# Property Professionals Insurance

## Notice to Policyholder

### Important information affecting your policy wording

**We've recently taken a fresh look at our Property Professionals Insurance product to make sure it still offers great value to our customers. As part of this review, we've made a few updates to your policy wording. To make things easier, we've listed the changes for you below.**

This Notice to Policyholder highlights the key updates and changes to your policy. It doesn't include the full terms and conditions of your insurance, so we encourage you to read all your policy documents carefully to understand the cover provided.

Please also note that some of these changes may relate to parts of the policy that aren't currently included in your cover.

**If you have any questions about any of these amendments, please contact your broker.**

**Your policy wording changes are summarised as follows:**

### Policy Structure

We've made some changes to the structure of your policy wording to help improve signposting and make it easier to find the information you need. We have:

- included a new 'About Your Policy' page;
- added a 'Navigating Your Policy' page to help draw attention to key parts of your policy that you might want to locate quickly;
- added specific pages for 'The Duty of Fair Presentation', 'Cancellation', and 'Payment of Premium.' Each of these are designed to clarify the rights and obligations applicable to us and to you;
- added a new 'Operation of Your Policy' page which groups together conditions which do not place an obligation on either you or us. These conditions set out how the policy operates in practice;
- added new 'Making a claim – Notification' and 'Making a claim – Claims Conditions pages which group together conditions relating to claims and put them alongside information about how to notify us about a claim. You can now find all key claims information in one place;
- moved 'General Definitions, General Conditions, and General Exclusions to the back of the policy for ease of reference.

### Policy Cover

The cover provided by your policy has been amended as follows. We have:

- incorporated the new Intact Insurance standard 'Sanctions' wording under 'Operation of Your Policy';
- updated the fair processing notice and added a new 'Your Personal Information' provision;
- updated the contact details for us under 'About Your Policy' and 'Making a Complaint';
- updated "Your right to cancel this Policy". If you need to cancel your policy, please contact your broker. We will provide a pro-rata refund of premium provided that you have not made any claims and there are no notifiable incidents during the period of insurance.

## EWS1 and FRAEW Cover Updates - New Requirements

We've made updates to reflect recent changes in professional standards and regulations relating to fire safety. These updates ensure your Property Professionals Insurance product complies with industry regulations, including the Royal Institution of Chartered Surveyors (RICS) 2025 minimum requirements (effective 1st July 2025).

New endorsements have been introduced to reflect these fire safety provisions. These endorsements may be applied to policies where relevant to the nature of the work undertaken.

The following updates have been made to clarify how your policy responds to fire-safety-related work.

These changes relate to the cover available for EWS1 and FRAEW work undertaken.

The key changes lie within our exclusions.

Previously, Exclusion 11 removed all cover for this type of work unless it had been declared to Intact (in which case we may have attached an additional endorsement if the exposure was assessed as acceptable).

Under the updated wording, the exclusion now restricts the level of cover rather than removing it entirely. Cover for EWS1 and FRAEW work is provided, but only in respect of negligence, is subject to the Policy's aggregate limit including defence costs, and no cover will be provided in the following circumstances:

- any Claim arising out of the provision of an EWS Assessment, FRAEW Assessment or the completion or signing of an EWS1 Form for any building 18 metres or more in height above ground level, including the ground floor, basements or mezzanine levels;
- any claims arising from the provision of an EWS Assessment, FRAEW Assessment or the completion or signing of an EWS1 Form by a person who has not taken and passed the RICS External Wall Systems Assessment;
- any Claim or loss otherwise eligible for indemnity under this Policy where the cause of the Claim or loss occurred, or is alleged to have occurred, before 1 July 2024.

Exclusion 4 – Contractual Liability including Collateral Warranties – has also been updated to include the following restriction:

- any valuation undertaken on or after 1 May 2020 where the Insured has relied upon the EWS1 form (or any subsequent revision) and the valuation report does not exclude liability to the lender or to any person deriving title to the mortgage for any Claim arising directly and solely from that valuation being provided in reliance upon the EWS1 form.

This update reflects the language contained within the RICS minimum terms.

All other terms, conditions, exclusions and limitations within your policy remain unchanged.

If you have any questions about how these changes may apply to your policy, please contact your broker or Intact Insurance UK.