

# Dive Master Pro Diver Australian Insurance Policy



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## Policy Guide

Do not wait until a claim arises before reading and understanding this **policy** – please read it now and keep it in a safe place.

In particular make sure that:

- All the details shown in the Schedule are correct. The **insured** should let their insurance broker know immediately if any changes are necessary
- You, as the **insured**, have read the conditions relation to those Sections covered including the General terms and conditions and Exclusions to insured sections A.
- You, as the **insured**, understand the notes and how to make a complaint as stated in the Complaints section

If the **Insured** has any queries about the **policy**, does not understand any part of it or feels that it does not meet their requirements they should consult their Insurance Broker.

### Important

This **Policy** has been issued to the Insured based on the information supplied about the **Insured** the **Business** and the **insured's** property in the Statement of Fact or Proposal Form and other material information declared which forms the basis of the contract between yourself and the **Insurers**. It is therefore very important that the **Insured** lets their insurance broker know immediately of any changes that affect the information the **Insured** has declared to the **Insurer**. For example in respect of legal liability exposures any material alterations such as changes in the **Business** that affects the information disclosed to **Insurers**.

In the event of a general enquiry or query relating to the **Policy** the **Insured** should in the first instance contact their Insurance Broker or intermediary who arranged this insurance or contact Divemaster at the address below:

Dive Master Insurance Consultants Ltd  
1 – 23 Rectory Grove  
Leigh-on-Sea  
Essex  
SS9 2HA  
Tel: +44 (0) 1702 476902 Fax: + 44 (0) 1702 471892  
Email: [sales@divemasterinsurance.com](mailto:sales@divemasterinsurance.com)

In the event of a claim or any circumstance that is likely to result in a claim the **Insured** must immediately notify the following:

Syndicate Claims Manager  
Syndicate DTW1991  
R&Q Managing Agency Limited  
5<sup>th</sup> Floor  
Fountain House  
130 Fenchurch Street  
London  
EC3M 5DJ

Tel: +44(0) 20 7780 5850  
Fax: +44 ( ) 20 7283 9872

[newclaims@DTW1991.com](mailto:newclaims@DTW1991.com)

# 1 Our agreement in general

## 1.1 Parties to this agreement

1.1.1 This Dive Master Pro Diver Australian Insurance Policy is between the **insured** and the **insurer** as declared in the **schedule**. This document, together with its **schedule** and any attached endorsements is the **policy** which sets out this insurance. It is a legal contract so please read all of it carefully.

1.1.2 This **policy** has been exclusively arranged by:

Dive Master Insurance Consultants Ltd  
17-23 Rectory Grove, Leigh-on-Sea, Essex, SS9 2HA

Tel: +44 (0) 1702 476902 Fax: +44 (0) 1702 471892  
e-mail: sales@divemasterinsurance.com

## 1.2 Words in bold

Words in bold typeface used in this **policy** document, other than in the headings, have specific meanings attached to them as set out in the General definitions and interpretation.

## 1.3 Primary purpose of the policy

By this **policy**, the **insurer** agrees, subject to the **policy's** terms, limitations, exclusions and conditions, to:  
1.3.1 indemnify the **insured** up to the **limit of indemnity** for all sums that the **insured** becomes legally liable to pay as damages, including claimant costs recoverable from the **insured**;  
1.3.2 pay **costs and expenses**, some of which are expressly stated to be in addition to the **limit of indemnity**;  
1.3.3 the full extent of the insurance by this **policy** is described in **insured section A** as set out in clauses 2 below.

## 1.4 Policy structure

1.4.1 Each **insured section** sets out the scope of the main coverage and the circumstances in which the **insurer's** liability to the **insured** is limited or may be excluded. Further, each **insured section** sets out other terms and conditions relevant to that **insured section**. The cover provided by each **insured section** is only operative if stated as 'insured' in the **schedule**. Where any **schedule** heading or sub-heading states 'n/a', 'not applicable' or 'not insured' then no cover applies for that item.

1.4.2 Additional clauses set out terms, exclusions or limitations that may apply to more than one **insured section**.

1.4.3 The following general terms apply to all **insured sections**, clauses and endorsements:

- a) Duties in event of a claim or potential claim;
- b) General terms and conditions;
- c) General definitions and interpretation; and
- d) Complaints.

## 1.5 Policy period and premium

1.5.1 The **policy** will provide insurance as described herein for the **period of insurance** provided the premium(s) and other charges are paid to and accepted by the **insurer** on or before the payment date shown in the **schedule**. Taxes, levies and other relevant fiscal charges are payable in addition to the premium.

1.5.2 The premium is deemed paid and accepted on receipt by the **insurer** or the broker appointed to place this insurance with the **insurer**.

1.5.3 If any premium (including a premium instalment) is not paid and accepted by the **insurer** on or before its payment date shown in the **schedule** the **insurer** can give written notice to the **insured** at its address shown on the **schedule**, cancelling the **policy** with effect from the seventh (7<sup>th</sup>) day after the notice has been served. Cancellation will be prevented from taking effect and the **policy** will continue if the late premium instalment and any other remaining premium instalments are paid and accepted before the cancellation takes effect. Without prejudice to other forms of service, notice of cancellation is deemed to be served on the third (3<sup>rd</sup>) day after being posted if sent by pre-paid letter post properly addressed.

## 1.6 Goods and Service Tax (GST)

1.6.1 The premium charged for this policy will include an amount on account of GST, where applicable.

1.6.2 The **insured** shall inform the **insurer** of the extent to which the **insured** is entitled to an Input Tax Credit for the **premium**, in relation to the period during which the insured event happened, each time that a **claim** is made under this **policy**. No payment will be made to the **insured** for any GST liability that the **insured** may acquire on the settlement of a **claim** if the **insured** has not informed the **insurer** of their entitlement or correct entitlement to an Input Tax Credit.

1.6.3 Despite the other provisions of this insurance (including the provisions in the **policy**, any **schedule** and any endorsements), the **insurer's** liability will be calculated taking into account any Input Tax Credit to which the **insured** is entitled for any acquisition relevant to a **claim**, or to which the **insured** would have been entitled were the **insured** to have made a relevant acquisition.

1.6.4 If the sum insured or **limit of indemnity** is not sufficient to cover the **insured's** loss, the **insurer** will only pay GST (less any relevant Input Tax Credit) that relates to the **insurer's** proportion of the **insured's** loss. The **insurer** will pay that GST amount in addition to the **limit of indemnity**.

- 1.6.5 GST, Input Tax Credit, “acquisition” and “supply” have the same meaning as in the New Tax System (Goods and Service Tax) Act 1999 and related legislation as amended.
- 1.7 Insurance Contracts Act 1984**  
Nothing in this policy will affect the rights of the insured or insurer under the Insurance Contracts Act 1984 as amended from time to time. Where such Act is applicable and in the event that there is a conflict between the provisions of the policy and the Act, then the provisions of this policy shall be amended as necessary in order to comply with the requirements of the Act.
- 1.8 Duty of Disclosure**
- 1.8.1 Non-Disclosure  
Before the insured enters into a contract of general insurance with the insurer, the insured has a duty under the Insurance Contracts Act 1984, to disclose to the insurer every matter that the insured knows, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of the insurance, and if so, on what terms.
- 1.8.2 The insured has the same duty to disclose those matters to the insurer before any action to renew, **extend**, vary or reinstate a contract of general insurance.
- 1.8.3 The insured's duty, however, does not require disclosure of matters:
- that diminish the risk to be undertaken by the insurer;
  - that are of common knowledge;
  - that the insurer knows or, in the ordinary course of business, ought to know;
  - as to which compliance with the insured's duty is waived by the insurer.
- 1.8.4 **Examples of information which are relevant to the insurer are:**
- past claims experience;
  - a cancellation of a previous insurance policy or refusal by an insurer to renew a policy previously held by the insured;
  - any unusual features of the subject matter of the insurance which might increase the likelihood of a claim under the policy.
- 1.8.5 If the insured is uncertain about whether or not a particular matter should be disclosed to the insurer, please contact the insurer's office as stated in the schedule.
- 1.8.6 If the insured fails to comply with the duty of disclosure, the insurer may be entitled to reduce its liability under the policy in respect of a claim or may cancel the policy.
- 1.8.7 If the insured's non-disclosure is fraudulent, the insurer may also have the option of avoiding the policy from its beginning.

## 2 Insured section A - Public liability

### 2.1 Public liability cover

2.1.1 The **insurer** agrees to indemnify the **insured** by the terms of this **insured section** against legal liability to pay damages, including claimant costs recoverable from the **insured**, as a result of:

- a) **bodily injury or damage** that happens during the **period of insurance** and arises out of and in connection with **recreational water sports**;
- b) **bodily injury or damage** that happens during the **period of insurance** and arising out of or from **products** loaned by the **insured**.

### 2.2 Additional public liability costs and expenses

2.2.1 Following any event which is or may be the subject of indemnity under this **insured section** the **insurer** agrees to indemnify the **insured** for **costs and expenses** which are payable in addition to the **limit of indemnity**, incurred in respect of any insured event under this **insured section**.

### 2.3 Public liability extensions

#### 2.3.1 Principals

The **insurer** will indemnify any **principal** of the **insured**, where requested by the **insured**, but only to the extent that liability arises solely out of **recreational water sports** for the **principal** by or on behalf of the **insured** and provided that:

- a) the **principal** shall as though he were the **insured** observe, fulfil and be subject to the terms and conditions of this **policy** in so far as they can apply; and
- b) the **insurer's** liability under this clause shall in no way operate to increase the **limit of indemnity**; and
- c) the **principal** is not indemnified under any other insurance or in any other way.

#### 2.3.2 Instruction and advice extension

Notwithstanding exclusion 2.4.1 the **insurer** will indemnify the **insured** in respect of **bodily injury** or damage caused by or arising from any instruction or advice given or lack of advice given by or on behalf of the **insured** in the course of providing **recreational water sports** services.

#### 2.3.3 Use of manufactured equipment and supply of breathing air or gases

The **insurer** will indemnify the **insured** in respect of legal liability for **bodily injury** or damage arising out of the use of standard manufacturers diving equipment and the supply of breathing air or gases to a **participant** by the **insured**.

### 2.4 Public liability limitations and exclusions

This **insured section** excludes and does not cover:

#### 2.4.1 Advice, design or plans provided for a fee

any loss, liability or **costs and expenses** arising out of or from advice, design, plans, specifications, formulae, surveys, or directions prepared or given by the **insured** for a fee.

#### 2.4.2 AIDS and illness

**bodily injury** arising out of Acquired Immune Deficiency Syndrome (AIDS), Hepatitis C or cancer in any form, howsoever these illnesses may have been acquired or may be named.

#### 2.4.3 Aircraft and watercraft

any loss, liability or **costs and expenses** arising out of or from the ownership, possession or use of any aircraft or other aerial device or satellite, or any watercraft.

#### 2.4.4 Asbestos

any loss, liability or **costs and expenses** arising out of or from or caused by any work involving the manufacture, mining, processing, use, installation, storage, removal, stripping out, demolition, disposal, distribution, inspection or testing of or exposure to asbestos, asbestos fibres, asbestos dust, or asbestos containing materials.

#### 2.4.5 Assault and battery and abuse

any liability of any **insured** directly or indirectly arising out of:

- a) assault, battery or any intentional or deliberate violence committed or alleged to have been committed by any **insured**;
- b) sexual assault, molestation, abuse, sexual harassment or rape.

#### 2.4.6 Assistant dive instructor

Any loss, liability or costs and expenses arising out of or from assistant dive instructors fulfilling the role of dive instructor at the time of the claim occurring who have not paid the dive instructor premium.

- 2.4.7 **Biological and Chemical Materials**  
Any loss, liability or **costs and expenses** of whatsoever nature directly or indirectly caused by, resulting from or in connection with the actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any other sequence there to.
- 2.4.8 **Claims Jurisdiction**  
any loss, liability or **costs and expenses** arising out of or from any **claims** brought in the **North America** or that falls under the jurisdiction of **North America**.
- 2.4.9 **Commercial diving**  
any loss, liability or **costs and expenses** arising out of or from or directly or indirectly caused by **commercial diving**.
- 2.4.10 **Construction, repair or installation work on vessels**  
any liability arising out of the construction, repair or installation work on vessels.
- 2.4.11 **Electronic cyber liability**  
  
any loss, liability or **costs and expenses** associate with or caused by a System Failure if a System Failure forms an identifiable element in the chain of events from which the liability arises whether or not it is the proximate cause of the liability.  
  
System Failure shall mean malfunction or non-function of any mechanical and/or electronic system (whether or not the property of the Insured) caused by:
- a) the response of a computer to any date or date change
  - b) the failure of a computer to respond to any date or date change or;
  - c) the loss of or denial of access to any data either your own or third party or;
  - d) any loss of or damage to or change or corruption in data or software on a computer or computer system or;
  - e) any computer virus or hacking into or degradation of or breach of security in of denial of access to a computer or computer system or website.
- Computer includes computer hardware computer software microchip microprocessor any electronic equipment and any device which gives or processes or receives or stores electronic instructions of information
- This exclusion shall not apply where the **insured** is legally liable for **bodily injury** (excluding mental injury or mental disease) or accidental **damage** which is caused as a direct result of the **insured's** negligence and is not otherwise excluded elsewhere in this **policy**.
- 2.4.12 **Employee accidents**  
any loss, liability or **costs and expenses** arising out of or from any claim in respect of which compensation is available or would normally be available under any Employers Liability legislation or similar legislation or any obligation for which the **insured** or any company as its insurer may be held liable under any workman's compensation, unemployment compensation, or disability benefits law.
- 2.4.13 **Employment disputes**  
any loss, liability or **costs and expenses** arising out of or from any employee, former employee or prospective employee in respect of employment-related libel, slander, humiliation or defamation, unfair or wrongful dismissal, repudiation or breach of any employment contract or arrangement, termination of a training contract or contract of apprenticeship, harassment, discrimination or like conduct.
- 2.4.14 **Excess**  
the amount of the **excess** as applicable and stated in the **schedule within the e-certificate**..
- 2.4.15 **Excluded conduct**  
any loss, liability or **costs and expenses** arising out of or from:
- a) any deliberate act in violation of any law or ordinance; or
  - b) any deliberate or wilful misconduct of the insured; or
  - c) any dishonest, fraudulent, or criminal act of the **insured**; or
  - d) any conduct of the **insured** or **employee** while under the influence of intoxicants or narcotics.
- 2.4.16 **Financial loss**  
liability for pure financial loss not consequent upon **bodily injury** or **damage**.
- 2.4.17 **Fines, penalties, punitive damages, multiple damages or exemplary damages**  
any fines, penalties, punitive damages, exemplary damages, aggravated damages, multiple or treble damages, or any other increase in damages resulting from the multiplication of compensatory damages.
- 2.4.18 **Fungus, mould, spores**  
**Damage** arising out of or from:

- a) any **fungus, mould**, mildew or yeast; or
  - b) any **spore** or toxins created or produced by or emanating from such **fungus, mould**, mildew or yeast; or
  - c) any substance vapour gas or other emission or organic or inorganic body substance produced by or arising out of any **fungus, mould**, mildew or yeast; or
  - d) any material product building component building structure or any concentration of moisture water or other liquid within such material product building component building or structure that contains harbours nurtures or acts as a medium for any **fungus, mould**, mildew, yeast or **spore** or toxins emanating therefrom;
- regardless of any other cause event material product and/or building component that contributed concurrently or in any sequence to that loss, liability or **costs and expenses**.
- 2.4.19 **Government prohibition**  
any loss, liability or **costs and expenses** where:
- a) non-admitted insurance is not permitted by local legislation in any country or territory; or
  - b) any government embargo or sanction prohibits the **insured** from trading.
- 2.4.20 **Landing Areas**  
liability arising out of the ownership, maintenance, operation, preparation or use by or on behalf of the **insured** of any **landing area** for aircraft provided such liability arises out of such use as a **landing area**.
- 2.4.21 **Legionella**  
any loss, liability or **costs and expenses** arising out of or from or alleging or attributable to the existence of **Legionella**.
- 2.4.22 **Libel and slander**  
liability arising from or caused by the publication or utterance by or on behalf of the **insured** of a libel or slander.
- 2.4.23 **Limit of indemnity**  
liability in excess of the **limit of indemnity** stated in the **schedule** within the e-certificate.
- 2.4.24 **Medical Services**  
Any liability arising out of the rendering or failure to render medical services including the provision of treatment or management of illness or injury by any doctor, medically trained personnel or hyperbaric technicians other than:
- a) The rendering of first aid by any medically unqualified person; or
  - b) Emergency first response by a diver medic or certified first aid attendant
- Provided that the insurer will not be liable where indemnity is provided by other insurance.
- 2.4.25 **Misuse of the Internet and Extra-net**  
Liability arising directly or indirectly from the use or misuse of the intranet extranet and/or caused via the insured's own website or internet site or web address and/or via the transmission of mail plans designs photographs or other documents by electronic means.
- 2.4.26 **North American jurisdiction**  
liability in respect of any judgment, award, payment, **costs and expenses** or settlement delivered, made or incurred within countries which operate under the laws of **North America** (or to any order made anywhere in the world to enforce such judgment, award, payment, **costs and expenses** or settlement either in whole or in part) unless otherwise stipulated in the **schedule**.
- 2.4.27 **North American operations**  
**bodily injury** or **damage** including any loss or expense whatsoever resulting or arising therefore or any consequential loss in connection therewith, occurring within **North America**.
- 2.4.28 **Nuclear risks**
- a) loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss;
  - b) any legal liability of whatsoever nature;
  - c) any sum which the **insured** becomes legally liable to pay or any loss or expense;
- directly or indirectly caused by or contributed to by or arising from or, in the case of 2.4.28 c) above, attributable to **nuclear hazards**.
- 2.4.29 **Ownership or use of mechanically propelled vehicles**  
any loss, liability or **costs and expenses** arising out of or from the ownership, maintenance, operation or use of any mechanically propelled vehicle by or on behalf of the **insured** other than diver propulsion vehicles.
- 2.4.30 **Personal injury and denial of access**  
any loss, liability or **costs and expenses** arising out of **personal injury** or **denial of access**.

- 2.4.31 **Property in the insured's care, custody and control**  
**damage** to property owned, leased, hired or held in trust by the **insured** or under hire purchase or on loan to the **insured** or held otherwise in the **insured's** care, custody or control.
- 2.4.32 **Pollution, products or goods sold**  
a) any loss, liability or **costs and expenses** arising out of any **products** or goods sold by the **insured** except as provided by clause 2.1.1 b).  
b) **bodily injury** or **damage** arising out of or from or brought about by or contributed to by **pollution**;
- 2.4.33 **Reasonable precautions**  
any loss, liability or **costs and expenses** arising out of or from the **insured's** deliberate, conscious, or intentional disregard of the need to take all reasonable precautions to prevent an insured event or loss arising or continuing.
- 2.4.34 **Solo Diving**  
any loss, liability or **costs and expenses** arising out of or from solo diving unless in accordance with the recommendations of the **insured's** certifying association.
- 2.4.35 **Territorial limit**  
any loss, liability or **costs and expenses** arising from an occurrence outside the **territorial limits**.
- 2.4.36 **Use of heat**  
any loss, liability or **costs and expenses** arising out of or from or directly or indirectly caused by use of heat.
- 2.4.37 **Use of Spearguns**  
liability arising out of the use of spearguns when used in conjunction with an aqualung.
- 2.4.38 **War or terrorism**  
any loss, liability or costs and expenses arising out of or from or directly or indirectly caused by or contributed to by war or any act of terrorism or any action taken in controlling preventing suppressing or in any way relating to the act of terrorism.

If the insurer alleges that by reason of this exclusion any damage cost or expense is not covered by this policy the burden of proving the contrary shall be upon the insured.

In the event that any part of this exclusion is found to be invalid or unenforceable the remainder shall remain in force and effect.



### 3 Duties in the event of a claim or potential claim

The due observance and fulfilment of the provisions of clause 3 is a condition precedent to the **insurer's** liability for any claim under this **policy**. Clause 4.15 sets out consequences of a failure to comply with conditions precedent or **policy** provisions such as clause 3.

#### 3.1 Claim notification

3.1.1 The **insured** will give notice in writing or by an agreed electronic medium, to the **insurer**:

- a) as soon as practical but in any event within thirty (30) days from receipt of notice of any impending inquest, fatal accident inquiry, prosecution or other legal proceedings that includes alleged **bodily injury**;
  - b) as soon as practical but in any event within thirty (30) days on the **insured's** actual knowledge of any death or **bodily injury** to any person not being an **employee** involving a stay in hospital in excess of three (3) days;
  - c) as soon as practical but in any event within thirty (30) days after any other accident, event or the coming in possession of actual knowledge of **bodily injury** or **damage** with full particulars thereof;
- which may be the subject of indemnity under this **policy**.

3.1.2 Notice to the **insurer** must be given to the claims notification addresses specified in the **schedule**, but if this is not possible or practical to the **insurer** at the registered address in the **schedule**.

#### 3.2 Insured's duties

3.2.1 For each every claim the **insured** and any person acting on behalf of the **insured** must:

- a) not admit responsibility, liability, make an offer or promise, nor offer payment or indemnity without the written consent of the **insurer**;
- b) not incur any expense without the consent of the **insurer** except at the **insured's** own cost;
- c) always act honestly, there being no rights to any form of payment or indemnity under the **policy** in the event that any claim is made fraudulently.
- d) give all such information, assistance and forward all documents to enable the **insurer** to investigate, settle or resist any claim as the **insurer** may require;
- e) provide such proofs and information with respect to the claim as may reasonably be required together with (if demanded) a statutory declaration of the truth of the claim and any matters connected therewith;
- f) not destroy evidence or supporting information or documentation without the **insurer's** prior consent; nor destroy any plant or other property relating to an occurrence, loss or **suit** that may give rise to a claim under this **policy**.

#### 3.3 Claim Procedure

Unless stated otherwise all claims will be handled and overseen by the **insurer**. For each and every claim the **insured** and any person acting on behalf of the **insured** must:

- 3.3.1 immediately send the **insurer** copies of any request, demand, order, notice, summons, legal paper and all documents relating thereto in connection with an insured event as soon as received by the **insured**. In addition the **insured** must co-operate with the **insurer** or their appointed agents to allow them to comply with such relevant practice directions and pre-action protocols as may be issued and approved from time to time by the head of civil justice;
- 3.3.2 authorise the **insurer** to obtain medical records or other pertinent information upon request but only where legally permitted to do so in the event of an insured event involving **bodily injury**;
- 3.3.3 prove, if it is alleged that an event is not covered or that the indemnity is otherwise limited being **war** or an act of **terrorism** that the said exclusion or **limit of indemnity** does not apply, it being understood and agreed that any portion of an exclusion or **limit of indemnity** being found invalid, inapplicable or unenforceable will not in any way render the remainder of the exclusion or limit invalid, inapplicable or unenforceable.

#### 3.4 Insurer's rights

- 3.4.1 The **insurer** will be under no obligation to investigate any potential claims or to undertake the conduct of any proceedings in connection with such claims and will be at liberty in all cases to leave the conduct of such proceedings wholly to the **insured** upon such conditions as regards the payment of opponent's costs and with such liberty to bind the **insurer** by compromise as the **insurer** may in its absolute discretion determine.
- 3.4.2 The insurer may at any time pay the limit of indemnity (after deduction of any sums already paid) or such lesser sum for which the claim can be settled and will relinquish the conduct and control of the claim and be under no further liability.

#### 3.5 Disputed defence or appeal

If any dispute arises between the **insured** and **insurer** as to whether a prosecution should be defended or an appeal made, such dispute will be referred to a Senior Counsel or Queen's Counsel to be mutually agreed between the parties (or in default of agreement to be nominated by the President of the Law Council of Australia) whose decision will be final. In the event of conflict between any person falling within the definition of **insured** separate representation will be arranged for each party.

#### 3.6 Excess

- 3.6.1 If settlement of an insured event investigated or defended by the **insurer** under **insured section A** does not exceed the amount of the applicable **excess** the **insured** will pay, or reimburse the **insurer** for, as applicable, any **costs and expenses** and paid damages including claimant costs recoverable from the **insured** and incurred in connection with such insured event.

### **3.7 Sanctions and embargo**

Notwithstanding anything to the contrary in the **policy** the following condition shall apply:

- 3.7.1 If, by virtue of any law or regulation which is applicable at the inception of this **policy** or which becomes applicable at any time thereafter, providing coverage to the **insured** and/or paying a claim and/or providing a benefit under the **policy** directly or indirectly breaches an embargo or sanction, the **insurer** shall not indemnify nor make any payment or provide any economic benefit to the **insured** or to any other party under this **policy** to the extent that it would be in breach of such law or regulation.
- 3.7.2 In circumstances where the payment or provision of a valid and otherwise collectable claim or benefit may directly or indirectly breach an embargo or sanction, then the **insurer** will take all reasonable measures to obtain the necessary authorisation to make such payment or provision.

### **3.8 Subrogation**

- 3.8.1 For each and every claim the **insured** and any person acting on behalf of the **insured** must not waive any rights of recourse or recovery against any other person relating to an occurrence, loss or **suit** that may give rise to a claim under this insurance.
- 3.8.2 The **insured** will at the request and expense of the **insurer** do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by the **insurer** for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which the **insurer** will be or would become entitled or subrogated upon its paying an indemnity under this **policy**, whether such acts and things will be or become necessary or required before or after their indemnification by the **insurer**.
- 3.8.3 In the event of any payment under this insurance, the **insurer** will act in concert with all other interested persons (including the **insured**) concerned in the exercise of any rights of recovery.
- 3.8.4 The apportioning of any amounts which may be so recovered will follow the principle that any interested persons (including the **insured**) that will have paid an amount over and above any payment hereunder, will first be reimbursed up to the amount paid by them; the **insurer** is then to be reimbursed out of any balance then remaining up to the amount paid hereunder; lastly, the interested persons (including the **insured**) to whom this coverage is in excess shall be entitled to claim the residue, if any.
- 3.8.5 Expenses necessary to the recovery of any such amounts will be apportioned between the interested parties concerned, in the ratio of their respective recoveries as finally settled.

## 4 General terms and conditions

### 4.1 Applicable law

The **insurer** hereon agrees that:

- a) In the event of a dispute arising under this **policy**, the **insurer** at the request of the **insured** will submit to the jurisdiction of any competent Court in the Commonwealth of **Australia**. Such dispute shall be determined in accordance with the law and practice applicable in such Court.
- b) Any summons notice or process to be served upon the **insurer** may be served upon  
Lloyd's General Representative in Australia  
Lloyd's Australia Limited  
123 Pitt Street  
Sydney  
NSW 2000  
Australia  
who has authority to accept service and to enter an appearance on the **insurer's** behalf, and who is directed at the request of the **insured** to give a written undertaking to the **insured** that he will enter an appearance on the **insurer's** behalf.
- c) If a suit is instituted against any one **insurer** all **insurer's** hereon will abide by the final decision of such Court or any competent Appellate Court.

### 4.2 Assignment

Assignment of interest under this **policy** will not bind the **insurer** unless and until the **insurer's** written consent is endorsed hereon.

### 4.3 Cancellation, variation and premium refunds

The **insurer** may at any time during the **period of insurance** serve written notice on the **insured** at the address shown on the **schedule** cancelling the **policy** with effect from the thirtieth (30<sup>th</sup>) day after service of the notice if in breach of any of the conditions of this policy or for any other reason available to the **insurer** under the *Insurance Contracts Act 1984* (Cwlth). Such cancellation shall not affect the coverage or premium attributable under this insurance to the period prior to cancellation. Upon demand the **insurer** will return to the **insured** a part of any premium paid in excess of that proportionate to the pre-cancelled portion of the **policy**. In the event the **insurer** has paid any claim or loss under this **policy**, the pro-rata return of premium to the **insured** shall be limited to the amount (if any) of the premium received by the **insurer**, with the prior deduction of any paid claim or loss made by the **insurer**.

Without prejudice to any other forms of service, the notice of cancellation is deemed to be served on the third (3<sup>rd</sup>) day after being posted if sent by pre-paid letter post properly addressed.

### 4.4 Rights of Third Parties

This insurance does not confer or create any right enforceable (including under legislation) by any person who is not named as the **insured** and both the **insurer** and **insured** may amend, cancel or lapse this insurance without giving notice to, or requiring the consent of, any other third party.

### 4.5 Contribution

- 4.5.1 If at the time of any claim under **insured section A** there is any other valid and collectible insurance available to the **insured** or any **other insured party** other than insurance that is specifically stated to be in excess of this **policy**, and names the **insured** for the insurance, then the insurance afforded by this **policy** will be in excess of and will not contribute with such other insurance.

### 4.6 Document management

The **insurer** may hold documents relating to this insurance and any claims under it in electronic form and may destroy the originals. An electronic copy of any such document will be admissible in evidence to the same extent as, and carry the same weight as, the original.

### 4.7 Dispute resolution

- 4.7.1 All matters in dispute between the **insured**, **other insured parties** and the **insurer** arising out of or in connection with this insurance, will be referred to a mediator to be agreed by the parties within fourteen (14) working days of a written notice served on one party by the other requesting such an agreement. If a mediator is not agreed then either party may apply to the Centre for Effective Dispute Resolution ('CEDR') for the appointment of a mediator. The parties shall share equally the costs of CEDR and of the mediator and that the reference, conduct and any settlement of the dispute at mediation will be conducted in confidence.
- 4.7.2 The parties agree to perform their respective continuing obligations under this insurance, if any, while the dispute is resolved unless the nature of the dispute prevents such continued performance of those obligations.

- 4.7.3 If any such dispute is not resolved by mediation or the parties cannot agree upon the appointment of a mediator or the form that the mediation will take the dispute will be referred by either party to be determined and be subject to the exclusive jurisdiction of the High Court, London.
- 4.8 Legal action against the insurer**
- 4.8.1 In respect of liabilities covered by this insurance, no one may bring a legal action against the **insurer** until the amount of the **insured's** liability has finally been determined or agreed.
- 4.8.2 No one has the right under this **policy** to bring the **insurer** into an action to determine the **insured's** liability.
- 4.9 Material alteration**
- 4.9.1 The **insured** will give to the **insurer** written notice immediately (but in any event no later than 30 days) after the **insured** becomes aware of any material alteration to the **insured**, the risk or any material change in the nature of the **business** conducted by the **insured** during the **period of insurance**. The **insurer** reserves the right to reject or reduce **claims** connected with the material alteration or change, until accepted as such by written confirmation from the **insurer** endorsed to this **policy**, upon which the insurer may continue the **policy** on such terms as the **insurer** may determine.
- 4.9.2 Any material alteration or change shall not be binding on the **insurer** or the terms of this **policy** until accepted as such by written confirmation from the **insurer** endorsed to this **policy**.
- 4.10 Material inaccuracy**
- 4.10.1 The information provided by or on behalf of the **insured** in connection with this insurance (whether at inception or otherwise) shall be materially accurate and not omit material information which is known by the **insured's** board members or equivalent and/or the **insured's** risk manager or ought to have been known by them following their reasonable enquiry.
- 4.10.2 Breach by fraud or dishonesty  
If the **insured** or anyone acting on its behalf breaches this condition (whether at inception or otherwise) by fraud or dishonest act or omission, the **insurer** may:
- a) avoid this **policy** from inception; or
  - b) impose such terms, conditions and/or additional premium as the **insurer** may in its sole discretion determine; and
- any benefit which the **insured** has received under this **policy** which resulted from any such fraud or dishonest act or omission shall immediately be repaid to the **insurer**.
- 4.10.3 Breach by non-disclosure, misrepresentation (other than fraudulent or dishonest)  
If the **insured** or anyone acting on its behalf breaches this condition (other than by fraudulent or dishonest means), the **insurer** may:
- a) impose such terms and conditions (effective at inception or otherwise) as the **insurer** would have imposed in the absence of such breach; and/or
  - b) charge such additional premium (effective at inception or otherwise) as the **insurer** would have required in the absence of the breach; and
  - c) apply such applicable additional premium, amended terms and conditions or both to any notified **claim** or potential **claim**; and
- the **insurer** will promptly give the **insured** written notice of any applicable additional premium, amended terms and conditions or both.
- 4.10.4 Within fourteen (14) days of receipt of such notice, the **insured** will give the **insurer** written confirmation of:
- a) acceptance of and a promise to pay the applicable additional premium in accordance with the terms of trade applying to this insurance; or
  - b) the **insured's** acceptance of the amended terms and conditions; or
  - c) both as applicable.
- 4.10.5 If the **insurer** can show to the **insured's** reasonable satisfaction that the **insurer** would have declined to enter into this insurance at inception or to accept the proposed amendment to this insurance during the **period of insurance** on any terms, the **insurer** may avoid this **policy** from inception and, if no claims have been paid or accepted under this **policy**, the **insurer** shall promptly return to the **insured** all premiums received by the **insurer** at the date of breach; and, if the **insurer** has paid claim monies under this **policy**, the **insured** shall promptly repay all such claim monies to the **insurer**.
- 4.11 Minimisation of risk**
- 4.11.1 The **insured** will take all reasonable steps at its own expense to prevent an insured event arising or continuing.
- 4.11.2 Upon the happening of an insured event and at all times thereafter, the **insured** shall act as a prudent uninsured and take all reasonable measures as are appropriate to avoid or minimise any claims which arise or may arise from that insured event. Any failure by the **insured** to take such steps shall mean the **insurer** may reject or reduce claims and continue the **policy** on such terms as the **insurer** may determine and if any payment on account of any such claim has already been made the **insured** will repay forthwith all payments on account to the **insurer**.
- 4.12 Observance**
- 4.12.1 The due observance and fulfilment of the provisions of this **policy** insofar as they may relate to anything to be done or complied with by the **insured**, and are not already conditions precedent, will be a condition of this

- policy.** Any waiver by the **insurer** of any provision will not prevent the **insurer** from relying on such term or condition or condition precedent in the future.
- 4.12.2 In the event of a breach of any condition in the **policy**, and without prejudice to any of the **insurer's** other rights, the **insurer** may reject or reduce claims connected with the breach providing the **insurer** can demonstrate some prejudice.
- 4.12.3 In the event of a breach of any condition precedent in the **policy**, and without prejudice to any of the **insurer's** other rights, the **insurer** may reject or reduce claims connected with the breach, and continue the **policy** on such terms as the **insurer** may determine and if any payment on account of any such claim has already been made the **insured** will repay forthwith all payments on account to the **insurer**.
- 4.13 Privacy and the Data Protection Act 1998**
- 4.13.1 All personal information (including sensitive personal data such as health details or criminal convictions) provided in connection with this **policy** will be processed in accordance with the Data Protection Act 1998. The **insured** consents to all personal information so provided being used for the purposes and being disclosed to the parties set out below.
- 4.13.2 Where personal information is provided about another person, the **insured** is required to inform that person of the **insurers'** identity, and why their personal information will be processed and disclosed. The **insured** is also required to obtain their written consent to the processing of their personal information in this way and provide, on request, such consent to the **insurer**.
- 4.13.3 Personal information is used:
- a) to administer the **policy**, including underwriting, renewal information, validation of claims history and claims handling;
  - b) for research, analysis, statistic creation, and customer profiling;
  - c) for fraud prevention and debt recovery.
- 4.13.4 Personal information may be disclosed to:
- a) other insurance entities interested in the risk written under this **policy**;
  - b) agents and service providers appointed by the **insurer** to carry out activities in connection with the **policy**;
  - c) credit reference and fraud databases;
  - d) law enforcement and other statutory bodies;
  - e) potential purchasers of the whole or part of the our business.
- 4.13.5 The **insurer** will not disclose the **insured's** information to anyone other than those parties mentioned in 8.15.4 (a) – (e) above except:
- a) Where the **insured's** permission has been obtained or;
  - b) Where the **insurer** is required or permitted to do so by Law or;
  - c) To other companies who provide a service the **insurer** or the **insured** or;
  - d) Where the **insured** may transfer rights and obligations under this **policy**
- 4.13.6 If false or inaccurate information is provided and fraud is suspected this fact will be recorded and the information will be available to other organisations that have access to the fraud databases.
- 4.13.7 Personal information may be transferred to third parties in countries outside the European Economic Area which may not have the same standards of protection for personal information as the United Kingdom. The **insurer** will ensure that such transfers comply with the data protection law and the personal information is kept securely and protected from unauthorised access.
- 4.13.8 The **insurer** maintains protections and procedures in the storage and disclosure of personal information to keep it secure and prevent unauthorised access to or loss of such information.
- 4.13.9 The **insurer** may monitor and record all communications with you for compliance and training purposes.
- 4.13.10 Should the **insured** wish to see the information held, have any queries in relation to the way such information is used or discover any inaccuracies, the **insured** should write to the Compliance Officer, Syndicate DTW1991, R&Q Managing Agency Limited, 5<sup>th</sup> Floor, Fountain House, 130 Fenchurch Street, London, EC3M 5DJ..
- 4.14 Representation**
- Any person falling within the definition of the **insured** agrees that the first named **insured** is their agent for the purpose of giving and receiving of any notices from the **insurer** or their representatives including any notice of cancellation. The payment to the first named **insured** of any return premium that may be payable under this **policy** will satisfy the **insurer's** obligations to return premium.
- 4.15 Sanction limitation and exclusion**
- 4.15.1 The Insurer shall not be deemed to provide cover and no Insurer shall be liable to pay any claim or provide any benefit hereunder to the extent of such cover payment of such claim or provision of such benefit would expose that 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.

#### 4.16 Subscribing insurer

The **insurers'** obligations under this **policy** are several and not joint and are limited solely to the extent of their individual subscriptions. The **insurers** are not responsible for the subscription of any co-subscribing **insurer** who for any reason does not satisfy all or part of its obligations.

The proportion of liability under this contract underwritten by a company (or in the case of a Lloyd's syndicate the total of the proportions underwritten by all the members of the syndicate taken together) is shown in this contract.

In the case of a Lloyd's syndicate each member of the syndicate (rather than the syndicate itself) is a company. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that member's proportion. A member is not jointly liable for any other members' proportion. Nor is any member otherwise responsible for any liability of any other Insurer that may underwrite this contract..

## 5 General definitions and interpretation

The following words will have the same meaning attached each time they appear in this **policy** in **bold** type face, whether with a capital first letter or not.

Where the context so admits or requires, words importing the singular will include the plural and vice versa and words importing the masculine will import the feminine and the neuter. References to 'a person' will be construed so as to include any individual, company, partnership, or any other legal entity. References to a statute will be construed to include all its amendments or replacements. All headings within the **policy** are included for convenience only and will not form part of this **policy**.

### 5.1 Bodily injury

Bodily injury means death, disease, illness, physical and mental injury of or to an individual.

### 5.2 Claim jurisdiction

Claim jurisdiction shall mean the jurisdiction under which a claim by a third party must be brought for indemnity to be granted the **insurer**.

### 5.3 Claims notification address

Claims notification address means:

Syndicate DTW1991  
R&Q Managing Agency Limited  
5<sup>th</sup> Floor  
Fountain House  
130 Fenchurch Street  
London  
EC3M 5DJ

### 5.4 Commercial diving

Commercial Diving means those diving practices carried out in accordance with AS/NZS 2299 . For the purposes of this definition the Approved Codes of Practice for; Recreational Scuba Training, Underwater Scientific Diving and Underwater Film and Media Work are not considered to be commercial diving.

### 5.5 Costs and expenses

Costs and expenses means

- 5.5.1 costs and expenses (other than claimant costs recoverable from the **insured** incurred in the investigation, adjustment, appraisal, defence or settlement of an insured event, including expert, legal, appeal and defence costs;
- 5.5.2 pre-judgment interest awarded against the **insured** on that part of any judgment covered under this **policy** but where the **insurer** offers to pay the **limit of indemnity** in settlement of a claim or **suit**, the **insurer** will not pay any pre-judgment interest imposed or earned after the date of such offer;
- 5.5.3 all interest earned on that part of any judgment within the **limit of indemnity** after entry of the judgment and before **insurer** has paid, offered to pay, or deposited in court that part of any judgment that is within the applicable **limit of indemnity**;
- 5.5.4 costs and expenses of legal representation at any coroner's inquest or inquiry in respect of any death which may be the subject of indemnity under this **policy**.

### 5.6 Damage

Damage means:

- 5.6.1 loss of, destruction of or damage to tangible property; and/or
- 5.6.2 loss of use of tangible property that has been lost, destroyed or damaged.

### 5.7 Denial of access

Denial of access means nuisance, trespass, or interference with any easement, right of air, light, water or way.

### 5.8 Employee

Employee means:

- a) any person who has entered into or works under a contract of service or apprenticeship with the **insured**;
- b) any labour-master and/or person supplied by such person;
- c) any person employed by a labour-only contractor;
- d) any self-employed person;
- e) any volunteer;
- f) any person who is hired to or borrowed by the **insured**;
- g) any driver or operator of plant hired to the **insured**;
- h) any person who is engaged under a work experience or youth training scheme while working for the **insured** in connection with the any **recreational water sports**.

- 5.9 Excess**  
The excess will form part of and be included within the **limit of indemnity** and means the first amount payable by the **insured** in respect of each and every claim, series of claims or circumstance as ascertained after the application of all other terms and conditions of this insurance. The excess will be applied to **costs and expenses**.
- 5.10 Fungus**  
Fungus(i) includes but is not limited to any plants or organisms belonging to the major group fungi lacking chlorophyll and including **moulds** rusts mildews and mushrooms.
- 5.11 Insured**  
Insured means the dive Instructor, assistant dive Instructor, dive master or dive guide named on the application form, e-certificate and on the validation card.
- 5.12 Insurer**  
Insurer means the insurer as named in the e-certificate
- 5.13 Landing area**  
Landing area means any part of earth's surface including water or any structure or property used for embarkation or disembarkation of people or loading or unloading of goods or where aircraft are kept, housed maintained or operated and where aircraft may take off and land.
- 5.14 Legionella**  
Legionella means any discharge release or escape of legionella or other airborne pathogens from water tanks, water systems, air-conditioning plants, cooling towers and the like.
- 5.15 Limit of indemnity**  
Limit of indemnity means:
- 5.15.1 the amount stated in the **schedule** or validation card which is the maximum amount of the **insurer's** liability for any one (1) occurrence regardless of the number of:
- a) persons or organisations bringing claims or **suits**; or
  - b) claims against the **insured** or series of claims against the **insured**, or claims or series of claims made by the **insured**;
- 5.15.2 where a limit of indemnity is stated in the **schedule** as in the aggregate, that aggregate is the maximum the **insurer** will pay for all insured events during the **period of insurance**.
- 5.15.3 Any sub-limit of indemnity applies as if it was the limit of indemnity for the **claims** for that sub-limit and is deemed to be part of and not in addition to the **limit of indemnity**.
- 5.16 Mould(s)**  
Mould(s) means, but is not limited to any superficial growth produced on damp or decaying organic matter or on living organisms and fungi that produced moulds.
- 5.17 North America**  
North America means the United States of America or its territories or possessions or Canada.
- 5.18 Nuclear hazards**  
Nuclear hazards means:
- 5.18.1 ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- 5.18.2 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
- 5.19 Participant**  
Participant means any person engaged in the **insured's** activities, social and/or promotional events or whilst under the active supervision or instruction of the **insured** during **recreational watersports**.
- 5.20 Period of insurance**  
Period of insurance means the period shown as such on the e-certificate and validation card, which time is taken as Greenwich Mean Time unless otherwise stated.
- 5.21 Personal injury**  
Personal injury means harm other than **bodily injury** arising out of one or more of the following offences committed in the course of **recreational water sports**.
- 5.21.1 false arrest;
  - 5.21.2 detention or imprisonment;
  - 5.21.3 wrongful entry into, or eviction of a person from a room, dwelling or premises that the person occupies;
  - 5.21.4 libel and slander.
- 5.22 Policy**  
Policy means this document, the **schedule** (including any **schedules** issued in substitution), e-certificate and validation card and any endorsements attaching to this document or the **schedule** that will be considered part of the legal contract and any word or expression in bold type face on any of these documents will bear the specific meaning stated in these definitions.



- 5.23 Pollutant**  
Pollutant means any solid, liquid, gaseous or thermal irritant or contaminant including smoke, vapour, soot, fumes, acids, alkalis, chemicals or waste. Waste is deemed to include materials to be recycled, reconditioned or reclaimed.
- 5.24 Pollution**  
Pollution means the actual, alleged or threatened discharge, seepage, migration, dispersal, release or escape of **pollutants** at any time.
- 5.25 Principal**  
Principal means an individual, company, corporate body sports/leisure centre and/or other government, civic or educational authority providing services or venues to the **Insured**.
- 5.26 Product**  
Product means any property (including packaging, containers, labels and instructions for use) after it has left the custody or control of the **insured** which has been designed, specified, formulated, manufactured, constructed, installed, sold, supplied, distributed, treated, serviced, altered or repaired by or on behalf of the **insured**.
- 5.27 Proposal**  
Proposal means any information supplied by or on behalf of the **insured**, deemed to be a completed proposal form or other relevant information that the **insurer** may require.
- 5.28 Recreational Water Sports**  
Recreational watersports means the organisation of, participation in, supervision of and or the provision of advice or instruction in recreational snorkelling, breath hold (apnea) diving, or recreational scuba diving and underwater scientific projects and underwater film and media projects and any first aid required as a result of such activities.
- 5.29 Schedule**  
Schedule means the schedule of limits set out under clause 2 of this **policy**.
- 5.30 Spore(s)**  
Spore(s) means any dormant or reproductive body produced by or arising or emanating out of any **fungus(i) mould(s)** mildew plants organisms or micro organisms.
- 5.31 Suit**  
Suit means a civil proceeding in which damages to which this insurance applies are alleged, including;  
5.31.1 an arbitration proceeding in which such damages are claimed; or  
5.31.2 any other alternative dispute resolution proceeding in which such damages are claimed.
- 5.32 Territorial limits**  
Territorial limits means such countries as stated in the **schedule**.
- 5.33 Terrorism**  
Terrorism means an activity that involves a violent act or the unlawful use of force or an unlawful act dangerous to human life, tangible or intangible property or infrastructure, or a threat thereof; and appears to be intended to intimidate or coerce a civilian population, or  
5.33.1 disrupt any segment of the economy of a government de jure or de facto, state, or country, or  
5.33.2 overthrow, influence, or affect the conduct or policy of any government de jure or de facto by intimidation or coercion, or  
5.33.3 affect the conduct or policy of any government de jure or de facto by mass destruction, assassination, kidnapping or hostage-taking.
- 5.34 War**  
War means war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, revolution, rebellion, insurrection, uprising, military or usurped power or confiscation by order of any public authority or government de jure or de facto or martial law but not including **terrorism**.
- 5.35 Watercraft**  
Watercraft means any vessel, craft, vehicle or appliance made or intended to float on or in or travel on or through or under water.

## 6 Complaints

### 6.1 About Lloyd's

Since the late seventeenth century, the name Lloyd's has been synonymous with insurance. Many of the world's leading underwriters are based at Lloyd's. The market is internationally renowned and has an impeccable claims record.

In Australia, Lloyd's is proud to be a member of the Insurance Council of Australia, and strives to comply with the agreement we have made under the General Insurance Code of Practice.

The **insurer's** aim is to provide the highest service to our Australian policyholders and, to this end; **the insurer** has developed the following procedures for the fair handling of complaints from Lloyd's policyholders.

### 6.2 How can we help you?

This policy is insured 100% by Syndicate DTW1991 at Lloyd's so, in the event that the **insured** wish to make a formal complaint they should contact the Compliance Officer at Syndicate DTW1991 using one of the following options:

- a) In writing (letter or email) to the address shown below; or
- b) By telephone to the telephone number shown below

The Compliance Officer  
Syndicate DTW1991  
R&Q Managing Agency Limited  
5<sup>th</sup> Floor  
Fountain House  
130 Fenchurch Street  
London  
EC3M 5DJ  
Email: [complaints@dtw1991.com](mailto:complaints@dtw1991.com)

Tel: +44 (0)20 7 977 0876

Once the **insured's** complaint is received Syndicate DTW1991 shall attempt to respond within 10 working days from the date of receipt but in any event no later than the response time stipulated by any instructions received from the relevant regulator.

If this does not resolve the matter or you are not satisfied with the way a complaint has been dealt with, the **insured** should contact:

Lloyd's Underwriters' General Representative in Australia  
Suite 2, Level 21  
Angel Place  
123 Pitt Street  
Sydney NSW 2000  
Telephone Number: (02) 9223 1433  
Facsimile Number: (02) 9223 1466

Who will refer the dispute to Policyholder & Market Assistance at Lloyd's.

Details of Lloyd's complaints procedures are set out in a leaflet "How We Will Handle Your Complaint" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address.

Complaints that cannot be resolved by Policyholder & Market Assistance may be referred to the Financial Ombudsman Service (UK). Further details will be provided at the appropriate stage of the complaints process.

If the **insured** is seeking resolution as an individual acting for purposes outside their trade, business or professions, as a micro-enterprise (a small business that has a turnover or annual balance sheet of not more than two million euros and fewer than ten employees), a charity with less than £1m annual income or a trustee of a trust with net asset value of less than £1m, you may refer the matter to the following organisation:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Tel: +44 20 7964 0500  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**6.3 How much will this procedure cost you?**

This service is free of charge to policyholders



DTW1991  
Lloyd's Underwriters  
130 Fenchurch Street  
London EC3M 5DJ  
+44 20 7977 0846  
[DTW1991.com](http://DTW1991.com)



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and regulated by the Financial Conduct Authority and  
the Prudential Regulation Authority