



Why you need Essential Business Legal Solutions

Whatever the economic climate it's always a challenge running a business. Essential Business Legal provides professional financial support.

Expertise when you need it most.

What we cover

We can help you to overcome a range of common business problems, for example;

- you need expert legal advice quickly
- you receive notice of an enquiry into your tax or VAT returns



Your Cover

What is covered?

The summary table on page 3 provides all the information that you need to consider before deciding whether to buy this cover but the information below will also help you. If you require full details of our policy terms and conditions please ask to see a policy wording

Tax protection

No business welcomes an unexpected visit from the taxman and any investigation by HM Revenue & Customs can be lengthy and expensive. Our tax advisors and accountants will represent your business if a dispute arises following a compliance check by HMRC. They will also deal with HMRC if there is an enquiry into your business. Directors and partners of the business are also covered if there is an investigation into their personal tax affairs.

Why choose ARAG?

We are part of ARAG SE, the largest family owned enterprise in the German insurance industry. Founded in 1935, on the principle that every citizen should be able to assert their legal rights, ARAG now employs 4,000 people around the world and generates premium income of more than €1.8 billion. Our UK operation provides a nationwide service from our Bristol Head Office. We provide innovative and affordable products to companies and their directors and partners.

We are committed to providing our customers with legal advice and representation throughout a legal problem. We recognise that we will only grow by ensuring that we provide excellent products and an outstanding service to our customers.

Examples of when we can help

Tax protection

Our insured received a letter from HM Revenue & Customs confirming that they intended to make a formal enquiry into the insured's tax return for the previous year. The insured contacted us and we passed the claim on to a tax advisor. After extensive investigation HMRC confirmed that the tax return was in order with appropriate tax paid. We settled the advisor's invoice for £6,750.

It has always been our vision to enable everyone, not just those who can afford it, to assert their legal rights.

Important Information

Helplines

You can call our legal advice line and get immediate advice on all legal problems affecting your business 24 hours a day, 365 days a year. You can also obtain tax related advice from our tax helpline.



Legal services website

With your policy you get free access to our legal services website, which allows you to create many online documents and guides which can help your business with everything from employment contracts and settlement agreements to leases and health & safety statements. For a small additional charge you can have complex documents checked by a solicitor.

Important conditions

You must always contact us first before appointing an accountant to act for you. If you fail to do this you may prejudice your position and the insurer will not pay costs that they would not have agreed to pay under the terms of your policy.

When we receive your claim we will have it assessed for reasonable prospects of success. Provided that the event is covered by the policy and your claim is more likely than not to succeed, we will help you under the terms of your policy.

We will recommend mediation services where appropriate or we will appoint an accountant to act for you from our nationwide panel of specialist firms. The members of our panel are carefully selected based on their expertise and work under strict service standards. They are also audited regularly to ensure they provide the best possible service to our customers.

What happens if I change my mind after taking out the policy?

The policy provides you with a 14-day reflection period in which to decide whether you wish to continue. Cancellation is fully explained in Condition 9 of the policy wording.

Claims procedure

Telling us about your claim

- 1) Under no circumstances should you instruct your own accountant as the insurer will not pay any costs incurred without our agreement
- 2) If an insured instructs their own accountant without telling us, they will be liable for costs that are not covered by this policy.
- 3) A claim form can be downloaded at **www.arag.co.uk/newclaims** or requested by telephoning us on **0117 917 1698** between 9am and 5pm Monday to Friday (except bank holidays).
- 4) The completed claim form and supporting documentation to us by email, post or fax. Further details are set out in the claim form itself.

What happens next?

- 1) We will send the insured a written acknowledgement by the end of the next working day after receiving their claim form.
- 2) Within five working days of receiving all the information needed to assess the availability of cover under the policy, we will write to you either:
 - a) confirming cover under the terms of your policy and advising you of the next steps to progress your claim; or
 - b) if the claim is not covered, explaining in full the reason why and advising whether we can assist in another way.
- 3) When a representative is appointed they will try to resolve your dispute without delay, arranging mediation whenever appropriate.
- 4) We will check on the progress of the insured's claim with the appointed advisor from time to time. Sometimes matters cannot always be resolved quickly particularly if the other side is slow to cooperate or a legal timetable is decided by the courts.

What happens if the insurer cannot meet its liabilities?

The insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation of up to 90% of the cost of your claim, in the unlikely event that the insurer cannot meet its obligations.

Further information about compensation scheme arrangements is available from the FSCS.

The table on this page shows a summary of cover. For full terms and conditions of the policy, please read the policy wording.

Summary table

Significant Features & Benefits

Significant Exclusions or Limitations

The insurer will pay legal costs & expenses up to the sum shown in your policy schedule including the cost of appeals for the following:

- It must always be more likely than not that your claim will be successful.
- You must report your claim during the period of insurance and as soon as you become aware of the circumstances that could lead to a claim.
- Unless there is a conflict of interest we will choose an appointed advisor until proceedings need to be issued.
- Legal costs and expenses incurred before we accept a claim.
- Cost in excess of what would have been paid to an accountant on our panel if the insured chooses to use their own representative

1 Tax protection

An HMRC compliance check or formal enquiry into your business' tax affairs or a dispute about VAT, including an appeal. Directors and partners are covered if their personal tax affairs are investigated.

- Any claim where you have been careless or have not met legal timescales.
- An investigation by the Fraud Investigation Service of HMRC.
- Tax avoidance.

Legal & tax advice helpline

Access by phone to legal and tax experts for UK and EU-wide legal advice and UK tax advice.

- Advice will not be put in writing.
- Advice is restricted to business legal matters.
- Advice on UK tax law is available Monday to Friday between 9am and 5pm (except bank holidays).
- We cannot advise on financial planning or financial service products.
- Services are subject to fair and reasonable use.

Business legal services website

Register using your voucher code to download legal documents that can assist with day-today issue that affect your business.

- Documents are restricted to business law.
- Some documents only apply for England & Wales.
- Most documents are free but a few attract a modest charge.
- Legal review services are subject to a fee.

Territorial limit

The UK, Channel Islands and the Isle of Man.

Period of insurance

Unless otherwise agreed the period of insurance shall be for twelve months.

Limit of Indemnity

£25,000 for all claims related by time or originating cause.

What happens if I have a complaint?

Step 1

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to our Customer Relations Department who will arrange to have it reviewed at the appropriate level. We can be reached in the following ways:



0117 917 1561 (hours of operation are 9am-5pm, Mondays to Fridays excluding bank holidays, for our mutual protection and training purposes, calls may be recorded).



customerrelations@arag.co.uk



ARAG plc, 9 Whiteladies Road, Clifton, Bristol, BS8 1NN

Step 2

If we are not able to resolve the complaint to your satisfaction then you can refer it to the Financial Ombudsman Service (FOS) provided that it falls within their jurisdiction. From 1 April 2019 the FOS can normally deal with complaints from small businesses with an annual turnover of less than £6.5 million and which either; have up to 50 employees or a balance sheet threshold of £5 million. They can be contacted at:



0800 023 4567 or 0300 123 9123



complaint.info@financial-ombudsman.org.uk



Financial Ombudsman Service, Exchange Tower, London, E14 9SR

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find out more information on the Financial Ombudsman Service at www.financial-ombudsman.org.uk

The FOS's decision is binding upon the insurer, but you are free to reject it without affecting your legal rights.

ARAG plc is registered in England number 02585818. Registered address: 9 Whiteladies Road, Clifton, Bristol BS8 1NN. ARAG plc is authorised and regulated by the Financial Conduct Authority firm registration number 452369

ARAG plc is authorised to administer this insurance on behalf of the insurer SCOR UK Company Limited ("SCOR"). SCOR is registered in England and Wales number 01334736. Registered address: 10 Lime Street, London, EC3M 7AA. SCOR is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority firm registration number 202333. This can be checked by visiting the FCA website at <https://register.fca.org.uk/>

www.arag.co.uk

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