

SCHEDULE

Policy Number: 8161057

INSURANCE DETAILS

Period of insurance	From 11 February 2021 to 10 February 2022 Both days inclusive
Date issued to insured	29 January 2021
Underwritten by	Hiscox Underwriting Ltd on behalf of the insurers listed for each section of the policy
Payment method	Payment by Broker's Account

INSURED DETAILS

Insured Address	149 County Road Management Limited 15 Windsor Road Swindon Wiltshire SN3 1JP United Kingdom
Additional insureds	There are no Additional Insureds on this policy
Business description	Non Profit Residential Management Company - Property Management Company
General terms and conditions wording	15661 WD-PIP-UK-GTCA(2) The General terms and conditions apply to this policy in conjunction with the specific wording detailed in each section below

PREMIUM DETAILS

Annual premium:	£67.34	Annual tax:	£8.08	Total:	£75.42
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SCHEDULE

Policy Number: 8161057

DIRECTORS & OFFICERS LIABILITY

Section wording	17403 WD-HSP-UK-MPMLP-DO(2)
Insurer	Hiscox Insurance Company Limited
Policy limit	£250,000
Limit applies to	each and every claim, loss or investigation, including all costs
Geographical limits	Worldwide excluding USA / Canada
Applicable courts	Worldwide excluding claims brought in USA / Canada

Special limits (included within the overall limit above)

Bail costs £250,000 or 10% of the total limit for this section, whichever is less

Additional cover (in addition to the overall limit above)

Additional defence costs As per Directors & Officers Limit of Indemnity (maximum of £250,000) in aggregate during any one period of insurance

Endorsements

CRISIS CONTAINMENT

Section wording	17403 WD-HSP-UK-MPMLP-DO(2)
Insurer	Hiscox Insurance Company Limited
Limit of indemnity	£100,000
Limit applies to	Per crisis and in the aggregate
Geographical limits	The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands

Endorsements

9003.0 Crisis containment provider

Policy endorsements

The General Terms of this policy and the terms, conditions and exclusions of the relevant sections all apply to this endorsement except as modified below:

Directors & officers liability Clauses in Full

Clause

Amendment of cover: cyber claims

The following are added to **Special definitions** for this section:

Computer or digital technology

Any **programs**, computer network, hardware, software, operational technology, internet-connected device, network-connected device, electronic device, information technology, communications system, including but not limited to any internet-of-things devices, email system, intranet, extranet, website or cloud computing services.

Cyber attack

Any digital attack or interference, whether by a **hacker** or otherwise, designed to disrupt access to, the operation of or cause damage to any data or **computer or digital technology**, including but not limited to any:

SCHEDULE

Policy Number: 8161057

1. **programs** designed to damage, disrupt, extract data from, or gain unauthorised access to **computer or digital technology** including, but not limited to, malware, wipers, worms, trojans, rootkits, spyware, dishonest adware, crimeware, ransomware, crypto-jacking and other malicious software or viruses; or
2. denial of service attack or distributed denial of service attack.

Data subject

Any natural person who is the subject of **personal data**.

Hacker

Anyone, including an employee of **yours**, who gains unauthorised access to or unauthorised use of any:

1. **computer or digital technology**; or
2. data held electronically by **you** or on **your** behalf.

Personal data

Any information about an individually identifiable natural person, including but not limited to such information protected by the Data Protection Act 2018 or the General Data Protection Regulation (EU) 2016/679, including any similar or successor legislation or regulation.

Social engineering communication

Any request directed to **you** or someone on **your** behalf by a person improperly seeking to obtain possession or the transfer to a third-party of virtual currency, money, securities, data or property that such person or third-party is not entitled to.

Unintentional error

Any error or omission by anyone that was not intentional or deliberate.

The following is added to **What is covered**:

Cyber incidents

We will pay on behalf of any **insured person** the **loss** arising from a **claim** against any **insured person** for any **wrongful act** within the **geographical limits**, where the **claim** arises from the management of, or response to, any **cyber attack** or other cyber-related incident or event.

The following is added to **What is covered, Additional cover**:

Loss of data resulting from a cyber incident

We will pay on behalf of any **insured person** the **loss** arising from a **claim** against that **insured person**, including any **claim** by any **data subjects** relating to **personal data**, where any such **claim** is based upon, attributable to or arising from any loss or misuse of data as a direct result of a **cyber attack**, a **hacker** or that **insured person's** own unintentional error. **We** will not cover **defence costs** in relation to such **claims**.

SCHEDULE

Policy Number: 8161057

The following is added to **What is not covered**:

We will not make any payment for any **claim, loss, investigation** based upon, attributable to or arising out of any:

- a. **cyber attack**;
- b. **hacker**;
- c. **unintentional computer error** in or affecting any **computer or digital technology**;
- d. **social engineering communication**; or
- e. **claims** by any **data subjects** relating to **personal data** arising from a. to d. above.

This exclusion does not apply to any **claim**:

- i. covered under **What is covered, Additional covers**, Loss of data resulting from a cyber incident; or
- ii. brought by **you**, any shareholder or creditor of **yours** or any **insured person**, directly due to the **insured person's** management of or response to a. to d. above.

Where a **claim** is covered under i. and ii. above, **we** will treat the **claim** as covered under i. **We** will not cover **defence costs** in relation to such **claims**.

The following is added to **How much we will pay, Special limits**:

The most **we** will pay under **What is covered, Additional covers**, Loss of data resulting from a cyber incident, is £250,000 for the total of all such **claims** and **losses**, including **defence costs**, regardless of the number of **claims** or **losses**.

Amendment of cover: breach of professional duty

What is not covered 9. Breach of professional duty, is amended to read as follows:

Breach of duty to customers

- 9. where any **claim** is brought by **your** client or customer and which arises directly out of any breach of duty by any person in the provision of products or services to that client or customer. This exclusion does not apply to:
 - a. **legal representation costs** or any insurable civil fines or penalties associated with an **investigation** resulting from the **claim**;
 - b. any **health and safety/manslaughter claim**; or
 - c. a **claim** by any of **your** shareholders including any shareholder derivative proceedings in **your** name without **your** or any **insured person's** voluntary solicitation, assistance or participation arising from any actual or alleged failure to supervise the performance of any professional services.

SCHEDULE

Policy Number: 8161057

Crisis containment Clauses in Full

Clause 9003.0

Crisis line contact number (24 hours): +44(0)800 8402783 / +44(0)1206 711796

Crisis containment provider: Hill & Knowlton

This contact number will go through to **us** during **working hours**, and will go directly to Hill & Knowlton outside of these hours.

If **you** first become aware of a **crisis** outside of **working hours**, **you** must notify **us** of the **crisis** as soon as possible within **working hours** by telephoning +44(0)800 8402783 or +44(0)1206 711796.

Clauses- applicable to the whole policy

Clause 603.0

Commercial assistance & legal advice helpline

Your Hiscox policy gives you access to a general business advice line.

For advice on employment, prosecutions, health and safety, sex discrimination, tax and European law call **44 (0)870 050 3030**.

Clause

Using your personal information

Hiscox is a trading name of a number of Hiscox companies. The specific company acting as a data controller of your personal information will be listed in the documentation we provide to you. If you are unsure you can also contact us at any time by telephoning 01904 681198 or by emailing us at dataprotectionofficer@hiscox.com

We collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide.

For further information on how your information is used and your rights in relation to your information please see our privacy policy at www.hiscox.co.uk/cookies-privacy.

INFORMATION ABOUT US

This policy is underwritten by Hiscox Underwriting Limited on behalf of the insurers listed below.

Name	Hiscox Underwriting Limited
Registered address	1 Great St. Helens London EC3A 6HX United Kingdom

SCHEDULE

Policy Number: 8161057

Company registration	Registered in England number 02372789
Status	Authorised and regulated by the Financial Conduct Authority

Insurers

These insurers provide cover as specified in each section of the schedule.

Name	Hiscox Insurance Company Limited
Registered address	1 Great St. Helens London EC3A 6HX United Kingdom

Company registration	Registered in England number 00070234
Status	Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority

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 concerns about your policy or the handling of a claim you should, in the first instance, contact Hiscox Customer Relations either in writing at:

Hiscox Customer Relations
Hiscox House
Sheepen Place
Colchester, CO3 3XL

or by telephone on 01206 773 705 or by email at customer.relations@hiscox.com.

Complaints that cannot be resolved may be referred to the Financial Ombudsman Service or your local Ombudsman. Further details will be provided at the appropriate stage of the complaints process. This complaint procedure is without prejudice to your right to take legal proceedings.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation from the scheme. Full details are available at www.fscs.org.uk.