording.

### More help?

If you have problems using the website please contact our digital technical support team. Contact details can be found on the website. Our digital technical support team cannot give you legal or insurance advice.

## Claims procedure

### Telling us about your claim

- 1) If an insured needs to make a claim, they must notify us as soon as possible.
- 2) If an insured instructs their own solicitor or accountant without telling us, they will be liable for costs that are not covered by this policy.
- 3) A claim can be made online at [www.arag.co.uk/newclaims](http://www.arag.co.uk/newclaims). Alternatively an insured can obtain a claim form by downloading one at [www.arag.co.uk/newclaims](http://www.arag.co.uk/newclaims) or by calling us on **0330 303 1955** between 9am and 5pm weekdays (except bank holidays).
- 4) The completed application and supporting documentation can be submitted online or sent to us by email, or post. Further details are set out on our website.

### What happens next?

- 1) We will send the insured an acknowledgment by the end of the next working day after receiving their claim.
- 2) Within five working days of receiving all the information needed to assess the availability of cover under the policy, we will contact the insured either:
  - a) confirming cover under the terms of this policy and advising the insured of the next steps to progress their claim; or
  - b) if the claim is not covered, we will explain in full the reason(s) why, and advise whether we can assist in another way.
- 3) When a representative is appointed by us, they will try to resolve the insured's dispute without delay, arranging Alternative Dispute Resolution, such as mediation, whenever appropriate.
- 4) We will check on the progress of the insured's claim with the appointed advisor from time to time. Sometimes matters cannot be resolved quickly, particularly if the other side is slow to cooperate or a legal timetable is decided by the courts.

You can visit our website to see [videos](#) about making your claim and what happens next.



### What happens if the insurer cannot meet its liabilities?

The insurer is covered by the Financial Services Compensation Scheme (FSCS). The insured may be entitled to compensation of up to 90% of the cost of their claim in the unlikely event that we cannot meet our obligations. Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk)

## Privacy statement

This is a summary of how we, on behalf of the insurer, collect, use, share and store personal information. To view our full privacy statement, please see our website [www.arag.co.uk](http://www.arag.co.uk)

### Collecting personal information

ARAG may be required to collect certain personal or sensitive information which may include name, address, date of birth and if appropriate medical information. We will hold and process this information in accordance with all relevant data protection regulations and legislation. Should we ask for personal or sensitive information, we undertake that it shall only be used in accordance with our privacy statement.

We may also collect information for other parties such as suppliers we appoint to process the handling of a claim.

### Using personal or sensitive information

The reason we collect personal or sensitive information is to fulfil our contractual and regulatory obligations in providing this

insurance product, for example to process premium or handle a claim. To fulfil these obligations, we may need to share personal or sensitive information with other organisations. We will not disclose personal or sensitive information for any purpose other than the purpose for which it was collected. Please refer to our full privacy statement for full details.

### Keeping personal information

We shall not keep personal information for any longer than necessary.

### Your rights

Any person insured by this policy has a number of rights in relation to how we hold personal data including; the right to a copy of the personal data we hold; the right to object to the use of personal data or the withdrawal of previously given consent; the right to have personal data deleted.

For a full list of privacy rights and when we will not be able to delete personal data, please refer to our full [privacy statement](#).



# Essential Business Legal

This **master policy** is evidence of the contract between the **master policyholder** and the **insurer**. The **master policy** and schedule shall be read together as one document. Terms that appear in bold type have special meanings. Please read **Meaning of words & terms** for more information.

## Your policy cover

Following an Insured event, the **insurer** will pay **legal costs & expenses** including the cost of appeals, up to the limit of indemnity specified in the schedule to which this policy attaches for all claims related by time or originating cause. Subject to all of the following requirements being met.

- 1) The **master policyholder** has have paid the insurance premium.
- 2) The **insured** or an **employee** claiming under this **master policy** keeps to the terms of this **master policy** and cooperates fully with **us**.
- 3) Unless otherwise stated in this **master policy**, the Insured event arises in connection with the business shown in the schedule and occurs within the **territorial limit**.
- 4) The claim
  - a) always has **reasonable prospects of success** and
  - b) is reported to **us**
    - i) during the **period of insurance** and
    - ii) as soon as the **insured** first becomes aware of circumstances which could give rise to a claim.
- 5) Unless there is a conflict of interest, the **insured** or their **employee** claiming under this **master policy** always agrees to use the **appointed advisor** chosen by **us** in any claim before proceedings have been or need to be issued.

- 6) Any dispute will be dealt with through mediation or by a court, tribunal, Advisory Conciliation and Arbitration Service or a relevant regulatory or licensing body within the **territorial limit**.

**We** consider that a claim has been reported to **us** when **we** have received the **insured's** fully completed claim application.

This policy will pay any otherwise covered claim involving the use of or inability to use a computer, including devices such as smart phones, tablets and wearable technology. This cover is subject to all other policy terms.



# Insured events covered

## 1) Tax disputes

- a) A formally notified enquiry into **your business** tax affairs, or into the personal tax affairs of the **insured's** directors and/or partners.
- b) A dispute about the **insured's** compliance with regulations relating to:
  - i) Value Added Tax, or
  - ii) Pay As **You** Earn, or
  - iii) Social Security, or
  - iv) National Insurance Contributions, or
  - v) the Construction Industry Scheme, or
  - vi) IR35following a compliance check by HM Revenue & Customs.
- c) An enquiry into the **insured's** tax affairs, or into the personal tax affairs of the **insured's** directors and/or partners, arising from an alleged discovery by HM Revenue & Customs. Provided that:
  - i) all returns are completed and have been submitted within the statutory timescales permitted
  - ii) the **insured** keeps proper records in accordance with statutory requirements
  - iii) in respect of any appealable matter the **insured** has requested an Internal Review from HM Revenue & Customs where available.

## What is not covered under Insured event 1)

- Any claim arising from or relating to:
- 1) tax returns which are submitted late or for any other reason, result in HMRC imposing a penalty, or which contain careless and/or deliberate misstatements or omissions
  - 2) an investigation by the Fraud Investigation Service of HMRC
  - 3) circumstances where the Disclosure of Tax Avoidance Scheme Regulations apply or should apply to the **insured's** financial arrangements
  - 4) any enquiry that concerns assets, monies or wealth outside of the United Kingdom
  - 5) the **insured's** failure to register for VAT.

## 2) Legal defence

- a) A criminal investigation and/or enquiry by:
  - i) the police or
  - ii) a health & safety authority or
  - iii) other body with the power to prosecute where it is suspected that an offence may have been committed that could lead to the **insured** or an **employee** being prosecuted.
- b) An offence or alleged offence which leads to the **insured** and/or an **employee** being prosecuted in a court of criminal jurisdiction.
- c) A motor prosecution brought against the **insured's** directors and/or partners which does not relate to the **business**.
- d) As an **employee** in civil proceedings under legislation for unlawful discrimination on the grounds of sex, race, disability, sexual orientation, age, religious belief or political opinion
- e) As a trustee of a pension fund set up for the benefit of the **insured's employee's**

## What is not covered under Insured event 2)

Any claim relating to a parking offence.

The Government have published a **four-part guide** containing information and advice about the criminal court process that you may find useful if you are required to appear in court as a defendant.

### 3) Compliance & regulation

- a) Receipt of a Statutory Notice that imposes terms against which **you** wish to appeal.
- b) Notice of a formal investigation or disciplinary hearing by any professional or regulatory body.
- c) A civil action alleging wrongful arrest arising from an allegation of theft.
- d) A claim against **you** for compensation under the Data Protection Act 2018 provided that
  - i) the **insured** is registered with the Information Commissioner
  - ii) the **insured** is able to evidence that **you** have in place a process to
    - investigate complaints from data subjects regarding a breach of their privacy rights
    - offer suitable redress where a breach has occurred and that the **insured's** complaints process has been fully engaged.
- e) A civil action alleging that an **insured** has
  - i) committed an act of unlawful discrimination; or
  - ii) failed to correctly exercise their fiduciary duty as a trustee of a pension fund set up for the benefit of the **insured's employees**.

### What is not covered under Insured event 3)

Any claim arising from or relating to:

- 1) the pursuit of an action by the **insured** or an **employee** other than an appeal
- 2) a routine inspection by a regulatory authority
- 3) an enquiry, investigation or enforcement action by HMRC
- 4) a claim brought against the **insured's business** where unlawful discrimination has been alleged.

[ico.org.uk](http://ico.org.uk) Guide to information rights.

We have a category for Health and Safety documents on our Business legal services [website](#), this includes a Health and Safety Compliance and Policy Review and Fire Risk Assessments.

### 4) Disciplinary hearings

Where, on the conclusion of its investigations, the **insured's** regulatory or professional body determines that the **insured's** fitness to practice has been impaired, **we** will represent the **insured** at

- a) a General Chiropractic Council hearing, including
  - i) an interim order tribunal hearing
  - ii) a review of an interim orderwhere applicable;
- b) other than in relation to a) above, a formal disciplinary hearing brought by the General Chiropractic Council;
- c) an appeal against sanctions imposed by the General Chiropractic Council.
- d) an appeal to the High Court following a decision made by the General Chiropractic Council following a prosecution covered under 2a) (ii) above

### What is not covered under Insured event 4)

**Legal costs & expenses** arising from an internal investigation conducted by the **insured's** employer or a contracting party.

### 5) Coroner's inquest or fatal accident hearings

**We** will represent the **insured** at an Inquest or Fatal Accident Inquiry resulting from their professional practise where their attendance as in "interested person" or witness has been advised or required.

### What is not covered under Insured event 5)

The **insurer** will not pay **legal costs & expenses** in excess of £25,000.



## 6) Statutory licence appeals

An appeal against a decision by the relevant authority to alter, suspend, revoke or refuse to renew the **insured's** statutory licence or compulsory registration.

## 7) Loss of earnings

The **insured's** absence from work to attend court, tribunal, arbitration, regulatory proceedings or a professional body's disciplinary hearing at the request of the **appointed advisor** or whilst on jury service which results in loss of earnings. The amount **we** pay shall not exceed £100 per day or part thereof less whatever is recoverable from the court or tribunal subject to a maximum limit of £1,000.



# What is not covered by this policy *(applicable to the whole policy)*

The **insured** and **employee(s)** are not covered for any claim arising from or relating to:

- 1) **legal costs & expenses** incurred without **our** consent
- 2) any actual or alleged act, omission or dispute happening before, or existing at the start of the insurance provided by this **master policy**, and which the **insured** knew or ought reasonably to have known could lead to a claim
- 3) an allegation against the **insured** or an **employee** involving:
  - a) assault, violence, malicious falsehood or defamation
  - b) indecent or obscene materials
  - c) the use of alcohol or its unauthorised or unregulated manufacture, unlicensed dealing in alcohol or dealing in or using illegal drugs
  - d) illegal immigration
  - e) money laundering or bribery offences, breaches of international sanctions, fraud, or any other financial crime activities
- 4) defending a claim in respect of damages for personal injury, or defending a claim in respect of loss or damage that has been caused to **your** property
- 5) National Minimum Wage and/or National Living Wage Regulations
- 6) patents, copyright, passing-off, trade or service marks, registered designs and confidential information
- 7) a dispute with any subsidiary, parent, associated or sister company or between shareholders or business partners
- 8)
  - a) a franchise agreement
  - b) an agency agreement through which one party has the legal capacity to alter the legal relations of the other
- 9) a judicial review
- 10) a dispute with **us**, the **insurer** or the party who arranged this cover not dealt with under Condition 6.
- 11)
  - a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
  - b) radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
  - c) war, invasion, act of foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
  - d) pressure waves from aircrafts or other aerial devices travelling at sonic or supersonic speed
  - e) any terrorist action (regardless of any other cause or event contributing concurrently or in any other sequence to the liability) or any action taken in controlling, funding, preventing or suppressing terrorist action
  - f) a dispute where providing cover, payment of any claim or the provision of any benefit would expose the **insurer** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America
- 12) the payment of fines, penalties or compensation awarded against the **insured** or **employee** (except as covered under Insured event 3d); or costs awarded against the **insured** by a court of criminal jurisdiction.

# Policy conditions

Where the **insurer's** risk is affected by the **insured's** failure to keep to these conditions the **insurer** can refuse a claim or withdraw from an ongoing claim. The **insurer** also reserves the right to claim back **legal costs & expenses** from the **insured** if this happens.

## 1. The insured's responsibilities

An **insured** must:

- a) tell **us** immediately of anything that may make it more costly or difficult for the **appointed advisor** to resolve the claim in the **insured's** (or their **employee's**) favour
- b) cooperate fully with **us**, give the **appointed advisor** any instructions **we** require, and keep them updated with progress of the claim and not hinder them
- c) take reasonable steps to claim back **legal costs & expenses** and, where recovered, pay them to the **insurer**
- d) allow the **insurer** at any time to take over and conduct in the **insured's** (or their **employee's**) name, any claim.

## 2. Freedom to choose an appointed advisor

- a) In certain circumstances as set out in 2.b) below the **insured** (or their **employee's**) may choose an **appointed advisor**. In all other cases, no such right exists and **we** shall choose the **appointed advisor**.
- b) If:
  - i) a suitably qualified advisor considers that it has become necessary to issue proceedings or proceedings are issued against an **insured** (or their **employee(s)**), or
  - ii) there is a conflict of interest the **insured** (or their **employee(s)**) may choose a qualified **appointed advisor**.

- c) Where the **insured** wishes to exercise the right to choose, the **insured** (or their **employee(s)**) must write to **us** with their preferred representative's contact details.
- d) Where the **insured** (or their **employee(s)**) chooses to use their preferred representative, the **insurer** will not pay more than **we** agree to pay a solicitor from **our** panel and will pay only the costs that the **insurer** would have been liable to pay. (**Our** panel solicitor firms are chosen with care and **we** agree special terms with them, including rates which may be lower than those available from other firms.)
- e) If the **insured** (or their **employee(s)**) dismiss(es) the **appointed advisor** without good reason, or withdraws from the claim without **our** written agreement, or if the **appointed advisor** refuses with good reason to continue acting for an **insured** (or their **employee(s)**), the **insurer's** liability in respect of that claim will end immediately.
- f) In respect of pursuing a claim the **insured** (or their **employee(s)**) must enter into a **conditional fee agreement** (unless the **appointed advisor** has entered into a **collective conditional fee agreement**) where legally permitted.

## 3. Consent

- a) The **insured** (or their **employee(s)**) must agree to **us** having sight of the **appointed advisor's** file relating to the **insured's** (or their **employee's**) claim. The **insured** (or their **employee(s)**) are considered to have provided consent to **us** or **our** appointed agent to have sight of their file for auditing and quality and

cost control purposes.

- b) An **insured** (or their **employee(s)**) must have **your** agreement to claim under this policy.

#### 4. Settlement

- a) The **insurer** can settle the claim by paying the reasonable value of the **insured's** (or their **employee's**) claim.
- b) The **insured** (or their **employee(s)**) must not negotiate or settle the claim without **our** written agreement.
- c) If the **insured** refuses to settle the claim following advice to do so from the **appointed advisor** the **insurer** reserves the right to refuse to pay further costs.

#### 5. Barrister's opinion

**We** may require the **insured** (or their **employee(s)**) to obtain and pay for an opinion from a barrister if a dispute arises regarding the merits or value of their claim. If the opinion supports the **insured** (or their **employee(s)**), then the **insurer** will reimburse the reasonable costs of that opinion. If that opinion conflicts with advice obtained by **us**, then the **insurer** will pay for a final opinion which shall be binding on the **insured** (or their **employee(s)**) and **us**. This does not affect the **insured's** (or their **employee's**) right under Condition 6. below.

#### 6. Arbitration

If any dispute between the **insured** (or their **employee(s)**) and **us** arises from this **master policy**, the **insured** (or their **employee(s)**) can make a complaint to **us** as described on the back page of this **master policy**, and **we** will try to resolve the matter. If **we** are unable to satisfy the **insured's** (or their **employee's**) concerns and the matter can be dealt with by the Financial Ombudsman Service the **insured** (or their **employee(s)**) can ask them to arbitrate over the complaint.

If the dispute cannot be dealt with by the Financial Ombudsman Service, it can be

referred for independent arbitration to a qualified person agreed upon by both parties. The loser of the dispute shall be liable to pay the costs incurred.

If we fail to agree on a suitable person to arbitrate the matter **we** will ask the President of the relevant Law Society to nominate. The arbitration shall be subject to the Arbitration Acts and the arbitrator's decision shall be binding on the parties.

#### 7. Other insurance

The **insurer** will not pay more than their fair share (rateable proportion) for any claim covered by another policy, or any claim that would have been covered by any other policy if this **master policy** did not exist; even if the other insurer refuses the claim.

#### 8. Fraudulent claims and claims tainted by dishonesty

- a) If the **insured** (or their **employee(s)**) makes any claim which is fraudulent or false, the policy may immediately become void and all benefit under it may be lost.
- b) An **insured** (or their **employee(s)**) shall at all times be entirely truthful, accurate and open in any evidence, disclosure or statement they give and shall act with complete honesty and integrity throughout. Where, on the balance of probabilities and having considered carefully all the facts of any claim, it appears to the **appointed advisor** that the **insured** (or their **employee(s)**) has breached this condition and that the breach has:
  - i) affected **our** assessment of **reasonable prospects of success**, and/or
  - ii) prejudiced in any part the outcome of the **insured's** (or their **employee's**) claimthe **insurer** shall have no liability for

**legal costs & expenses** incurred from the date of the **insured's** (or their **employee's**) breach.

## 9. Cancellation

- a) The **master policyholder** may cancel this **master policy**:
  - i) within 14 days of the date of its purchase with a full refund of premium paid provided that a claim has not been accepted; or
  - ii) at any other time by giving **us** at least 21 days written notice and the **insurer** will refund the premium for the time remaining of the **period of insurance** unless a claim has been or is later accepted by **us** in which case no refund of premium shall be allowed.
- b) Where there is a valid reason for doing so, the **insurer** has the right to cancel the **master policy** at any time by giving the **master policyholder** at least 21 days written notice. The **insurer** will refund the premium for the time remaining of the **period of insurance**. **We** will set out the reason for cancellation in writing. Valid reasons may include but are not limited to:
  - i) where the party claiming under this **master policy** fails to cooperate with or provide information to **us** or the **appointed advisor** in a way that materially affects **our** ability to process a claim, or **our** ability to defend the **insurer's** interests,
  - ii) where the **insured** (or their **employee**) uses threatening or abusive behaviour or language, or intimidates or bullies **our** staff or suppliers,
  - iii) where **we** have evidence that the **insured** (or their **employee**) has committed a fraudulent act.

- c) The **insurer** may also cancel the **master policy** and refund the premium for the remaining **period of insurance** if at any time the **master policyholder**:
  - i) enters into a voluntary arrangement or a deed of arrangement or
  - ii) becomes bankrupt, or is placed into administration, receivership or liquidation or
  - iii) has their affairs or property in the care or control of a receiver or administrator.

The **insurer** also reserves the right to withdraw from any claim.

## 10. Acts of parliament, statutory instruments, civil procedure rules & jurisdiction

All legal instruments, bodies and rules referred to within this policy shall include the equivalent in Wales, Scotland, Northern Ireland, the Isle of Man and the Channel Islands and any subsequent amendment or replacement. This policy will be governed by English law.

## 11. Contracts (Rights of Third Parties) Act 1999

A person who is not insured by this contract has no right to enforce the terms and conditions of this policy under the Contracts (Rights of Third Parties) Act 1999.



# Meaning of words and terms

Certain words and terms contained in this policy have been defined as they have the same meaning wherever they appear.

## Appointed advisor

The

- 1) solicitor, accountant, or other advisor (who is not a mediator), appointed by **us** to act on behalf of the **insured**;
- 2) mediator appointed by **us** to provide impartial dispute resolution in relation to a claim accepted by **us**.

## Business

The occupation, trade profession or enterprise carried out by the entity shown in the schedule that attaches to this **master policy**.

## Collective conditional fee agreement

A legally enforceable agreement entered into on a common basis between the **appointed advisor** and **us** to pay their professional fees on the basis of either

- 1) 100% “no-win no-fee” or
- 2) where discounted, that a discounted fee is payable.

## Conditional fee agreement

A legally enforceable agreement between **you** and the **appointed advisor** for paying their professional fees on the basis of either

- 1) 100% “no-win no-fee” or
- 2) where discounted, that a discounted fee is payable.

## Employee

A worker who has or alleges they have entered into a contract of service with **you**.

## Insured

- 1) The member of the **master policyholder** declared to **us**, including any directors and partners of their **business**.
- 2) A person who is contracted to perform work for the member of the **master**

**policyholder** declared to **us**, who in all other respects they have arranged to insure on the same basis as their other **employees** and who performs work under their supervision.

## Insurer

ARAG Legal Expenses Insurance Company Limited.

## Legal costs & expenses

- 1) Reasonable legal costs and disbursements reasonably and proportionately incurred by the **appointed advisor** on the standard basis and agreed in advance by **us**. The term “standard basis” can be found within the Courts’ Civil Procedure Rules Part 44.3.
- 2) In civil claims, other side’s costs, fees and disbursements where the **insured** (or their **employee**) has been ordered to pay them or pays them with **our** agreement.
- 3) Reasonable accountancy fees reasonably incurred under Insured event 1) Tax disputes by the **appointed advisor** and agreed by **us** in advance.
- 4) Health and Safety Executive Fees for Intervention.
- 5) An **employee**’s basic wages or salary under Insured event 5) Loss of earnings in the course of their employment with **you** while attending court or tribunal at the request of the **appointed advisor** or whilst on jury service where lost wages or salary cannot be claimed back from the court or tribunal.

## Master policy

This document and its attaching schedule issued by **us** to the **master policyholder**.

## Master policyholder

The British Chiropractic Association

## Period of insurance

The period shown in the schedule to which this policy attaches. (The **period of insurance** shall

otherwise expire on earlier cancellation of this policy.)

### Reasonable prospects of success

- 1) Other than as set out in 2) and 3) below, a greater than 50% chance of the **insured** (or their **employee**) successfully pursuing or defending the claim and, if the **insured** (or their **employee**) is seeking damages or compensation, a greater than 50% chance of enforcing any judgment that might be obtained.
- 2) In criminal prosecution claims where the **insured** (or their **employee**)
  - a) pleads guilty, a greater than 50% chance of reducing any sentence or fine or
  - b) pleads not guilty, a greater than 50% chance of that plea being accepted by the court.
- 3) In all claims involving an appeal, a greater than 50% chance of the **insured** (or their **employee**) being successful.

Where it has been determined that **reasonable prospects of success** do not exist, the **insured** shall be liable to pay any legal costs incurred should they pursue or defend their claim irrespective of the outcome.

### Territorial limit

- 1) For Insured event 2) Legal defence the United Kingdom, Channel Islands, Isle of Man, Norway, Switzerland and countries in the European Union.  
[https://europa.eu/european-union/index\\_en](https://europa.eu/european-union/index_en)
- 2) For all other Insured events the United Kingdom, Channel Islands and the Isle of Man.

### We/Us/Our

ARAG plc who is authorised under a binding authority agreement to administer this insurance on behalf of the **insurer**.

### You/Your

The **business** named in the schedule, including any subsidiary and/or associated companies declared to **us**.




# How we handle complaints


## Step 1

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to our Customer Relations Department who will arrange to have it reviewed at the appropriate level.

We can be reached in the following ways:


 **0117 917 1561** (hours of operation are 9am-5pm, Mondays to Fridays excluding bank holidays. For our mutual protection and training purposes, calls may be recorded).

 [customerrelations@arag.co.uk](mailto:customerrelations@arag.co.uk)

 **ARAG plc, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW.**

## Step 2

If we are not able to resolve the complaint to your satisfaction then you can refer it to the Financial Ombudsman Service (FOS). They can be contacted at:

 **0800 023 4567** or **0300 1239 123**

 [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

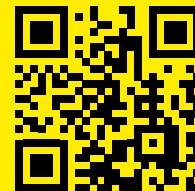
 **Financial Ombudsman Service, Exchange Tower, London E14 9SR.**

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The FOS's decision is binding upon us, but you are free to reject it without affecting your legal rights.

You can read more about our complaints procedure on our website by clicking here:

<https://www.arag.co.uk/contact/making-a-complaint>



[www.arag.co.uk](http://www.arag.co.uk)

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