|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | Please read the following questions carefully and answer them all providing additional information where required. Please provide answers on a separate sheet of paper if you require more space. If you have any questions, please speak to your insurance broker.  To the best of your knowledge please answer the following questions. | | | | | | | |
|  | |  | | | | | | | |
|  | Policy/quote reference number: | | | | | |  | | |
|  |  | | | | | |  | | |
|  | 1. | | | Premises address | | | | | |
|  |  | | |  | | | | | |
|  |  | | |  | | | | |  |
|  | | 2. | Have any of the buildings to be insured: | | | | | | |
|  | |  | a. | | | any signs of internal or external cracks? | | Yes  No | |
|  | |  |  | | | If Yes, state the width and the size of cracks in the box below: | |  | |
|  | |  |  | | |  | | | |
|  | |  |  | |  | | |  | |
|  | |  | b. | | | suffered any damage as a result of subsidence, landslip or heave? | | Yes  No | |
|  | |  |  | |  | | |  | |
|  | |  | c. | | | ever been monitored for subsidence or movement? | | Yes  No | |
|  | |  |  | |  | | |  | |
|  | | 3. | Have any of the properties to be insured ever been the subject of a survey which mentions subsidence or movement of buildings? | | | | | Yes  No | |
|  | |  |  | |  | | |  | |
|  | |  | If Yes, please enclose a copy. | | | | |  | |
|  | |  |  | |  | | |  | |
|  | | 4. | Are there any trees or shrubs within five metres of any building (whether inside or outside your grounds) which are more than five metres tall? | | | | | Yes  No | |
|  | |  |  | |  | | |  | |
|  | | 5. | Has the structure of any of the buildings been extended within the last 25 years? | | | | | Yes  No | |
|  | |  |  | | | | |  | |
|  | | 6. | Have any of the properties to be insured ever been flooded as a result of broken or damaged drains, or are you aware of any underground drainage problems within the last five years? | | | | | Yes  No | |
|  | |  |  | | | | |  | |
|  | | 7. | Have any neighbouring buildings ever subsided? | | | | | Yes  No | |
|  | |  | If you ticked any of the shaded boxes above, give full details below: | | | | |  | |
|  | |  |  | | | | | | |
|  | |  | (continue on a separate sheet if necessary) | | | | |  | |
|  | |  |  | |  | | |  | |
|  | | 8. | Approximately, what is the year of construction of the buildings? | | | | |  | |
|  | |  |  | | | | | | |
|  | |  |  | | | | | | |
|  | | 9. | Approximately, what is the year of construction of any extensions? | | | | | | |
|  | |  |  | | | | | | |
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| **Using your personal information** | Hiscox is a trading name of a number of Hiscox companies. The specific company acting as a data controller of your personal information will be listed in the documentation we provide to you. If you are unsure you can also contact us at any time by telephoning 01904 681198 or by emailing us at [dataprotectionofficer@hiscox.com](mailto:dataprotectionofficer@hiscox.com)  We collect and process information about you in order to provide insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with, and obtaining information about you from, our group companies and third parties such as brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.    We may record telephone calls to help us monitor and improve the service we provide.  For further information on how your information is used and your rights in relation to your information please see our privacy policy at [www.hiscox.co.uk/cookies-privacy](http://www.hiscox.co.uk/cookies-privacy). | | | | |
|  | | | | | |
| **Declaration** | You must read this subsidence questionnaire carefully. We have relied on the facts set out above and all the information that you or anyone on your behalf provided, to help us decide:   * whether to provide you with insurance; and * the terms of the insurance we provide to you, including premium.   You must check that all of the facts set out within this questionnaire are true, accurate and complete.  Please note that some of the information may have been assumed by us.  You must contact your broker or, if you do not have a broker, you must contact us as soon as possible if any of the facts set out above or any of the information provided to us:   * is not true, accurate and complete; or * no longer remains true, accurate and complete during your period of insurance.   In each case, we will let you know whether and how it affects the terms of your insurance cover.  If any of the facts or information that you provide to us is not, or no longer remains true, accurate and complete, and you do not contact your broker or us, it could affect:   * the validity of your policy; or * the amount that we will pay for any claim.   Please refer to your policy wording for more details about your duty of fair presentation and our remedies. | | | | |
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|  | |  | | | | | |
|  | | Name of director/officer/board member/senior manager | | | | | |
|  |  | |  | |  |
|  |  | |  | | /  / |
|  | Signature of director/officer/board member/senior manager | |  | | Date |
|  |  | | | | |
|  | **A copy of this questionnaire should be retained for your records.** | | | | |
|  |  | | | | |
| **Complaints** | Hiscox aims to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times Hiscox are committed to providing you with the highest standard of service. If you have any concerns about your policy or you are dissatisfied about the handling of a claim and wish to complain you should, in the first instance, contact Hiscox Customer Relations in writing at:  Hiscox Customer Relations The Hiscox Building Peasholme Green York YO1 7PR  by telephone on 0800 116 4627/01904 681 198  or by email at customer.relations@hiscox.com.  Where you are not satisfied with the final response from Hiscox, you also have the right to refer your complaint to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service, please refer to www.financial-ombudsman.org.uk. | | | | |