

Landlord's Legal Expenses & Rent Guarantee Insurance claim form

To enable your claim to be dealt with as quickly as possible, please complete this form and return it to Arc Legal Group, PO BOX 8921, Colchester, CO4 5YD, or alternatively please send via email to: landlordclaims@arclegal.co.uk

IMPORTANT NOTES ABOUT THE COMPLETION OF YOUR CLAIM FORM

1. You must return the claim form and all supporting documents to Arc Legal within **45 DAYS** of the insured incident. Any delay could prejudice your position.
2. Until your claim is accepted there is no cover for any legal fees incurred by you.
3. Your claim cannot be accepted until this form is returned and assessed.
4. Once your claim has been assessed, we will write to you.
5. Only legal fees incurred by our panel solicitors will be covered under this insurance.
6. **If you are a letting agent, please also complete Section 6 of this claim form.**

Section 1: Your details (policyholder)

Landlord's name	
Date of birth	
Address	
<i>Contact details</i>	
Telephone (day)	
Telephone (evening)	
Telephone (mobile)	
Email address	

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If your claim relates to Rent Guarantee, please provide the following details for a BACS payment

Sort code	
Account name	
Account number	
Payment reference	

Section 2: Policy details

Policy number	
Policy type	Legal expenses insurance only / legal expenses and rent guarantee (please delete)
Policy type	6 monthly / annual (please delete)
Name of insurer/broker	
Legal Assistance Helpline reference number	
Have you instructed another firm of solicitors about this problem? If so, please provide the details	
Do you have any other insurance policies which may cover this claim? If so, please specify	

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Section 3: About the property (please fill in each box)

Original tenancy agreement from	
Original tenancy agreement to	
Subsequent tenancy agreement from	
Subsequent tenancy agreement to	
Type of property	
Property address	
Apartment Security code if applicable	
Tenant 1 - Name	
Date of birth	
Forwarding address	
Telephone number	
Email address	
Tenant 2 - Name	
Date of birth	
Forwarding address	
Telephone number	
Email address	
Guarantor 1 - Name	
Address	
Telephone number	

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Email address	
Guarantor 2 – Name	
Address	
Telephone number	
Email address	

Section 4: Grounds for claim. Please fill in each box under this section if your claim relates to a dispute with your tenants. Otherwise please go to Section 4

Please give details of the grounds of this claim	
If claim is for rent arrears	
Date of first arrears	
Total arrears	
As at (date)	
Monthly rent	
Deposit held	
If claim is for rent arrears, the tenant must be contacted to establish the reason for the	

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default. If the tenant cannot be contacted, the insured or his agent must serve notice of a requirement to undertake an inspection and visit the insured property. Please give details						
Has the tenant left the property?	Yes		No			
If yes, date property vacated						
Have you issued a Section 21 notice?	Yes		No			
Have you issued a Section 21 notice (Notice to Quit in Scotland)?	Yes		No			
Have you issued a Section 8 notice (AT6 Notice of Intention to raise proceedings (Scotland))?	Yes		No			
Has the tenant applied for Housing Benefit?	Yes		No		Don't know	
Has the tenant made a complaint about the condition of the property?	Yes		No			
If yes, please provide details and a copy of the written complain						

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Section 5: Complete this section if your claim relates to any other matter (e.g., non-tenancy property infringement or defence of criminal prosecution)

Date when you first became aware of the problem / incident giving rise to the claim			
Who is your claim against - name			
Who is your claim against - address			
Are they (please delete)	Private Individual / Limited Company / Partnership / Sole Trader		
What outcome do you hope to achieve by using legal action?			
Are you a) Initiating the legal action b) Defending the legal action c) Counter-claiming			
Have legal proceedings been commenced? If so please enclose a copy of any court papers	Yes		No

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Section 6: Check List. To help us validate your claim without delay, copies of all the following documents must be attached

Tenancy Agreement	<input type="checkbox"/>	Guarantor Agreement	<input type="checkbox"/>	Section 21 Notice / Notice to Quit - Scotland	<input type="checkbox"/>
Copy Rental Records	<input type="checkbox"/>	Credit Reference & Searches	<input type="checkbox"/>	Section 8 Notice AT6 Notice - Scotland /	<input type="checkbox"/>
Prescribed Information	<input type="checkbox"/>	Copy of Insurance Certificate	<input type="checkbox"/>	Evidence of Deposit Protection (tenancies post 1st April 2007)	<input type="checkbox"/>
Any Court Papers	<input type="checkbox"/>	Deposit Scheme Terms and Conditions	<input type="checkbox"/>		

NOTE: If the tenancy started after 1st October 2015, please provide a copy of the Energy Performance Certificate (EPC), Gas Safety Certificate and How to Rent Leaflet that was given to the tenant upon start of the tenancy. Please confirm the following:

Who issued these documents	
How were the documents issued	
When were the documents issued	

If these documents were not supplied to the tenant as required, this may affect the claim.

If the property is in an area that requires a license to let property, please provide a copy of this license.



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If you do not have copies of these documents or are unsure whether they have been issued to the Tenant and you employ the services of a Letting Agent on a 'Managed' basis, we may be able to obtain copies/confirmation from the Letting Agent. In which case, please provide us with the Letting Agent's contact details in the Addendum Section below.

Data protection

I declare that the information supplied in this form and the documents sent in support of the claim represent a true, complete and honest statement of the facts and that I was not aware these could give rise to a claim at the time of taking out the cover.

Arc Legal Assistance are committed to protecting and respecting your privacy in accordance with the General Data Protection Regulations. Any personal or special category (sensitive) information provided in this claim form or throughout the handling of the claim will only be used in accordance with our privacy statement which can be found at www.arclegalassistance.co.uk.

We may need to share your personal or sensitive information with other organisations. We will not disclose your personal or sensitive information for any purpose other than the purpose for which it was collected.

We shall not keep your personal information for any longer than necessary.

I agree that this information can be forwarded to an appropriate third party but solely for the purposes of assisting or dealing with the claim.

I also agree that the third party can disclose to Arc Legal Assistance Ltd any information it reasonably requests from them relating to my claim.

Signed by the Landlord	
Print name	
Dated	

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Section 7: Letting and Insurance Agents

If you are a Letting or Insurance Agent completing this form on behalf of a Landlord you must be authorised by the Financial Conduct Authority (FCA) to administer General Insurance Products. Please complete the information boxes below to enable us to deal with you. If you are not authorised by the FCA and you do not have a signed letter from the Landlord giving you

Power of Attorney you cannot complete this form of the Landlord's behalf. Your involvement is limited under the FCA Rules to assisting in the claim by sending us the documentation requested in the Check List in Section 5 only. We are not permitted to send you any claim payments under the insurance including any Rent Guarantee payments if due. These will be sent directly to the landlord.

Addendum section – For FCA authorised letting/insurance agents only

Letting/Insurance Agents name	
Letting/Insurance Agents address	
Letting/Insurance Agents telephone number	
Letting/Insurance Agents email address	
FCA authorisation number	
Date of FCA authorisation	

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Important information

Only legal fees incurred with our specific prior consent will be covered under this insurance.

Declaration

We declare that we have received the Landlord's written consent to represent them and deal with this claim on their behalf and that we are authorised by the Financial Conduct Authority to administer General Insurance products.

We declare that the above information is, to the best of our knowledge and belief, correct. We therefore request indemnity in accordance with the terms of the policy.

I/we therefore request indemnity in accordance with the terms of the policy. I/We further agree that your preferred solicitors can be appointed to act on my/our behalf.

Signed by the Letting/Insurance Agent on behalf of the Landlord	
Print name and position	
Dated	