

## KBIS LTD HORSE INSURANCE POLICY SUMMARY

This policy summary does not contain the full Terms and Conditions of the policy. You may have additional cover listed on your **certificate** of Insurance, full details can be found in your Terms and Conditions.

### What type of Insurance is this?

This policy provides horse insurance.

### How long does the policy run for?

The policy is a 12-month contract from the day the insurance starts and renewal may be invited each year.

### Who is the Insurer?

The underwriter of this policy is Cranbrook Underwriting Ltd, for and on behalf of the Insurer QIC Europe Limited.

### Significant features and benefits of this policy

Please note that most sections are optional, and if they are not shown on your **certificate** of insurance you do not have the cover. Death, permanent loss of use and **veterinary fees** can be limited to accidental, external injury only (AEIO); therefore it is very important you check your **certificate** of insurance and/or any attached endorsements to find out if your policy is limited in this way.

#### 1. **Death, Theft & Straying:** (Terms & Conditions Section 1: Death, Theft & Straying)

- **Death** – We will pay the **market value** of the **horse**, not exceeding the **sum insured** stated on the **certificate** of insurance, following death or **euthanasia** (by a **veterinary surgeon**), due to an **incident** or accident, or an illness or disease manifesting itself, during the **period of insurance**.
- **Mortality cover for accidental, external and violent injury only** – We will pay the **market value** of the **insured**, not exceeding the **sum insured** stated on the **certificate** of insurance, following death or **euthanasia** (by a **veterinary surgeon**), as a direct result of an accidental, external injury only.
- **Disposal Costs** - We will pay up to £200 for carcass **disposal** incurred by **you** in the event that the loss of **your horse** is not the result of an excluded condition.
- **Theft** – We will pay the **horse's market value**, not exceeding the **sum insured** stated on the **certificate** of insurance, if it is lost or stolen and cannot be found, or dies as a result of the theft or straying. This section also pays £200 towards the cost of advertising and the payment of a reward and up to £600 to hire a replacement horse following the proven theft of the **horse**.

#### 2. **(a) Permanent Loss of Use:** (Terms & Conditions Section 2: Permanent Loss of Use)

**Coverage is only available under Competition Horse Insurance and B&W Equine Plan.**

In the event of the **horse** manifesting a condition that renders it permanently incapable of fulfilling the functions or duties for which it is kept, **we** will pay the percentage, stated on the **certificate** of insurance, of the **horse's market value** (not exceeding the percentage of the **sum insured**).

#### **(b) Permanent Loss of Use for Accidental External and Injury only:**

**Coverage is only available under Competition Horse Insurance and B&W Equine Plan.**

In the event the **horse** suffers from an accidental, external injury that renders it permanently incapable of fulfilling the functions or duties for which it is kept, **we** will pay the percentage, stated on the **certificate** of insurance, of the **horse's market value** (not exceeding the percentage of the **sum insured**)

#### 3. **Veterinary Fees:** (Terms & Conditions Section 3: **Veterinary Fees**)

**We** will pay, for each **incident**, **veterinary fees** incurred up to the amount stated in the **certificate** of insurance in the event that the **horse** manifests a condition that requires veterinary treatment during the **period of insurance**. There are a number of **veterinary fees** options available and the details of the option you have chosen are shown on the **certificate** of insurance.

#### **Veterinary Fees for Accidental, External Injury only:**

**We** will pay, for each **incident**, **veterinary fees** incurred, up to the amount stated in the **certificate** of insurance, in the event that the **insured horse** suffers from an accidental, external and violent injury during the **period of insurance**. There are a number of **veterinary fees** options available and the details of the option you have are shown on the **certificate** of insurance

#### **4. Harness, Tack and Saddlery:** (Terms & Conditions Section 4: Harness, Tack & Saddlery)

**We** will pay the **market value** of the items at the time of loss for all losses of harness, saddlery and/or tack for all risks of physical loss or damage, including theft but excluding fair wear and tear, occurring during the **period of insurance**.

#### **5. Horse Trailers/Horse-Drawn Vehicles:** (terms & conditions section 5: horse trailers/horse-drawn vehicles)

This section covers the horse trailer(s) or horse-drawn vehicle(s) shown on the **certificate** of insurance against physical loss or damage which occurs during the **period of insurance**.

#### **6. Personal Accident Insurance:** (Terms & Conditions Section 6: Personal Accident Insurance)

If a person handling, riding, driving, mounting or dismounting the **horse** with **your** permission sustains any bodily injury, **we** will pay the person or to the person's executors or administrators, according to the benefit scale.

<b>Benefit Scale</b>	<b>Scale 1</b>	<b>Scale 2</b>
Death (from the age of 5 years old up to the 16 <sup>th</sup> birthday)	£5,000	£10,000
Death (from date of 16 <sup>th</sup> birthday to 75 years old), loss of limb, loss of sight in one or both eyes, deafness in both ears or permanent total disablement.	£10,000	£20,000
Dental work	£1,000	£2,000

#### **7. Legal Liability to Third Parties:** (Terms & Conditions Section 7: Legal Liability to Third Parties)

This section covers against legal liability for claims made against **you** involving the **horse**, up to the amount stated on the **certificate** of insurance for each **incident**, for:

- o Accidental bodily injury or disease to a person other than the rider of the **horse**, and
- o Accidental loss or damage to material property,

Caused by, through or arising in connection with, the **horse**, where such injury, disease, loss or damage occurs during the **period of insurance**.

### **Significant exclusions and limitations of this policy**

This section covers the significant exclusions and limitations of all the benefits available to the policy. Please note that your policy may not include all of the benefits below:

- An incident under this policy is considered to be an onset of symptoms or the occurrence of any illness, disease, lameness, injury, accident or physical disability and is not judged by each separately diagnosed condition.  
All health conditions diagnosed, or related to this occurrence or onset of symptoms, whether immediately or on subsequent investigation are considered to be one incident.  
When determining if multiple conditions should be considered as a single incident, we will adopt the principle that if these conditions are either directly or indirectly related, or if veterinary opinion considers there to be a causal relationship between them, all the conditions will be considered as a single incident for the purposes of the claim. If there is a difference of opinion between your veterinary surgeon and our veterinary surgeon regarding the relation between multiple conditions the Arbitration Clause will be invoked.
- The horse must be covered in the correct class of use for the activities that it is taking part in. Failure to insure in the correct class may result in a claim being denied. The classes of use are shown in the table below and in your terms and conditions. (General Policy Condition 3(b))
- You should be the sole owner of your horse; if you loan the horse from somebody else, you must advise us the owner's name and send us a copy of the loan agreement.  
If your horse is on loan to someone else you must advise us and send us a copy of the loan agreement. (General Policy Conditions 2, 3 & 4)

The table below sets out the classes of use for Leisure Horse Insurance Policies.

LEISURE HORSE POLICY CLASSES OF USE	
<b>Class 1</b>	Hacking, Rearing, Breeding, Breaking, Gymkhanas, Showing in-hand or under saddle, Dressage up to Elementary level, Showjumping up to Foxhunter level, Riding Club and Pony Club Events including Novice Hunter Trials, Western Riding, Non-competitive Driving, Jump Cross and Eventing (BE80, BE90)
<b>Class 2</b>	As class 1, plus: Hunting

The table below sets out the classes of use for Competition Horse Insurance and B&W Equine Plan Policies.

COMPETITION HORSE AND B&W EQUINE PLAN CLASSES OF USE	
<b>Class 1A</b>	Hacking, Rearing, Breeding, Breaking, Gymkhanas, Showing in-hand or under saddle, Dressage up to Elementary level, Showjumping up to Foxhunter level, Riding Club and Pony Club Events including Novice Hunter Trials, Western Riding, Non-competitive Driving, Jump Cross and Eventing (BE80, BE90). The maximum <b>sum insured</b> for this class is £7,500.
<b>Class 1B</b>	As class 1A, plus: Dressage above Elementary level, Showjumping above Foxhunter level, Eventing (BE100), Le-Trec, Competitive Long Distance Riding (under 40km).
<b>Class 2</b>	As class 1A and class 1B, plus: Novice and Intermediate Eventing, Hunting, Open Hunter Trials, Polo Cross, Horseball, Competitive Long Distance riding (over 40km) and Competitive Driving not including trotting.
<b>Class 3</b>	As class 1A, class 1B and class 2 plus: Advanced Eventing, Team Chasing, Polo* and Arab Racing*. <i>* These activities are only covered in the 'Basic Cover' sections.</i>

- In the event of the death of the **horse** you must, as soon as possible and at **your** own expense, arrange for a post-mortem and autopsy examination to be made by a qualified **veterinary surgeon**. Failure to do so may mean that **we** will not pay a claim (general policy condition 4(c)).
- If the policy is limited to Accidental, External and Violent Injury Only (AEIO) on the **certificate** of Insurance or holding cover letter, **we** will only pay in the event of the **horse** being injured as a result of an accidental, external and violent injury with a clearly visible external wound or abrasion during the **period of insurance**. **The Mortality, Permanent Loss of Use & Veterinary Fee sections of the policy can be limited in this way but your certificate, temporary cover letter or endorsement will detail the exact limitations.** (Section 1A, Condition D, Section 1B, Condition D, Section 1C, Condition C).
- Losses caused by any **incident**, illness, injury or disease that manifested, was present or had been previously diagnosed in the **horse** at the start of the policy will not be covered (General Policy Exclusions, Exclusion 1).
- The maximum age of any **horse** is 30 years, unless otherwise agreed. (Terms & Conditions, Important Information 2)
- All policies may be subject to additional special conditions or exclusions made by **us**, if applicable; these will be added to the **certificate** of Insurance. (Terms & Conditions, Important Information 3).
- This policy does not cover death due to poison or any surgical operation, other than surgery covered under General Policy Exclusions **1(d)**, unless **you** have cover under Section 3 – **veterinary fees**. (General Policy Exclusion **1d, 2a & 2c**).
- Any costs relating to veterinary reports or the completion of claim forms are not covered by this policy. (Section 3: **veterinary fees**, Exclusion 12).
- A claim for **equine gastric ulcer syndrome** (EGUS) will only be paid when the **horse** is exhibiting clinical symptoms of EGUS (section 3, conditions applicable to veterinary fee claims for EGUS, condition 1)
- If the **horse** is exhibiting clinical symptoms of **equine gastric ulcer syndrome**, (EGUS) and is diagnosed as suffering with gastric ulceration at or above Grade 2 (on the **EGUS** Lesion Scoring System (LSS) published by the Equine Gastric Ulcer Council) by gastroscopic examination, its condition must be reassessed by gastroscopic examination at 90-day intervals. If, at any reassessment, the gastric ulceration is found to have resolved below Grade 2 on the LSS, all coverage under this Section will cease (section 3, conditions applicable to veterinary fee claims for **EGUS**, condition 2).
- If the **horse** is exhibiting clinical symptoms of **equine gastric ulcer syndrome** (EGUS) and **your veterinary surgeon** recommends a short-term treatment protocol as a preferred diagnostic procedure over gastroscopy for reasons inherent in the **horse**, **we** will pay for proton pump inhibitor **medication** for a maximum of 15 days without requiring a gastroscopic evaluation (section 3, conditions applicable to veterinary fee claims for **EGUS**, condition 3).
- The cost of treatment for **equine gastric ulcer syndrome** (**EGUS**) if diagnosed as grade 1 severity (section 3, exclusions applicable to veterinary fee claims for EGUS, exclusion 15).

- For Permanent Loss of Use claims:
  - **We** will pay the percentage, stated on the **certificate** of insurance, of the **market value** (not exceeding the percentage of the **sum insured**), less the residual value. The residual value is negotiable but subject to a minimum of 10% of the **sum insured**. Stallions kept in retirement for breeding will also be subject to a negotiated settlement based on their residual value for stud duties and **we** will only pay the difference between the residual value of the stallion and the **sum insured**. (sections 2(a) & 2(b) permanent loss of use, conditions 2 & 3)
  - If Permanent Loss of Use is limited to Accidental External Injury Only, there is no cover in respect of tendon and ligament strains. (2(b) Exclusions applicable to Permanent Loss of Use due to AEIO only)
- Your tack and saddlery must be kept in:
  - a totally enclosed and secure building, the door(s) of which are secured by deadlocks and the windows securely locked. (Section 4: Harness, Tack & Saddlery, Exclusion 7); or
  - large metal containers, which cannot be removed and are deadlocked or secured with a closed shackle padlock (Section 4: Harness, Tack & Saddlery, Exclusion 7).
- The policy does not cover theft of tack and saddlery if:
  - More than 10 horses are kept at the same premises, unless the tack room is alarmed (Section 4: Harness, Tack & Saddlery, Exclusion 9);
  - Stolen from a motor vehicle, except when there has been violent and forcible entry to the vehicle. (Section 4: Harness, Tack & Saddlery, Exclusion 10)
- The horse trailer or horse-drawn vehicle must be immobilised with a hitch-lock and/or wheel clamp when not in use, unless the horse trailer or horse-drawn vehicle is in a totally enclosed and secure building, with all windows securely locked and all doors locked with deadlocks. (Section 5: Horse Trailers/Horse-Drawn Vehicles, Condition 2).

### **Your right to cancel** (Terms & Conditions: Your Right to Cancel)

In the event of a claim the full annual premium must be paid and no return premium will be given if the policy is cancelled. In all other cases if **you** decide not to continue with the policy within 14 days of receiving the **certificate** of Insurance and Terms and Conditions, the policy will be cancelled and a full refund provided. Full cancellation details can be found in the Terms and Conditions.

### **How do I claim?** (Terms & Conditions: How do I Claim)

You must report any **incident** whatsoever, whether or not **you** believe such **incident** may later lead to a claim, to **us** as soon as possible by telephone, e-mail, the KBIS Claims app or fax.

**You** may obtain a claim form by calling 01635 247474 or emailing [ask@kbis.co.uk](mailto:ask@kbis.co.uk).

**You** must complete a claim form **we** send **you** (or that **you** download from **our** website) for each claim.

### **How do I make a complaint?** (Terms & Conditions: How do I make a complaint?)

#### Initiating **your** complaint

**Our** aim is to get it right, first time, every time. If **we** make a mistake **we** will try to put it right promptly. If **you** feel that **our** service has not met **your** expectations, please contact **us** as soon as possible at:

The Complaints Officer  
 KBIS Ltd  
 Cullimore House  
 Peasemore  
 Newbury  
 Berkshire RG20 7JN  
 Tel: 01635 247474  
 Email: [ask@kbis.co.uk](mailto:ask@kbis.co.uk)

**We** will confirm receipt of **your** complaint by telephone or email by the next working day, and do **our** best to resolve the problem within 3 working days from the date **we** receive **your** complaint.

If **we** are unable to resolve **your** complaint within 3 working days, **we** will send **you** a communication, either verbally, by email or in the post (depending on the method of communication **you** prefer) within 5 working days explaining why **we** have been unable to resolve **your** complaint, and the steps **we** intend to take to resolve the issue as rapidly as possible.

**We** aim to conclude **our** enquiries and provide a Final Response Letter to **you** within 8 weeks from the date **your** complaint was received. **We** will keep **you** regularly informed of **our** progress towards resolving **your** complaint, and may need to contact **you** during this time to request or verify information relating to **your** complaint.

### **Financial Ombudsman Service (FOS)**

If the differences between **you** and **us** remain unresolved, or **you** have not received a Final Response Letter from **us** within 8 weeks from the date **your** complaint was received, **you** may refer **your** complaint to the FOS. **You** can also ask the FOS to review **your** complaint if for any reason **you** are dissatisfied with **our** Final Response, or if a Final Response Letter has not been issued within 8 weeks from the date of **your** complaint.

Details for contacting the FOS are:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR  
Tel: 0800 023 4567 from a landline or 0300 123 9123 from a mobile  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please note that **you** have six months from the date **you** receive **our** Final Response Letter in which to refer **your** complaint to the FOS. The FOS is an independent body that arbitrates on complaints about general insurance products.

The FOS will only consider complaints after **we** have issued a Final Response, or if a Final Response Letter has not been issued to **you** within 8 weeks from the date **your** complaint was received. Following this procedure will not affect **your** legal rights.

Please quote **your** policy number in any communication with the FOS.

### **Financial Services Compensation Scheme**

If **we** are unable to meet **our** liabilities **you** may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

### **Status Disclosure**

Leisure Horse Insurance, Competition Horse Insurance and the B&W Equine Plan are sold and administered by KBIS Ltd, (registered in England, No. 2208091). Registered office: Cullimore House, Peasemore, Newbury, Berkshire, RG20 7JN. KBIS Ltd is authorised and regulated by the Financial Conduct Authority (Financial Services Register No 300861).

