



Small Craft Insurance Policy

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Welcome to GJW DIRECT

Thank you for choosing GJW Direct for **Your** insurance.

The **Policy** is a legally binding contract between **You** the **Insured** and Munich Re Syndicate Limited at Lloyd's, whose address is St. Helens, 1 Undershaft, London EC3A 8EE, which is arranged through Munich Re Specialty Insurance (UK) Limited.

You can contact **Us** at:

GJW Direct
The Exchange
3 New York Street
Manchester
M1 4HN

Telephone: +44 (0)151 473 8000

Email: insure@gjwdirect.com

Munich Re Specialty Insurance (UK) Limited is authorised and regulated by the Financial Conduct Authority, Firm reference number 310539.

This **Policy** provides cover based upon the information **You** have provided to **Us**. **You** must tell **Us** immediately if any of the information **We** hold is incorrect or changes. If **We** have the wrong information this may result in an increased premium or **Your** insurance may not be valid and claims may not be paid.

Section 1 - Information

A. HOW TO MAKE A CLAIM

You must notify **Us** of any circumstance that may give rise to a claim as soon as reasonably practicable.

You should notify **Us** by logging into **Your** account from **Our** website www.gjwdirect.com and selecting 'make a claim' on **Your Policy** dashboard.

Outside office hours **We** operate an emergency claims helpline 0151 473 8099.

Once **We** agree that **We** will cover **Your** claim **We** will write to **You** to confirm **Our** assessment of liability and costs.

We are able to settle **Your** claim either to **You** or to **Your** repairer upon **Your** instruction and provision of nominated bank account details.

CLAIMS CONTROL

We have the right to commence, take over and conduct:

- the defence of any claim against **You**
- the recovery of any sums payable under the **Policy**
- representation of **You** at any inquest, inquiry or similar proceeding

You must:

- assist **Us** in **Our** investigation of **Your** claim
- pass all communications from third parties directly to **Us** and without delay
- not admit liability
- not make an offer to settle or pay a claim to a third party for which **You** intend to make a claim

FRAUDULENT CLAIMS

You must not act in a fraudulent manner. This includes:

- making a claim under the **Policy** knowing the claim to be false or fraudulently exaggerated in any respect
- making a statement in support of a claim knowing the statement to be false in any respect
- submitting a document in support of a claim knowing the document to be forged or false in any respect
- making a claim for loss or damage caused by **Your** deliberate act or with **Your** agreement

We will, at **Our** discretion, reject the claim or reduce the amount of payment **We** make or cancel **Your Policy** from the date of the fraudulent act and not return any premium paid.

We are entitled to recover from **You** the amount of any costs **We** have incurred relating to the fraudulent claim.

We will pass details to fraud prevention and law enforcement agencies who may access and use this information. Other insurers may also access this information.

AMOUNT WE PAY YOU WHEN YOU HAVE A CLAIM

We pay up to the value of the small craft as agreed and noted on the **Certificate**.

We pay up to the value of the outboard motor, trailer and trolley if **You** have advised **Us**. **You** have these items and there is a value noted on the **Certificate**.

We pay for third party liability up to the value as noted on the **Certificate**.

EXCESS

This is the amount **We** deduct from any payment **We** make to **You** for loss or damage and is noted on the **Certificate**. **We** do not apply the **Excess** to claims classed as **Total loss** or **Constructive total loss** including loss of outboard motor, trailer or trolley.

B. COMPLAINTS

We are very proud of the service **We** provide to **Our** customers, but **We** know that sometimes things can go wrong. If **You** have had a bad experience, please let **Us** know. **We** are committed to treating **Our** customers fairly and will do all **We** can to put things right.

We can often resolve concerns right away, so please as a first step get in touch with the team dealing with **Your** claim or the sale and servicing of **Your Policy**.

If **You** prefer, **You** can make a complaint by email: complaints@gjwdirect.com. Or **You** could always write to **Us** at GJW Direct, The Exchange, 3 New York Street, Manchester, M1 4HN.

You will need to tell **Us**:

- **Your** name
- **Your Policy**/claim details
- what's gone wrong
- what **You** want **Us** to do to put things right

We aim to resolve **Your** complaint within 3 working days but if **We** are unable to do so, **We** will:

- acknowledge **Your** complaint promptly
- assign a dedicated complaint expert who will review **Your** complaint
- carry out a thorough and impartial investigation and keep **You** updated of the progress
- provide a written response within 2 weeks of receiving **Your** complaint, this will inform **You** of the results of **Our** investigation

If **We** do not do so or if the complaint cannot be resolved amicably **You** have the right to refer **Your** complaint to Lloyd's. Their address is:

Complaints
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent
ME4 4RN

Telephone: 020 7327 5693

Email: complaints@lloyds.com

Details of Lloyd's complaints procedures are set out in a leaflet "How **We** Will Handle **Your** Complaint" available at www.lloyds.com/complaints and are also available from the above address. Under the terms of the Financial Ombudsman Services scheme, Lloyd's must:

- reply to **You** within four weeks; and
- resolve **Your** complaint within eight weeks of the date of **Your** original complaint

If Lloyd's fail to do so or if **You** remain dissatisfied after Lloyd's has considered **Your** complaint, **You** may have the right to refer **Your** complaint to the Financial Ombudsman Service.

The contact details for the FOS are:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 (calls to this number are free from “fixed lines” in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

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 FOS at www.financial-ombudsman.org.uk. This is in addition to any other action **You** may subsequently wish to take including legal action. An application to the Financial Ombudsman Service must be made within six months of being notified of the final decision about **Your** complaint.

C. DATA PROTECTION

GJW Direct and Munich Re Syndicate are part of the MRSG Group which takes **Your** data privacy very seriously. For details of how the personal information GJW Direct collects from **You** is used and **Your** rights please view GJW Direct’s privacy **Policy** at www.gjwdirect.com/privacy.

If **You** do not have access to the internet, please contact **Us** and **We** will send **You** a printed copy.

D. LAW AND JURISDICTION

Your Policy is governed and construed in accordance with English law and jurisdiction in the settlement of any dispute under the terms of **Your Policy** unless **We** specifically agree to the contrary.

E. PAYMENT OF PREMIUMS BY INSTALMENTS

Reference to the payment of premiums includes payments by instalments. If **You** choose to pay for **Your** insurance by monthly instalments **Your Policy** remains an annual contract. If **Your** instalment arrangement is subject to the Consumer Credit act 1974 **You** will be provided with an appropriate credit agreement. If no charge is made by **Us** for credit then the agreement will not be subject to the Consumer Credit act and will simply be an agreement between **You** and **Us**. The date of payment and the amount of instalments will be set out in **Your** payment schedule. Whether subject to consumer credit or not, if **You** do not keep up **Your** instalments **Your Policy** may be cancelled from the date **You** failed to pay an instalment. If **You** cancel **Your** direct debit **Your Policy** may be cancelled from the date the direct debit was cancelled. Before cancelling any **Policy We** will contact **You** and attempt to arrange payment for any missed payments. If **You** make a claim during the **Period of insurance We** shall be entitled to deduct the balance of premium from any payment in respect of **Total loss** or **Constructive total loss**.

F. CANCELLATION

We will cancel the **Policy** from the date **You** notify **Us** and a refund will be given subject to the calculations below

No payment for an amount under £10 will be given and there will be no refund if a claim has been paid during the **Period of insurance**.

If You cancel the Policy before the start date	We return Your premium in full including fees
If You cancel the Policy within the cooling off period i.e. 14 days of the start date	We return Your premium in full but retain the administration fee
If You cancel the Policy after 14 days from the start date	We return a pro rata premium, We retain the administration fee and charge a cancellation fee of £10

We may at **Our** discretion cancel **Your Policy** and **We** will give **You** 30 days written notice and will advise **You** of the reason for the cancellation. **We** will return a pro rata premium, **We** retain the administration fee and charge a cancellation fee of £10.

Section 2 – Definitions

Anti-theft device – An appropriate device sold and marketed as a secure method of preventing theft.

Certificate – The document **We** issue which confirms the existence of the **Policy** and summarizes the cover.

Constructive total loss – The cost to repair the small craft equals or exceeds the **Insured value**.

Excess – The amount to be deducted from **Your** claim in certain circumstances.

Insured value – This is the sum noted on the **Certificate**.

Latent defect – A defect which is not discoverable by the exercise of reasonable care.

Period of insurance – The **Policy** period noted on the **Certificate**.

Policy – The **Policy** document is the contract of insurance containing all the terms, conditions, exclusions and limitations which apply.

Total loss – The small craft is lost or destroyed.

We Us and Our – Munich Re Specialty Insurance (UK) Limited.

Wilful misconduct – Includes but is not limited to:

- **Your** own deliberate act
- when **You** are under the influence of alcohol or prohibited drugs so as to impair safe navigation or management of the small craft.

You Your and Yours – The individual, company or other organisation named as the insured person

Section 3 - What is covered

We will pay the reasonable cost of repair or replacement for loss or damage whilst the small craft is in use or ashore.

WHAT WE COVER	WE LIST HERE ANY EXCLUSIONS OR LIMITATIONS RELATING TO 'WHAT WE COVER'
Impacts including stranding or grounding	
Fire explosion	Your own deliberate act
Heavy weather including lightning strikes	
Damage which results from a Latent defect	The cost or expense of repairing or replacing the defective part
Negligence	Your own deliberate act
Theft	<p>Fraud</p> <p>Small craft must be kept</p> <ul style="list-style-type: none"> ● in a locked building or ● in a locked compound or ● locked to a permanent structure or ● out of sight in a locked vehicle <p>Theft of unsecured gear, fittings or equipment unless stolen with the small craft or from a locked place of storage</p> <p>If on a roof rack has to be locked with an Anti-theft device and cannot be left overnight</p> <p>Theft of the outboard motor unless from a locked place of storage or when protected by an Anti-theft device</p> <p>A trailer if not in a locked place of storage, securely locked to the road vehicle and the road vehicle is occupied or securely locked or secured by a wheelclamp</p>
Malicious acts of third parties including vandalism	Your own deliberate act

<p>Racing</p>	<p>In the United Kingdom only British Canoe Union water grades I to III only Non recreational</p>
<p>Third party liability</p> <p>Your legal liability and/or costs associated with the defence against a claim brought against You in connection with Your use of, or interest in, the small craft or as the result of an accident onboard the small craft</p>	<p>The actions of:</p> <ul style="list-style-type: none"> ● any person employed under a contract in connection with the small craft, other than captain or crew employed by You ● an employee of or an operator of a marina, slipway, shipyard, yacht club, sales agency, similar organisation or crane or travel hoist <p>An accident occurring on a highway, public or private place, whilst the small craft is being towed on a trailer</p> <p>Liability arising out of a contract</p> <p>Fines or punitive damages</p>

Section 4 - Exclusions which apply to the whole of this policy

We do not cover loss, damage, liability or expense directly or indirectly caused by, contributed to or arising from:

- If left unattended on a mooring at any time
- Wear and tear, lack of maintenance, mechanical breakdown and galvanic corrosion
- Insects or marine growth
- Rot mildew dampness or weathering or any other gradually operating cause
- Osmosis
- Civil, criminal or administration proceedings, action by customs officers or executive action of a government or government department unless arising out of an event which is covered by this **Policy**
- **Wilful misconduct**
- A fault in design or construction
- Defective workmanship
- War, civil disturbance and terrorism, action by customs or executive action of a government, civil criminal or administrative proceedings
- Ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- Any weapon or device employing atomic or nuclear fission and or fusion or other like reaction or radioactive force or matter
- The radioactive, toxic, explosive, or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
- The radioactive, toxic, explosive or any other hazardous or contaminating properties of any radioactive matter. The exclusion in this subclause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other similar peaceful purposes
- Any chemical, biological, biochemical or electromagnetic weapons
- The failure, error or malfunction of any computer, computer system, computer software programme, code, or process or any other electronic system
- The use or operation, as a means for inflicting harm, of any computer, computer system, computer software programme, malicious code, computer virus or process or any other electronic system

Section 5 - Conditions which apply to the whole of the Policy

If **You** do not comply with these conditions **You** and **Your** small craft will not be covered.

Use of the small craft	You must not use the small craft for any purpose other than private and pleasure and racing
Small craft powered by a motor	The motor must be no more than 20HP or equivalent
Cruising area	You remain within the cruising area noted on the Certificate
Seaworthiness	You exercise reasonable care to make and keep the small craft in a seaworthy condition and to keep the small craft in a safe place, when not underway. It is up to You to ensure that all measures are taken to maintain Your small craft
Structural alteration	You do not make any significant structural alteration or addition to the small craft without notifying Us

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Address: The Exchange, 3 New York Street, Manchester, M1 4HN

Telephone: 0151 473 8000 Email: insure@gjwdirect.com Website: www.gjwdirect.com

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GJW Direct Small Craft Policy Document 10.21