

What is this key facts document?

This is a summary of the cover provided by this policy. It does not include the full policy terms and conditions, for full policy terms and conditions you should read the policy document.

The insurer

This policy is underwritten by CFC Underwriting Limited on behalf of certain Underwriters at Lloyd's.

Significant features & benefits

Comprehensive crime policy which covers your losses as a result of:

- Any dishonest or fraudulent acts by employees, including the cost of any investigation or audit by the regulators arising therefrom
- Property being lost or damaged by criminal means or otherwise
- Property being lost or damaged by criminal means or otherwise while in transit in the care, custody or control of an authorised person, including transits carried out by a transport company
- Your acceptance in good faith of any forged or fraudulently altered negotiable instrument, certificate of deposit, letter of credit, withdrawal order, receipt for the withdrawal of property or instruction or advice signed by a customer
- You in good faith:
 - Accepting any lost, stolen, forged or fraudulently altered original certified security, document of title, deed, mortgage or other instrument conveying title to real property certificate of origin or title, certificate of deposit, evidence of debt, guarantee or security agreement;
 - Guaranteeing or witnessing a signature relating to the transfer of ownership of any of the lost, stolen, forged or fraudulently altered documents stated above
 - Accepting counterfeit money
 - Accepting any counterfeit mortgage
- The fraudulent manipulation of your computer systems
- A telephone call where funds or property are transferred to an unintended third party
- Processing any forged or counterfeit instruction sent by fax
- A letter or package listing the cheques and bankers drafts inside being lost in transit

Significant and unusual exclusions

Whilst we try to offer the broadest cover possible, we do not provide cover for certain situations. A summary of the significant and unusual exclusions that appear in the Policy are listed below. However, it is important to read the policy to see the full list of exclusions:

- Cash shortage due to human error
- Electronic communication sent by telex or automated clearing house
- Fire
- Fines or penalties
- Fund transfers that you fail to verify
- Insolvency
- Kidnap and ransom
- Any consequential loss arising out of a crime
- Property contained in a customers' safe deposit box
- Theft, forgery or other criminal act committed by any non-executive director or trustee

Limits of liability and deductibles

The limits of liability and deductibles are as specified in the Schedule.

Conditions

What we believe to be the most significant condition is listed below; however, all conditions in the policy are significant. It is important to read the policy and see the full list of conditions.

- What you must do in the event of a claim or loss (details of how a claim or loss should be notified and the subsequent actions you should or should not take).

Right of cancellation

There is no cooling off period under this Policy but it may be cancelled with 60 days written notice by you.

Duration of the policy

Insurance policies normally run for a period of 12 months. We strongly urge you to review your Policy each year to ensure you have adequate cover in place.

Claims notification

Should you wish to notify a claim under this Policy, please contact the Claims Managers shown on your Policy Schedule. You must do this as soon as is reasonably practicable and no later than the end of any applicable extended reporting period.

Our regulatory status

CFC Underwriting Limited is authorised and regulated by the United Kingdom Financial Conduct Authority (FCA). CFC Underwriting Limited's Firm Reference Number at the FCA is 312848. These details may be checked by visiting the FCA website at www.fca.org.uk/register. Alternatively the FCA may be contacted on 0800 111 6768.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations to you in respect of insurance policies that we have underwritten on behalf of insurers.

This depends on the type of business and the circumstances of the claim. In respect of general insurance business the FSCS will cover 90% of the claim, without any upper limit and for compulsory classes of insurance, the FSCS will cover 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

How to submit a complaint

We intend to provide an excellent service to you. However, we recognize that there may be occasions when you feel that this has not been achieved. If you are unhappy with any aspect of the service that you receive from us, please contact your insurance broker in the first instance, stating the nature of your complaint, the certificate and/or claim number.

Alternatively, you can contact us directly at complaints@cfc.com or please write to:

Chief Executive Officer
CFC Underwriting Limited
85 Gracechurch Street
London EC3V 0AA
United Kingdom

If after taking this action you are still unhappy with the response it may be possible in certain circumstances for you to refer the matter to Lloyd's of London. The contact details are as follows:

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

Telephone: +44(0)20 7327 5693
Email: complaints@lloyds.com

Your complaint will be acknowledged promptly in writing.

A decision on your complaint will be provided to you, in writing, within 8 weeks of the complaint being made.

If you remain dissatisfied after receiving the response, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The contact details are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom

Telephone: +44 20 7964 0500 (from outside the UK)
Telephone: 0800 023 4567 (from inside the UK)
Fax: +44 20 7964 1001

The existence of this complaints procedure does not affect any right of legal action you may have against CFC Underwriting Limited or Lloyd's as detailed in the Service of Suit condition on the last page of your policy.