

Tax Investigation Insurance

Summary of Cover

Your Insurance Protection at a glance:

The purpose of this Policy Summary is to help You understand the insurance by setting out the significant features, benefits, limitations and exclusions.

Whilst the National Residential Landlords Association (NRLA) are the Policyholder, the cover provided by this policy is automatically extended to include all current and fully paid up landlord and business members of the National Residential Landlords Association ('member') who can meet the qualifying criteria stated below, therefore the Terms and Conditions set out in the Policy Wording apply to you as though you are the insured. This Summary of Cover does not form part of the Policy Wording and you must ensure that you read the Policy Wording to ensure that you are fully aware of the Terms and Conditions and your obligations.

The Insurance provider:

This insurance is underwritten by AmTrust Europe Limited and administered by Arc Legal Assistance.

Duration of contract:

The Period of Insurance is for 12 months or as otherwise stated in the Policy Schedule so long as you remain a current and fully paid up member.

Insurance cover:

This is a claims made insurance policy which covers claims notified within the Period of Insurance. The Insurance indemnifies current members for Professional Costs as shown in the Policy Benefit table below.

Significant benefits and exclusions:

The following table sets out the significant features, benefits, limitations and exclusions of the Property Owners Tax Investigation Insurance Policy.

Qualifying Criteria

- This insurance is available to all current and fully paid up members who receive or manage an annual rental income of less than £550,000.
- Only persons, companies, firms, partnerships or organisations specifically named as a member at the time of an insured incident are entitled to the protection offered by this insurance policy.
- The member must have no outstanding investigations pending and no more than one investigation claim in the past three years or exceeding £3,000 in total.
- All members must be domiciled in the UK or Northern Ireland.
- The policy will only cover business affairs relating to property portfolios for which the member acts as a landlord or agent.

Qualifying Criteria

Policyholders will have unlimited free access to the Claimline for specialist UK advice covering:

- Taxation
- VAT Enquiries

The dedicated telephone number for this service is 0344 770 1060.

Please quote 'NRLA Tax Protection' when contacting the helpline.

Tax Investigation Insurance

Summary of Cover

SIGNIFICANT BENEFITS AND EXCLUSIONS	
Policy Benefits	Policy Exclusions
HM REVENUE & CUSTOMS DISPUTES	HM REVENUE & CUSTOMS DISPUTES
Representation for all current and fully paid up members in the event of a full or aspect enquiry into their business tax affairs	Preparation of returns or accounts
Representation for all current and fully paid up members in the event of a full or aspect enquiry into their personal tax affairs	Defence of a criminal prosecution
Representation for all current and fully paid up members following an Employer Compliance Visit where dissatisfaction is expressed regarding their PAYE and/or NIC affairs	Investigations arising out of a voluntary disclosure to the tax Plus in respect of non-payment of tax, NIC or VAT which becomes due result of the member's deliberate act
Representation for all current and fully paid up members at a VAT and Duties Tribunal	Where Corporation Tax and Income Tax Self Assessment Returns are submitted outside statutory time limits
	Preparation/correction of Self Assessment returns
	Investigations by the National Investigations Service, the Special Civil Investigation Office or the HM Revenue & Customs Special Investigation Section
	Disputes where a return is submitted at final filing date and contains provisional figures
	Taxes, fines, interest and other duties or penalties imposed upon the member
	Investigation into tax planning where the Anti-Avoidance Intelligence Unit has allocated a number for inclusion on a return
	Professional Expenses incurred before the written acceptance of a claim by Arc
	Any cause or event occurring prior to or existing at inception of this policy

SIGNIFICANT FEATURES	
Indemnity Limits	£75,000 any one claim, and £75,000 in the aggregate per current and fully paid up member
Territorial Limits	United Kingdom of Great Britain & Northern Ireland
Excess	£100 any one claim for Aspect Enquiries otherwise NIL

Tax Investigation Insurance

Summary of Cover

Claims handling and claims notification:

All claims will be handled by one of Arc Legal Assistances' consultants.

Initial notification of a claim must be made immediately to **Arc Legal Assistance** following the member being first made aware of an investigation. Notification must be made to Arc Legal Assistance by contacting the Claimline on **0344 770 1060** and quoting "**NRLA Tax Protection**".

A claim form will be sent to the member which must be returned to **Arc Legal Assistance, PO Box 8921, Colchester CO4 5YD**.

Alternatively the claim form may be emailed to **claims@arclegal.co.uk**. A claim will not be investigated or honoured by Arc Legal Assistance until specifically agreed in writing by Arc Legal Assistance.

Cancellation:

Should the NRLA decide to cancel this cover at any time you will be notified in writing no less than 14 days before cancellation is effected.

Your right to complain:

If You are not satisfied with any aspect of our service or the insurance provided, You should contact us by one of the following methods:

In writing to: **Arc Legal Assistance, PO Box 8921, Colchester CO4 5YD**

By email to: **customerservices@arclegal.co.uk**

By phone on: **0344 770 9000**

In the event that You remain dissatisfied and You wish to pursue matters further You may be able to refer the matter to the Financial Ombudsman Service. Their details are as follows:

In writing to: **Financial Ombudsman Service, Exchange Tower, London E14 9SR**

By phone on: **08000 234 567**

Visit the website on: **www.financial-ombudsman.org.uk**

Your right to compensation:

If You have a turnover or income of less than £1,000,000 a year, You may be eligible for compensation from the Financial Services Compensation Scheme, should the Insurer not be able to meet their obligations. Full details are available at www.fscs.org.uk.

Financial Conduct Authority Regulation:

Arc Legal Assistance, Inter Partner Assistance and Hamilton Fraser are authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA's website at www.fca.org.uk/register or by contacting them on 0800 111 6768.

Applicable law:

If there is a dispute between You and the Insurer, You and the Insurer are free to agree the law applicable. Unless specifically agreed to the contrary this Insurance shall be subject to the laws of England and Wales.