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Email: info@grm-uk.com
Web Site: www.grm-uk.com

Our Ref: P5811
Your Ref:
Date: 14th May 2012

Mr Peter Webb,
86, Wilmot Road,
Swadlincote,
Derbyshire,
DE11 9BJ

Dear Mr Webb,

RE: Land Adjacent to 86, Wilmot Road, Swadlincote, Derbyshire.

We have as requested carried out a Coal Mining Risk Assessment in accordance with guidance provided by the Coal Authority and as required by South Derbyshire District Council as part of the planning process.

The results of our assessment is detailed below:-

1.0 Introduction

Mr Peter Webb (Client) proposes to develop part of the site with a detached residential property with associated infrastructure.

The site does not have the benefit of any phase 1 or phase 2 site appraisals as far as we are aware.

Recommendations will be made as to how the risks associated with coal mining can be mitigated.

A site location plan is included in Appendix A.

2.0 Sources of Information

The following sources of information have been used:-

- Coal Authority Mining Report
- BGS Geological Mapping at a scale of 1:10560, SK 21 NE.
- BGS Memoir "The Geology of the Country between Derby, Burton on Trent, Ashby de la Zouch and Loughborough.
- BGS Memoir "Technical Report WA/96/11, Geology of the Swadlincote and Church Gresley Districts.

3.0 Identification and assessment of site specific risks

A Coal Authority Mining Report is included in Appendix B.

The Coal Authority (CA) mining report confirms that the site is in the likely zone of influence from recorded workings in seven seams of coal at 130m to 390m depth last worked in 1963. The Coal Authority confirm that any ground movement from the above mentioned coal seams should by now have stopped. Therefore the risk posed to the ground surface from recorded workings is assessed as **negligible**.

The CA report confirms the likely presence of coal seams at or close to the ground surface that may have been worked at some time in the past. Any workings in these seams will be un-recorded and therefore the risk posed to the ground surface from any workings in shallow un-recorded coal seams is assessed as **high** and some form of mitigation will be required.

The CA confirm that the site is not within the boundary of an opencast site from which coal has been removed by opencast methods, does not lie within 200m of the boundary of an opencast site from which coal is being removed by opencast methods, does not lie within 800m of an opencast site for which a licence has been granted or is currently being determined. The risk from past, current or future opencast workings is therefore assessed as **negligible**.

The CA confirm that there are no known mine entries within, or within 20m, of the boundary of the property, therefore the risk of mine entries affecting the proposed development is assessed as **negligible**.

Where coal measures strata lies close to the ground surface foundations could potentially penetrate or encounter coal seams within their excavation. There is therefore a potential for spontaneous combustion. The risk from spontaneous combustion from near surface coal seams is assessed as **low** but some form of mitigation will be required.

The site is underlain by a single geological formation:-

- Coal Measures

4.0 Mitigation Strategy Proposed

The mitigation strategy proposed relates to the potential presence of shallow un-recorded workings only.

The geological mapping confirms that the site is traversed by a fault which downthrows to the north. This fault is more likely to be represented below ground by a faulted zone, making shallow workings in less than productive seams unlikely. Of the seams that are likely to underlie the site at shallow depth none could be considered as particularly productive.

The geological mapping infers a dip of the strata in a broadly south easterly direction.

The geological mapping confirms that the outcrop of P39/40 seam is below or in close proximity to the site, this seam attains a maximum thickness of 0.6m to 1.00m. Below the P39/40 seam the P41 attains a maximum thickness of 0.7m, the P42/43 seam attains a maximum thickness of 0.6m and the P44 attains a maximum thickness of 0.7m.

Of the seams mentioned above and assuming that the P39/40 seam outcrops in close proximity to the site then it is estimated that the P41 is present below the site at a depth of circa 10m and the P42/43 is present below the site at a depth of circa 32m.

Rockhead is likely to be present within 4m of the current ground surface. In general if coal seams have in excess of 10 times the worked seam thickness of rock cover above them there is no risk of ground movement at the surface. It is suggested that seams at or in excess of a depth of circa 14m begl dependant on the exact thickness of the coal seam and depth to rockhead pose no risk to the ground surface. Seams below the horizon of the P42 /43 have not been considered due to their depth.

It is recommended that limited probe drilling is carried out to confirm the following:-

- 1) Depth to rockhead
- 2) Depth, thickness and condition of any coal seams within 15m of the ground surface.

Coal Authority permission to drill is mandatory and should be applied for, prior to any probe drilling being carried out.

The coals present at or close to founding depths present a risk to structures due to the potential for combustion within the seam creating sufficient volume change to affect foundations. It has already been established that the coals present at shallow depth are inconsistent in both depth and thickness. In addition the seams are not laterally consistent and highly variable in quality often being of very poor quality. A precautionary approach has been adopted and the following plot specific advice has been provided:-

- A cover of mudstone / clay of 0.5m thickness be maintained between the shallow coals and the base of the foundations. A thickness of at least 0.5m of clay should also be maintained above coals out cropping in garden areas.
- Poor quality or thin coals < 0.5m in thickness are not considered to be a risk.
- Foundations that are likely to have less than 0.5m of cover will have to be deepened through the coal.

5.0 Conclusion

The risks amended in line with 4.0 above can be summarised as follows:-

Recorded Workings – **Negligible**

Mine entries – **Negligible**

Un-recorded shallow workings – **Unlikely – but if present pose a High risk** - Probe drilling is required to confirm. If the probe drilling reveals coal seams that have been worked within 15m of the ground surface, (dependent upon depth to rockhead and seam thickness), then the risk can be rendered negligible by a programme of drilling and grouting or the use of raft foundations. If the probe drilling reveals no worked horizons within 15m of the ground surface then it would be possible to utilise traditional trench fill foundations.

Opencast workings – **Negligible**

Spontaneous combustion – **Low** - For spontaneous combustion the mitigation recommendations made in 4.0 above should be complied with.

6.0 Relevant Appendices

Appendix A – Site location plan.

Appendix B – Coal Authority Mining Report.

We trust that the information provided is sufficient for your current requirements. if you require any additional information or clarification of the contents of this letter then do not hesitate to contact me.

Yours faithfully,

Chris Jerram, BSc(hons), C.Geol.



A P P E N D I X A

**GRM Development Solutions provides
multi-disciplinary consultancy services, UK-wide:**

- Geotechnical and Geo-environmental Services
- Civil and Infrastructure Services
- Structural Engineering Services
- Construction Management
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Issued by:

The Coal Authority, Property Search Services, 200 Lichfield Lane, Berry Hill, Mansfield, Nottinghamshire, NG18 4RG
Website: www.groundstability.com Phone: 0845 762 6848 DX 716176 MANSFIELD 5

**GRM DEVELOPMENT SOLUTIONS
LIMITED
LAURUS HOUSE
FIRST AVENUE
BURTON-ON-TRENT
STAFFORDSHIRE
DE14 2WH**

Our reference: **51000082009001**
Your reference: **P5811**
Date of your enquiry: **10 May 2012**
Date we received your enquiry: **10 May 2012**
Date of issue: **10 May 2012**

This report is for the property described in the address below and the attached plan.

Residential Coal Authority Mining Report

86 WILMOT ROAD, SWADLINCOTE, DERBYSHIRE, DE11 9BJ

This report is based on and limited to the records held by, the Coal Authority, and the Cheshire Brine Subsidence Compensation Board's records, at the time we answer the search.

Coal mining	See comments below
Brine Compensation District	No

Information from the Coal Authority

Underground coal mining

Past

The property is in the likely zone of influence from workings in 7 seams of coal at 130m to 390m depth, and last worked in 1963.

Any ground movement from these coal workings should have stopped by now.

In addition the property is in an area where the Coal Authority believe there is coal at or close to the surface. This coal may have been worked at some time in the past.

Present

The property is not in the likely zone of influence of any present underground coal workings.

Future

The property is not in an area for which the Coal Authority is determining whether to grant a licence to remove coal using underground methods.

The property is not in an area for which a licence has been granted to remove or otherwise work coal using underground methods.

The property is not in an area that is likely to be affected at the surface from any planned future workings.

However, reserves of coal exist in the local area which could be worked at some time in the future.

No notice of the risk of the land being affected by subsidence has been given under section 46 of the Coal Mining Subsidence Act 1991.

Mine entries

There are no known coal mine entries within, or within 20 metres of, the boundary of the property.

Coal mining geology

The Authority is not aware of any evidence of damage arising due to geological faults or other lines of weakness that have been affected by coal mining.

Opencast coal mining

Past

The property is not within the boundary of an opencast site from which coal has been removed by opencast methods.

Present

The property does not lie within 200 metres of the boundary of an opencast site from which coal is being removed by opencast methods.

Future

The property is not within 800 metres of the boundary of an opencast site for which the Coal Authority is determining whether to grant a licence to remove coal by opencast methods.

The property is not within 800 metres of the boundary of an opencast site for which a licence to remove coal by opencast methods has been granted.

Coal mining subsidence

The Coal Authority has not received a damage notice or claim for the subject property, or any property within 50 metres, since 31st October 1994.

There is no current Stop Notice delaying the start of remedial works or repairs to the property.

The Authority is not aware of any request having been made to carry out preventive works before coal is worked under section 33 of the Coal Mining Subsidence Act 1991.

Mine gas

There is no record of a mine gas emission requiring action by the Coal Authority within the boundary of the property.

Hazards related to coal mining

The property has not been subject to remedial works, by or on behalf of the Authority, under its Emergency Surface Hazard Call Out procedures.

Comments on Coal Authority information

In view of the mining circumstances a prudent developer would seek appropriate technical advice before any works are undertaken.

Therefore if development proposals are being considered, technical advice relating to both the investigation of coal and former coal mines and their treatment should be obtained before beginning work on site. All proposals should apply good engineering practice developed for mining areas. No development should be undertaken that intersects, disturbs or interferes with any coal or mines of coal without the permission of the Coal Authority. Developers should be aware that the investigation of coal seams/former mines of coal may have the potential to generate and/or displace underground gases and these risks both under and adjacent to the development should be fully considered in developing any proposals. The need for effective measures to prevent gases entering into public properties either during investigation or after development also needs to be assessed and properly addressed. This is necessary due to the public safety implications of any development in these circumstances.

Information from the Cheshire Brine Subsidence Compensation Board

The property lies outside the Cheshire Brine Compensation District.

Additional Remarks

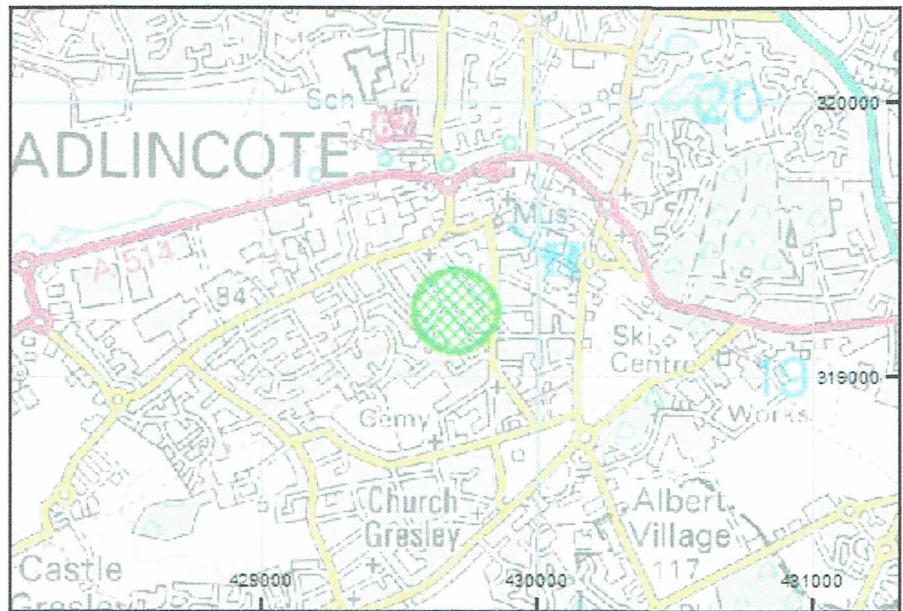
This report is prepared in accordance with the Law Society's Guidance Notes 2006, the User Guide 2006 and the Coal Authority and Cheshire Brine Board's Terms and Conditions 2006. The Coal Authority owns the copyright in this report. The information we have used to write this report is protected by our database right. All rights are reserved and unauthorised use is prohibited. If we provide a report for you, this does not mean that copyright and any other rights will pass to you. However, you can use the report for your own purposes.

Where this Report is for a residential property, insurance is included to cover any loss in property value caused by any changes in the information contained in this report. Please see the attached certificate of insurance for the terms and conditions of this insurance. The insurance does not cover non-residential property or interpretive reports.

Location map



Approximate position
of property

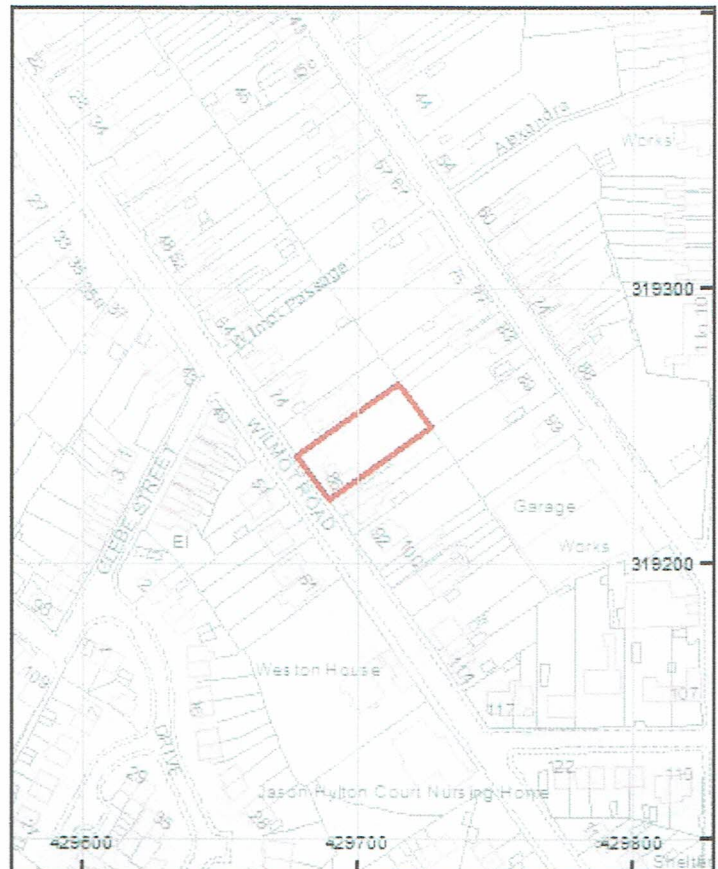


Enquiry boundary

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Key

Approximate position of enquiry
boundary shown



Policy Summary – Coal & Brine Search Report Insurance

This is a summary of the policy and does not contain the full terms and conditions of the cover which can be found in the policy document. It is important that you read the policy document carefully when you receive it.

Name of the Insurance Undertaking

The insurer is Aviva Insurance Limited registered in Scotland No. 2116 Registered Office: Pitheavlis Perth PH2 0NH authorised and regulated by the Financial Services Authority.

The Coal Authority a NDPB (non-departmental public body) sponsored by DECC (Department for Energy and Climate Change) 200 Lichfield Lane Mansfield Nottinghamshire NG18 4RG is responsible for producing the coal & brine search report, issuing the policy, collecting the premium and declaring the existence of the policy to Aviva Insurance Limited.

Type of Insurance and Cover

- The policy is evidenced by the policy that is attached to the coal & brine search report provided by The Coal Authority in respect of a search in form CON29M (2006).
- Where a coal & brine search report has been obtained in connection with a sale of the property, cover is provided for the benefit of a purchaser and their lender; in the case of a re-mortgage or where the existing owner chooses to obtain a coal & brine search report, cover is provided for the benefit of the owner and their lender.
- The policy offers protection against loss sustained by the owner of the property if any new problems or adverse entries are revealed in a subsequent coal & brine search report which were not revealed by the original report to which the policy was attached.

Significant features or benefits under the policy and the term/duration of the policy

- Cover is provided for loss that you suffer up to an amount of £50,000.00.
- For the purposes of the policy loss includes:-
 - any reduction in the market value of the property directly attributable to changes in the information revealed in the coal & brine search report compiled against the property; and
 - all other costs and expenses incurred which we have agreed, in writing, to cover.
- A single premium has been paid in respect of the cover provided under the policy; the policy remains in effect until you sell the property, or if you are the lender, the debt secured by the mortgage has been repaid.
- You cannot transfer the benefits of the policy to anyone else. However, if you die whilst you still have the benefit of the cover provided by the policy, the benefit will pass to your estate and beneficiaries.

Significant or unusual Exclusions or Conditions under the policy

- Full details can be found in the Cover and Exclusions sections of the policy.
- The policy does not cover your costs in relation to the loss of a transaction for the sale or purchase of the property.
- The property must be an existing (i.e. it must have been lived in) single residential house, flat or maisonette in the United Kingdom.
- The policy does not cover loss relating to structural or other physical damage caused to the property by subsidence, flooding or otherwise.
- The policy does not cover you for any loss in relation to any matter revealed in the coal & brine search report to which the policy is attached nor in relation to any matter that you were otherwise aware of on or before the policy was issued.

Statutory Cancellation Rights

You have the right to cancel your policy within 14 days either from the day of purchase of the policy or the day on which you receive your policy, whichever is the later. If you wish to cancel and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

How to claim

If you need to make a claim please write to Aviva Legal Indemnities, PO Box 6, 14 Surrey Street, Norwich, NR1 3NS, quoting your policy number. Telephone 0800 158 2236. Please enclose your policy and the coal & brine search report attached to it together with the subsequent coal & brine search report giving rise to the claim.

Telephone Call Recording

For your and our joint protection telephone calls may be recorded and/or monitored.

Complaints Procedure

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer. The full complaints procedure is set out in the policy.

Financial Services Compensation Scheme

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Further information about the scheme is available from the FSCS website www.fscs.org.uk, or write to Financial Services Compensation Scheme, 7th floor Lloyds Chambers, Portsoken Street, London, E1 8BN.

Coal and Brine Search Report Insurance Policy

We welcome you as a Policyholder of Aviva a worldwide organisation offering you a local insurance service for your personal and business requirements.

This Policy is your evidence of insurance and may be required in the event of a claim.

Property: 86 WILMOT ROAD, SWADLINCOTE, DERBYSHIRE, DE11 9BJ

Definitions

You/Your means the person insured by this Policy. You may be

- i. The person who asked for the Coal & Brine Search Report in connection with your purchase of the Property (and your mortgagee)
- ii. The person who purchased the Property (and your mortgagee) if the person selling the Property has asked for a Coal & Brine Search Report for the benefit of the purchaser as part of a seller's pack or if the Property has been purchased by way of auction
- iii. The owner of the Property (and your mortgagee) if you are re-mortgaging the Property or the owner of the Property who has chosen to obtain a Coal & Brine Search Report.

We/Us/Our means the insurer, Aviva Insurance Limited registered in Scotland No. 2116 Registered Office: Pitheavlis Perth PH2 0NH authorised and regulated by the Financial Services Authority.

TCA means The Coal Authority a NDPB (non-departmental public body) sponsored by DECC (Department for Energy and Climate Change) 200 Lichfield Lane Mansfield Nottinghamshire NG18 4RG. TCA is responsible for producing the Coal & Brine Search Report, issuing this Policy, collecting the Premium and declaring the existence of this Policy to us.

Coal & Brine Search Report means the attached Coal & Brine Search Report that TCA has prepared for the Property following a Coal Mining & Brine Subsidence Search providing information compiled from

- i. TCA's records in relation to past, present and future underground and opencast coal-mining activity, shafts and adits (vertical and horizontal entries to mines), coal-mining geology, coal-mining related hazards, coal-mining subsidence and mine gas and
- ii. The records of the Cheshire Brine Subsidence Compensation Board in relation to Cheshire Brine.

Effective Date means the date of the Coal & Brine Search Report attached to this Policy.

Limit of Cover means an amount of £50,000.

Market Value means the value determined by a Surveyor appointed following agreement by you and us (or appointed by an arbitrator in the absence of such agreement).

Period of Insurance means the period from the Effective Date until

- i. You sell the property or
- ii. The debt secured by the mortgage is repaid if you are a mortgagee.

Premium means the total amount of £0.95p paid in consideration of the cover provided by this Policy which includes Insurance Premium Tax at the appropriate rate.

Property means the property the address of which appears at the top of this Policy and in respect of which TCA has provided the attached Coal & Brine Search Report.

Surveyor means a person approved by us who has one or more of the following qualifications: FRICS or MRICS.

Cover

Subject to the terms and conditions of this policy and provided TCA has collected the Premium we will cover you up to the Limit of Cover for all claims made during the Period of Insurance in respect of

1. The loss in Market Value of the Property directly attributable to any changes in the information revealed in a subsequent coal & brine search report which was not revealed in the Coal & Brine Search Report attached to this Policy which was carried out on the Effective Date, such loss in Market Value to be calculated at the date of the subsequent coal & brine search report, and
2. All other costs and expenses which we have agreed in writing to cover.

Exclusions

1. We will not pay more than the Limit of Cover in total for any loss in Market Value of the Property and costs and expenses covered by this Policy. You cannot claim the benefit of more than one policy provided by us in this form in relation to the Property.
2. We will not be responsible for any loss you might suffer:
 - i. if at the date of the claim you are not the legal or beneficial owner of the Property
 - ii. if the Property is not a single private home in the United Kingdom which is used only for residential purposes
 - iii. in relation to loss of a transaction for the sale or for the purchase of the Property nor for any costs incurred by you in relation to the loss of such transaction
 - iv. in respect of structural or other physical damage caused to the Property by subsidence flooding or otherwise
 - v. as a result of any change in information in response to questions 3(a) 3(b) 8(a) or 8(b) of a Coal Mining & Brine Subsidence Search (form CON29M (2006)).For the avoidance of doubt this Policy does not provide buildings or contents insurance cover.
3. We will not be responsible for any loss which happens as a result of
 - i. an entry on any subsequent coal & brine search report after the Effective Date if this entry also appears on the attached Coal & Brine Search Report
 - ii. any problem revealed by the first coal & brine search report after the Effective Date if you or your legal representative knew about the problem on or before the Effective Date
 - iii. any change to the Coal Mining & Brine Subsidence Search (form CON29M (2006)) made after the Effective Date which affects our responsibility under this Policy if we would not have been responsible for the loss before such change
 - iv. any change in the interpretation of data upon which the Coal & Brine Search Report was produced provided such data remains unchanged.
4. We will not be responsible for any loss for which TCA or the Cheshire Brine Subsidence Compensation Board may be required to pay by law.

Conditions

1. You cannot transfer the benefit of this Policy to anyone else. If you die during the Period of Insurance the benefit of the Policy will pass to your estate and beneficiaries.
2. If you receive information about any claim, loss or incident for which we may be responsible under this Policy you must contact us as soon as possible as set out below in the section; How to claim.
3. If there is any claim under this Policy which is also covered by any other insurance we will pay no more than our rateable proportion of the loss and any costs and expenses connected with it.
4. You agree to do and permit to be done all things that we consider necessary to minimise loss under the Policy. We will be responsible for any expense incurred in complying with this Condition.
5. You must not make any offer promise or payment or incur any costs or expenses unless we have agreed in writing to cover such costs and expenses.
6. If there is a claim under this Policy we have the right to instruct a Surveyor to assess the Market Value of the Property.
7. Where we have accepted a claim and there is disagreement over the amount to be paid the dispute can be referred to an agreed arbitrator (or in the absence of an agreement an arbitrator appointed by the President of the Chartered Institute of Arbitrators) in accordance with the law at the time.

Cancellation Rights (Statutory Cooling Off Period)

You have the right to cancel your policy within 14 days from the day of purchase of the policy or the day on which you receive your policy, whichever is the later. If you wish to cancel and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

Customers with Disabilities

This policy and other associated documentation are also available in large print, audio and Braille. If you require any of these formats, in the first instance, please contact Aviva Legal Indemnities, PO Box 6, 14 Surrey Street, Norwich, NR1 3NS, quoting your policy number. Telephone 0800 158 2236.

Data Protection Act – Information Uses

For the purposes of the Data Protection Act 1998, the Data Controllers in relation to any personal data you supply are Aviva Insurance Limited and The Coal Authority.

Insurance Administration

Your information may be used for the purposes of insurance administration by the insurer, its associated companies and agents by reinsurers and TCA. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. Your information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

If you give us information about another person, in doing so you confirm that they have given you permission to provide it to us and for us to be able to process their personal data (including any sensitive personal data) and also that you have told them who we are and what we will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, and on payment of the appropriate fee, you have the right to access and if necessary rectify information held about you.

Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Undertake credit searches and additional fraud searches;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.

We can supply on request further details of the databases we access or contribute to.

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.

Use of Language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

How to claim

If you need to make a claim please write to Aviva Legal Indemnities, PO Box 6, 14 Surrey Street, Norwich, NR1 3NS, quoting your policy number. Telephone 0800 158 2236. Please enclose your policy and the Coal & Brine Search Report attached to it together with the subsequent coal & brine search report giving rise to the claim.

Please be aware of the Conditions of this Policy.

Telephone Call Recording

For your and our joint protection telephone calls may be recorded and/or monitored.

Choice of Law

The law of England and Wales will apply to this contract unless at the date of the contract you are a resident of Scotland or Northern Ireland in which case the law of that country will apply.

Our Promise of Service

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally.

We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. To ensure that we provide the kind of service you expect we welcome your feedback. We will record and analyse your comments to make sure we continually improve the service we offer.

What will happen if you complain?

We will acknowledge your complaint within 2 working days.

We aim to resolve complaints following assessment and investigation, as quickly as possible.

Most of our customers' concerns can be resolved quickly but occasionally more detailed enquiries are needed. If this is likely, we will contact you with an update within 10 working days of receipt and give you an expected date of response.

What to do should you be dissatisfied

Step 1 Seek resolution by your insurance adviser or usual Aviva point of contact.

If you are dissatisfied with any aspect of the handling of your insurance we would encourage you, in the first instance, to seek resolution by contacting The Legal Indemnity Manager. You can write to Aviva Legal Indemnities at, PO Box 6, 14 Surrey Street, Norwich, NR1 3NS, or telephone 0800 158 2236, whichever suits you and ask your contact to review the problem.

Step 2 Refer your complaint to our Chief Executive

If you remain unhappy with the decision you receive, you may write to the Chief Executive, Aviva Insurance Limited, PO Box 6, 14 Surrey Street, Norwich, NR1 3NS.

If you are dissatisfied with our final decision (from the Chief Executive Officer), you can refer the matter to the Financial Ombudsman Service (FOS).

Full contact details of the FOS will be provided when we write in response to your complaint.

Step 3 Refer your complaint to the Financial Ombudsman Service

Whilst we are bound by the decision of the FOS, you are not. Following the complaints procedure does not affect your right to take legal action.

Financial Services Compensation Scheme

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

Further information about the scheme is available from the FSCS website www.fscs.org.uk, or write to Financial Services Compensation Scheme, 7th floor Lloyds Chambers, Portsoken Street, London, E1 8BN.