Policy Wording

China Re Miscellaneous Professional Liability Insurance

Form: CR Misc PREMIER Agg Inc 04/19





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1 Introduction

This policy consists of this document, the **Schedule** and **Endorsements**, if any, all of which are a single document and are to be read as one contract. In this policy, certain words or phrases are specially defined.

In deciding to accept this policy and in setting the terms and premium **We** have relied on the information which **You** have provided to **Us**.

We will, in consideration of the payment of the premium, insure You, subject to the terms and conditions of this policy, against the events set out in What Is Covered and occurring in connection with Your Business during the Period of Insurance or any subsequent period for which We agree to accept payment of premium.

Please read this policy carefully and make sure that it meets **Your** needs. If any corrections are necessary **You** should contact **Your** broker through whom this policy was arranged.

Please keep this policy in a safe place - You may need to refer to it if You have to make a claim.

1.1 Accessibility

Upon request **We** can provide Braille, audio or large print versions of the policy and the associated documentation including the Key Facts document. If **You** require an alternative format **You** should contact **Your** broker through whom this policy was arranged.

1.2 Third Party Rights

A person who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

1.3 Law and Jurisdiction

The parties are free to choose the law applicable to this policy. Unless specifically agreed to the contrary this policy shall be governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.

The language of this policy and all communications relating to it will be in English.

1.4 Interpretation

In this policy:

- (a) reference to any Act, statute or statutory provision shall include a reference to that provision as amended, re-enacted or replaced from time to time whether before or after the date of the inception of this policy;
- (b) if any term, condition, exclusion or **Endorsement** or part thereof is found to be invalid or unenforceable the remainder shall be in full force and effect;
- (c) the headings in this policy are for general reference only and shall not be considered when determining the meaning of this policy.



1.5 Cancellation and Cooling Off Period

(a) Your Right to Cancel during the Cooling-Off Period

You are entitled to cancel this policy by notifying Us within fourteen (14) days of either:

- (i) the date **You** receive this policy; or
- (ii) the start of Your Period of Insurance;

whichever is the later.

A full refund of any premium paid will be made unless **You** have made a claim in which case the full annual premium is due.

(b) Your Right to Cancel after the Cooling-Off Period

You are entitled to cancel this policy after the cooling-off period by notifying **Us**. Any return of premium due to **You** will be calculated at a proportional daily rate depending on how long the policy has been in force unless **You** have made a claim in which case the full annual premium is due.

(c) Our Right to Cancel

We are entitled to cancel this policy, if there is a valid reason to do so, including for example:

- (i) any failure by **You** to pay the premium; or
- (ii) a change in risk which means **We** can no longer provide **You** with insurance cover; or
- (iii) non-cooperation or failure to supply any information or documentation **We** request, such as details of a claim;

by giving **You** fourteen (14) days' notice in writing. Any return of premium due to **You** will be calculated at a proportional daily rate depending on how long the policy has been in force unless **You** have made a claim in which case the full annual premium is due.

1.6 Information You Have Given Us

In deciding to accept this policy and in setting the terms including premium **We** have relied on the information which **You** have provided to **Us**. **You** must take care when answering any questions **We** ask by ensuring that any information provided is accurate and complete.

If **We** establish that **You** deliberately or recklessly provided **Us** with untrue or misleading information **We** will have the right to:

- (a) treat this policy as if it never existed;
- (b) decline all claims; and
- (c) retain the premium.

If **We** establish that **You** carelessly provided **Us** with untrue or misleading information **We** will have the right to:

(i) treat this policy as if it never existed, refuse to pay any **Loss** and return the premium **You** have paid, if **We** would not have provided **You** with cover;



- (ii) treat this policy as if it had been entered into on different terms from those agreed, if **We** would have provided **You** with cover on different terms;
- (iii) reduce the amount **We** pay on any claim in the proportion that the premium **You** have paid bears to the premium **We** would have charged **You**, if **We** would have charged **You** more.

We will notify You in writing if (i), (ii) and/or (iii) apply.

If there is no outstanding claim and (ii) and/or (iii) apply, **We** will have the right to:

- (1) give **You** thirty (30) days' notice that **We** are terminating this policy; or
- (2) give **You** notice that **We** will treat this policy and any future claim in accordance with (ii) and/or (iii), in which case **You** may then give **Us** thirty (30) days' notice that **You** are terminating this policy.

If this policy is terminated in accordance with (1) or (2), **We** will refund any premium due to **You** in respect of the balance of the **Period of Insurance**.

1.7 Changes We Need to Know About

You must tell **Us** as soon as practicably possible of any change in the information **You** have provided to **Us** which happens before or during any **Period of Insurance**.

When **We** are notified of a change **We** will tell **You** if this affects **Your** policy. For example **We** may cancel **Your** policy in accordance with the Cancellation and Cooling-Off Provisions, amend the terms of **Your** policy or require **You** to pay more for **Your** insurance. If **You** do not inform **Us** about a change it may affect any claim **You** make or could result in **Your** insurance being invalid.

1.8 Fraud

If **You**, or anyone acting for **You**, makes a fraudulent claim, for example a loss which is fraudulently caused and/or exaggerated and/or supported by a fraudulent statement or other device, **We**:

- (a) will not be liable to pay the claim; and
- (b) may recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
- (c) may by notice to **You** treat this policy as having been terminated with effect from the time of the fraudulent act.

If We exercise Our right under (c) above:

- (i) We shall not be liable to You in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to Our liability under this policy (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and.
- (ii) We need not return any of the premium paid.

1.9 Sanctions

We shall not provide any benefit under this policy to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.



1.10 Complaints Procedure

We are dedicated to providing a high quality service and We want to ensure that We maintain this at all times.

If **You** have any questions or concerns about the policy or the handling of a claim please contact **Your** broker through whom this policy was arranged.

If You wish to make a complaint You can do so at any time by referring the matter to:

Compliance Manager Chaucer Syndicates Limited Plantation Place 30 Fenchurch Street London EC3M 3AD

E-mail: <u>ComplianceEnquiries@chaucerplc.com</u>

Telephone Number: +44 (0) 20 7397 9700

If **You** remain dissatisfied after **We** have considered **Your** complaint, it may be possible in certain circumstances to refer the complaint to Lloyd's. Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints and are also available from Chaucer Syndicates Limited at the above address or from Lloyd's at:

Lloyd's Complaints One Lime Street London EC3M 7HA

If **You** remain dissatisfied after Lloyd's has considered **Your** complaint, or **You** have not received a decision by the time Chaucer Syndicates Limited and Lloyd's have taken eight (8) weeks overall to consider **Your** complaint, **You** can refer **Your** complaint to the Financial Ombudsman Service at:

Exchange Tower

London E14 9SR

E-mail: complaint.info@financial-ombudsman.org.uk

From within the United Kingdom

Telephone Number: 0800 0234 567 (free for people phoning from a "fixed line", for

example, a landline at home)

Telephone Number: 0300 1239 123 (free for mobile-phone users who pay a

monthly charge for calls to numbers starting

01 or 02)

From outside the United Kingdom

Telephone Number: +44(0)20 7964 1000 Fax Number: +44(0)20 7964 1001

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: www.financial-ombudsman.org.uk

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for Chaucer Syndicates Limited is the Financial Ombudsman Service, which can be contacted directly using the contact details above. For more information about ODR please visit http://ec.europa.eu/odr



1.11 Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if We are unable to meet Our obligations under this policy. If You were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this policy. Further information about the Scheme is available from the Financial Services Compensation Scheme (PO Box 300, Mitcheldean, GL17 1DY) and on their website: www.fscs.org.uk.

1.12 **Regulatory Information**

Chaucer Syndicates Limited is the managing agent of Syndicate 2088

Chaucer Syndicates Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference No. 204915).

Registered Office 30 Fenchurch Street, London, EC3M 3AD. Registered in England - Company Number 00184915.

You can check this out on the FCA's website at www.fca.org.uk which includes a register of all the firms they regulate or by calling the FCA on 0800 111 6768.

1.13 Fair Processing Notice

This Privacy Notice describes how Certain Underwriters at Lloyd's in respect of Syndicate 2088 (for the purpose of this notice "we", "us" or the "Insurer") collect and use the personal information of insureds, claimants and other parties (for the purpose of this notice "you") when we are providing our insurance and reinsurance services.

The information provided to the Insurer, together with medical and any other information obtained from you or from other parties about you in connection with this policy, will be used by the Insurer for the purposes of determining your application, the operation of insurance (which includes the process of underwriting, administration, claims management, analytics relevant to insurance, rehabilitation and customer concerns handling) and fraud prevention and detection. We may be required by law to collect certain personal information about you, or as a consequence of any contractual relationship we have with you. Failure to provide this information may prevent or delay the fulfilment of these obligations.

Information will be shared by the Insurer for these purposes with group companies and third party insurers, reinsurers, insurance intermediaries and service providers. Such parties may become data controllers in respect of your personal information. Because we operate as part of a global business, we may transfer your personal information outside the European Economic Area for these purposes.

You have certain rights regarding your personal information, subject to local law. These include the rights to request access, rectification, erasure, restriction, objection and receipt of your personal information in a usable electronic format and to transmit it to a third party (right to portability).

If you have questions or concerns regarding the way in which your personal information has been used, please contact: ComplianceEnquiries@chaucerplc.com

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the UK Information Commissioner's Office.

For more information about how we process your personal information, please see our full privacy notice at: http://chaucerplc.com/privacy & cookie policy



2 Schedule

2.1 Please refer to your Insurance Schedule which is issued to you separately

Policy

3 What Is Covered

3.1 Insuring Clause

We shall cover You, up to the Indemnity Limit, for the amount of any claim including claimant's costs and expenses first made against You and notified to Us during the Period of Insurance in respect of any civil liability which arises out of the exercise and conduct of Your Business.

3.2 Defence Costs

We shall also cover You for Defence Costs where such costs have been incurred with Our prior written consent. Such Defence Costs shall not be in addition to the Indemnity Limit and shall be the subject of any Excess.

3.3 Loss or Damage to Documents

In the event of physical loss of or damage to **Documents** suffered and notified to **Us** during the **Period of Insurance**, **You** are covered for any claim or costs and expenses incurred in replacing, restoring or reconstituting any **Documents** which are **Your** property or are in **Your** care, custody or control.

The maximum amount payable by **Us** under this clause shall be GBP 100,000 in the aggregate. An **Excess** of GBP 1,000 each and every claim shall apply unless a lower **Excess** is specified in the **Schedule** in which case that **Excess** shall apply.

3.4 **Joint Venture/Consortium**

You are covered for any claim first made against You and notified to Us during the Period of Insurance which You may become legally liable to pay, whether jointly or severally, which arises out of the exercise and conduct of Your Business whilst a member of a joint venture or consortium where such joint venture or consortium together with the turnover/fees of the joint venture or consortium (not just Your proportion) has been declared to and agreed by Us, whether or not the joint venture or consortium is conducted through a separate legal entity.

3.5 Self-Employed Persons

You are covered for any claim for civil liability first made against You and notified to Us during the Period of Insurance which You may become legally liable to pay arising out of the use of self-employed or contract hire persons in the exercise and conduct of Your Business. The use of individual persons need not be disclosed to Us, but details of payments to such persons must be declared to Us at renewal of this policy. For the purpose of this policy such persons are treated as being Your employees.

3.6 Cover for Employees, Former Employees and/or Consultants

Your employees or former employees are covered for any claim for civil liability first made against them and notified to **Us** during the **Period of Insurance** which arises out of the exercise and conduct of **Your Business**.



Your former partners, former directors or former employees who have continued as consultants to You and any persons who were formerly Your consultants are covered in respect of any claim for civil liability first made against them and notified to Us during the Period of Insurance which arises out of the exercise and conduct of Your Business.



4 What Is Not Covered

This policy does not apply to or include cover for or arising out of or relating to:

4.1 Liability Involving Transport of Property Owned by You

the ownership, possession or use by **You** or on **Your** behalf of any aircraft, watercraft, hovercraft, motor vehicle or trailer or any buildings, structures, premises or land or that part of any building leased, occupied or rented by **You** or any of **Your** property.

4.2 Liability Arising Out of Employment

any injury, disease, illness (including mental stress) or death of any employee under a contract of service with **You** or any claim arising out of any dispute between **You** and any present or former employee or any person who has been offered employment with **You**.

4.3 Supply of Goods

the manufacture, construction, alteration, repair, servicing or treating of any goods or products sold, distributed or supplied including the sale and/or supply of hardware and/or software by **You**.

4.4 Fraud, Dishonesty or Criminal Act

any act, error or omission of any of **Your** partners or directors which is dishonest, fraudulent, criminal or malicious, and/or any claim where any person has committed a dishonest, fraudulent, criminal or malicious act after discovery by **You** of cause for suspicion that such act has been committed.

Further, no reimbursement will be provided to any person committing or condoning such dishonest, fraudulent, criminal or malicious act or omission and any monies which but for such fraudulent, criminal or malicious act or omission would be due from **You** to the person committing such act, or any monies held by **You** and belonging to such person, shall be deducted from any amount payable under this policy.

4.5 Controlling Interest

any claim made against You by either:

- (a) any entity in which You exercise a controlling interest; or
- (b) any entity exercising a controlling interest over **You** by virtue of having a financial or executive interest in **Your** operations;

unless such claim is made against **You** for a reimbursement or contribution in respect of a claim made by an independent party against the said entities detailed in (a) and (b) and arises out of the exercise and conduct of **Your Business**.

4.6 Contractual Liability

any claim arising out of **Your** contractual liability unless such liability would still have attached in the absence of such contract or agreement.



4.7 Nuclear Risks

any of the following:

- (a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

4.8 War and Terrorism

any of the following:

- (a) war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, riot, civil commotion;
- (b) usurped power;
- (c) confiscation or nationalisation or requisition or destruction or damage or loss of property by or under the order of any government or public or local authority;
- (d) any act or acts of terrorism, force or violence for political, religious or other ends directed towards the overthrowing or influencing of the government, or for the purpose of putting the public in fear, by any person or persons acting alone or together or on behalf of or in connection with any organisation;
- (e) any action taken in controlling, preventing, suppressing or in any way relating to (a), (b) and (d) above.

4.9 Area of Activities

any work or activities undertaken by You outside the Geographical Limits.

4.10 Jurisdiction

any claim brought (or the enforcement of any judgment or award entered against **You**) in the courts of the United States of America and/or Canada or their Dominions or Protectorates.

4.11 Fines, Penalties, Punitive, Multiple or Exemplary Damages

fines, penalties, punitive, multiple or exemplary damages, other than in respect of defamation, libel or slander where such have been identified separately within any judgment or award.

4.12 Loss of Documents – Magnetic or Electrical Media

the physical loss of or damage to **Documents** which are stored on magnetic or electrical media unless such **Documents** are duplicated on magnetic or electrical media with the intention that in the event of loss or damage the duplicate can be used as the basis for restoring the **Documents** to their original status and provided always that such duplicates are securely stored in a separate location to the original **Documents**.

4.13 **Pollution**

any claim arising from **Pollution**, unless it was caused by a negligent act, negligent error or negligent omission by **You** and/or by others acting on **Your** behalf, provided that such **Pollution** was not caused by **Your** intentional act.



4.14 Directors' and Officers' Liability

any claim arising from being **Your** director, officer or trustee (as opposed to those duties and functions carried out in furtherance of **Your Business**) or from the acceptance of any directorship or trusteeship in any other company not forming part of **You**.

4.15 Other Insurance

any claim where **You** are entitled to reimbursement under any other insurance except in respect of any amount for which **You** would otherwise be entitled to reimbursement under this policy beyond the amount for which **You** are entitled to reimbursement under such other insurance.

4.16 Previous Claims and Circumstances

any claim or circumstance that may give rise to a claim:

- (a) which has been notified and accepted by insurers in respect of any other insurance that was in force prior to the inception of this policy, or;
- (b) with **You** having taken all practical care should have disclosed and notified to insurers any claim or circumstance that may give rise to a claim of which **You** were or should have been aware prior to the inception of this policy.

4.17 Trading Losses

any trading losses or trading liabilities incurred by any business managed or carried on by **You** including loss of any client account or business.

4.18 Failure to Arrange Insurance and/or Finance

any loss which follows from Your failure to arrange and/or maintain insurance and/or finance.

4.19 Asbestos

any claim involving asbestos.

4.20 Retroactive Date

any claim notified to **Us** which arises out of the exercise and conduct of **Your Business** prior to the retroactive date stated in the **Schedule**.

4.21 Financial Services

any claim arising out of regulated activities as defined in the Financial Services and Markets Act 2000 as amended from time to time.

4.22 Pension Trustee Liability

You acting in the capacity of trustee, fiduciary or administrator of any employer-sponsored pension or superannuation scheme or superannuation programme.

4.23 **Bodily Injury and/or Property Damage**

any claim arising out of injury, disease, illness (including mental stress) or death of any person(s) or loss of or damage to property (except as provided under Clause 3.3) unless such claim arises directly out of any negligent act, negligent error or negligent omission by **You** arising from the exercise and conduct of **Your Business**.



5 Claim Conditions

5.1 Important Conditions

This Section of the policy explains **Your** responsibilities when making a claim under the policy. If the conditions listed below are not followed, then a claim may not be paid, may be reduced or may be treated as invalid.

5.2 Discovery of a Claim or Circumstance

- (a) If during the **Period of Insurance You** receive notice of any claim that is subject to reimbursement under this policy other than any claim provided for in Claims Condition 5.2(b), **You** shall give notice (in accordance with Claims Condition 5.3) to **Us** as soon as practicably possible and, in any event, before expiry of the **Period of Insurance**.
 - If during the **Period of Insurance You** receive a Letter of Claim, as detailed in any applicable Civil Procedure or Criminal Procedure Pre-Action Protocols, **You** shall give notice (in accordance with Claims Condition 5.3) to **Us** as soon as practicably possible after receipt of such Letter of Claim and before expiry of the **Period of Insurance**.
- (b) If during the **Period of Insurance You** become aware of any **Circumstance**, **You** shall give notice (in accordance with Claims Condition 5.3) to **Us** of such **Circumstance** as soon as practicably possible and, in any event, before expiry of the **Period of Insurance**.
- (c) We agree that any Circumstance notified to Us during the Period of Insurance which subsequently gives rise to a claim after expiry of this policy shall be treated as being a claim first made during the Period of Insurance.

5.3 Notice

If **You** want to make a claim under this policy, **You** should provide notice to **Us** using the details stated in the **Schedule** under Notification of a Claim or Circumstance.

5.4 Admission of Liability

In the event of any claim or **Circumstance**, **You** shall not admit liability or make any admission, offer, promise, or payment without **Our** prior written consent.

5.5 Conduct of Claims

Following notification of any claim or **Circumstance**, **We** shall be entitled to take over and conduct in **Your** name the investigation, defence or settlement of any such matter. **You** shall

- (a) assist **Us** and **Our** duly appointed representatives to put forward the best possible defence of a claim within the time constraints available;
- (b) shall have adequate internal systems in place, which will allow ready access to material information:
- (c) shall at all times and at **Your** own cost give to **Us** or **Our** duly appointed representatives all such information, assistance, signed statements or depositions as may properly be required to facilitate compliance with all applicable Civil Procedure Rules, Practice Directions and Pre-Action Protocols and recoveries;







6 General Conditions

6.1 Subrogation

If any payment is made by **Us**, **You** grant to **Us** all rights of recovery against any parties from whom a recovery may be made and **You** shall take all practical steps to preserve such rights. However, **We** agree to waive any rights of recovery against any of **Your** present or former employees unless liability has resulted, in whole or part, from any act or omission on the part of such persons which is dishonest, fraudulent, criminal or malicious.

6.2 Claims Settlement

We may at any time pay to You in connection with any claim or claims the Indemnity Limit (less any sums already paid including Defence Costs) or any lesser sum for which such claim or claims can be settled and upon such payment We shall not be under any further liability in respect of such claim or claims.

6.3 Combined Claims

Where the same original cause gives rise to an entitlement on **Your** part to reimbursement under Clauses 3.1 to 3.6 under this policy, the maximum amount payable by **Us** under Clauses 3.1 to 3.6 shall not exceed the **Indemnity Limit**.



7 Definitions

- 7.1 "Business" means advice given and service(s) performed by You or on Your behalf as detailed in the Schedule.
 - Where **You** are liable for a sub-consultant the definition of **Business** is extended to include any professional activities of the sub-consultant for which **You** are liable.
- 7.2 "Circumstance" means information or facts or matters of which You are aware which is likely to give rise to a claim against You which You could become legally liable to pay and which arises out of the exercise and conduct of Your Business.
- 7.3 "Defence Costs" means all costs and expenses incurred in the investigation, defence or settlement of any claim or Circumstance notified under the terms of this policy and/or the cost of representation at any inquiry or other proceedings which have a relevance to the investigation, defence or settlement of any matter notified under the terms of this policy.
- 7.4 "Documents" means project models or displays, deeds, wills, agreements, maps, plans, records, photographs or negatives, written or printed books, letters, certificates or written or printed documents of any nature and shall include computer software and systems records (electronic data shall be treated as being physical property for the purposes of this policy).
 - This definition excludes bearer bonds, coupons, bank or currency notes and other negotiable paper.
- 7.5 **"Endorsement"** means a change in the terms and conditions of this policy that can extend or restrict cover.
- 7.6 "Excess" means the sum shown in the **Schedule** unless otherwise stated in this policy and shall be the first amount of each claim that is payable by **You** which shall not be reimbursed by **Us**.
 - Where, however, more than one claim is made during the **Period of Insurance** which arises from the same original cause then only a single **Excess** shall apply in respect of such claims.
- 7.7 "Geographical Limits" means anywhere in the world excluding the United States of America and/or Canada or their Dominions or Protectorates or as varied in the Schedule.
- 7.8 "Indemnity Limit" means the sum shown in the Schedule which is available to reimburse You in respect of each claim, provided that all claims payable under this policy including any Defence Costs shall not exceed in the aggregate the sum shown in the Schedule.
- 7.9 **"Period of Insurance"** means the period shown in the **Schedule** plus any extensions to the period which may be granted by **Us**.
- 7.10 "Pollution" means any one or a combination of a release, emission, discharge, dispersal, disposal or escape of any substances, which are capable of causing harm to the health of any living organism or interference with ecological systems of which they form part and, in the case of a person, shall include offence caused to any of their senses to any person or any living organism, into or onto any water, land or air.



- 7.11 "Schedule" means the document entitled Schedule that relates to and forms part of this policy.
- 7.12 "We / Us / Our" means Certain Underwriters at Lloyd's in respect of Syndicate 2088.
- 7.13 "You / Your / Insured" means the corporate body or bodies named as the Insured in the Schedule including:
 - (a) any predecessors in business;
 - (b) any business for which **You** are legally liable in consequence of **Your** acquisition of such business (whether partial or otherwise) prior to inception of this policy provided **We** have been notified of the existence of such other business and have not refused to insure it;
 - (c) any office or division of **Yours** as specified above unless expressly stated otherwise.