



# Professional Indemnity Estate Agents



**TOKI MARINE**  
**HCC**

[tmhcc.com](http://tmhcc.com)

# Estate Agents

Our Focus Estate agents, letting agents and property managers, along with related emerging professions, are firmly within our criteria for target business.

Estate Agents, Letting Agents and Property Managers are involved in the selling, renting or management of residential and commercial properties and other buildings in the UK and Ireland.

Generally, residential agents tend to be local firms as it is the role of the estate agent to know their immediate community so that they can assess the factors which affect the guide prices for the sale and rent of properties. As such, there are only a handful of national residential estate agent chains with the majority being locally or regionally specialised firms.

Commercial estate agents tend to be larger entities and will typically seek to provide the full range of property advisory services, not just agency.

We can provide limits from as low as £100,000 up to £10 million depending on the requirements of the proposer. We will normally apply an excess but are happy to consider discounting premiums for higher voluntary excesses if required.

## Our Coverage

Cover is arranged on a civil liability basis cover which automatically provides cover for claims arising from:

- Professional negligence
- Dishonesty
- Loss of documents
- Libel and slander
- Breach of intellectual property rights
- Breach of confidentiality

We include cover for awards made by The Property Ombudsman Scheme (TPO) and The Property Redress Scheme, operating within the Ombudsman's terms of reference

The limit of indemnity will be "any one claim" with defence costs paid in addition. The excess will not normally apply to insurers' costs and expenses. This means that if a claim is successfully defended the insured will not be "out of pocket".

## Claims Examples

Insurance is purchased for peace of mind and the quality of the claims-handling service when it is required. At TMHCC, we have a claims team with a wealth of relevant experience and expertise.

### Letting Agency:

Insured did not obtain a guarantor when letting property. Tenant began to pay rent late, then defaulted on several payments. Landlord is pursuing the letting agent for the outstanding rent, as the tenant has disappeared.

### Property Manager:

Claim made by a tenant who fell downstairs after a banister collapsed, despite requests for the managing agent to repair the banister. Claimant is claiming damages for personal injuries sustained.

### Estate Agency:

Claim made by purchaser of property, as property was detailed as having double glazing in estate agents' particulars, but there was no double glazing. Claimant is claiming cost of installing double glazing.

*All risks are underwritten on their individual merits with expert underwriters who understand and evaluate the individual needs of each insured.*

## Why Tokio Marine HCC

- Direct access to a team of expert underwriters
- Located in London, Birmingham, Bristol and Manchester
- Understanding of clients' needs and cover requirements
- Speed and quality of service
- Policy documentation production within minutes of order

**Tokio Marine HCC's insurance companies are highly rated:**





**TOKIOMARINE**  
**HCC**

## Contact Us

### London

Fitzwilliam House  
10 St. Mary Axe  
London EC3A 8BF  
+44 (0)20 7702 4700  
mail@tmhcc.com

### Birmingham

30 St. Paul's Square  
Birmingham B3 1QJ  
+44 (0)121 345 8390  
mail@tmhcc.com

### Bristol

Clifton Business Centre  
Suite 10 Somerset House  
18 Canynge Road  
Clifton, Bristol BS8 3JX  
+44 (0)117 372 7280  
mail@tmhcc.com

### Manchester

Lowry House  
Suite 6.02  
Marble Street  
Manchester  
M2 3AW  
+44 (0)161 880 4723  
mail@tmhcc.com

## A member of the Tokio Marine HCC group of companies

Tokio Marine HCC is a trading name of HCC International Insurance Company plc. HCC Insurance Holdings, Inc. is an international insurance holding company and a leading specialty insurance group since 1974, based in Houston, Texas, with offices across the USA, Bermuda, England, Ireland and Spain. A subsidiary of HCC Insurance Holdings, Inc., HCC International Insurance Company plc is authorised by the Prudential Regulation Authority (PRA) and regulated by the UK Financial Conduct Authority and Prudential Regulation Authority. Registered in England and Wales No. 01575839. Registered office: 1 Aldgate, London EC3N 1RE, United Kingdom. HCC is rated A+(Strong) by Standard & Poor's and A++ (Superior) by A.M. Best Company.

Information detailed within this marketing material is for promotional use only and does not constitute advice or fact. Any reliance upon such information shall be at your sole risk.