



TOKIO MARINE  
HCC

# Professional Risks

Estate Agents, Letting Agents and Property Management Proposal Form



## If the firm is regulated by the RICS, please complete the Tokio Marine HCC Surveyors Proposal Form

### Important Notice

This proposal must be completed and signed by a principal, partner, director of the proposer/s. The person completing and signing the form should be authorised by the proposer to do so and should make all reasonable enquiries to enable all the questions to be answered.

All questions must be answered to enable a quotation to be given.

Completing and signing this proposal does not bind the proposers or insurers to enter a contract of insurance.

If there is insufficient space to answer questions, please use an additional sheet and attach it to this form (please indicate section number).

If the firm is regulated by the RICS, please complete the Tokio Marine HCC Surveyors Proposal Form

## General information

### 1. Please provide the following details (including all trading names and subsidiaries):

Name	Date of establishment
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Website address

### 2. Address/es, including postcodes, for all subsidiaries:

<input type="text"/>
<input type="text"/>
<input type="text"/>

### 3. Please supply details of all principals, directors, partners:

Name	Qualifications	How long with the company
<input type="text"/>	<input type="text"/>	<input type="text"/>


**4. Please state total numbers of:**

Principals, directors, partners	Qualified staff	Administration	Others

**5. Please state the name of any professional body or trade association of which you are a member:**

Professional body

Trade association

**6. Is cover required for the previous business activities of any principals, directors, partners?**  Yes  No

If **YES**, please provide:

Name	<input type="text"/>
Name of previous firm	<input type="text"/>
Last year's fees	<input type="text"/>
Reason for leaving	<input type="text"/>
Position in firm	<input type="text"/>

Is there separate insurance covering the activities of this firm for the period stated above?  Yes  No

**7. Do you currently have a professional indemnity policy in place?**  Yes  No

If **YES**, please provide:

Name of current insurers	<input type="text"/>
Name of your broker	<input type="text"/>
Renewal date	<input type="text"/>
Limit of indemnity	<input type="text"/>
Premium	<input type="text"/>
Excess	<input type="text"/>
Retroactive date	<input type="text"/>

8. Do you or any of your principals, directors, partners own any of the properties being managed or have any association with or financial interest in any other practice, company or organisation?  Yes  No

If **YES**, please provide details of the properties owned that are being managed and % of income derived from this / provide details of the nature of the association, together with the name of the business and activities undertaken:

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9. Do you use consultants / sub-contractors?  Yes  No

If **YES**:

a. What percentage of your fee income was paid to them in the last financial year?  %

b. What was the nature of the work undertaken?

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c. Do you require cover for them under this policy?  Yes  No

d. Do you require them to carry professional indemnity insurance to a similar limit?  Yes  No

If **NO** to 9d, please provide details as to why not:

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**10. Please complete the following:**

a. Financial year end date:  /  / 20

	Previous	Last complete	Current	Estimate
b. Total turnover fee income	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>

c. Estimated percentage split of your fee income for:

Work carried out for UK clients	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
Work carried out for US / Canadian clients not subject to US / Canadian law	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
Work carried out for US / Canadian clients subject to US / Canadian law	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
Work carried out for clients anywhere else in the world – please give details of where	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %

d. Do you enter into contracts that are not subject to UK / EU law?  Yes  No

If **YES**, please provide details of which countries and jurisdiction:

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# Business activities

## 11. Split of gross fees in the last complete financial year:

Residential estate agency / letting agency	<input type="text"/>	%
Commercial estate agency	<input type="text"/>	%
Residential property management	<input type="text"/>	%
Commercial property / land management	<input type="text"/>	%
Block Management	<input type="text"/>	%
Property Sourcing	<input type="text"/>	%
Rent to rent	<input type="text"/>	%
Rent reviews / lease renewals	<input type="text"/>	%
Domestic energy assessments	<input type="text"/>	%
Auctioneering	<input type="text"/>	%
Property search agents	<input type="text"/>	%
Probate / matrimonial valuations	<input type="text"/>	%
Home condition reports	<input type="text"/>	%
EWS1 form / external wall fire review	<input type="text"/>	%
Building society agency	<input type="text"/>	%
General insurance business	<input type="text"/>	%
Financial services	<input type="text"/>	%
Mortgage broking	<input type="text"/>	%
Other, please give details:	<input type="text"/>	%

## 12. Are activities in question 11 where you have declared no income for the last financial year:

- a. Have you undertaken any of these activities in the past?  Yes  No
- b. Do you intend to undertake any of these activities in the future?  Yes  No

If **YES** to any of the above, please provide details including nature of activities, income and also complete questions 13-15 if applicable:

**13. If you have entered a percentage of income for commercial estate agency, commercial property / land management in question 11:**

a. Commercial estate agency:

i. Average individual property value handled

£

ii. Highest individual property value handled

£

b. Commercial property / land management (including rent reviews etc):

i. Is there a working diary system which is checked regularly?

Yes  No

ii. Highest individual rent review

£

**14. If you have entered a percentage of income for auctioneering in question 11:**

	Fees	Maximum value	Average value
Livestock and deadstock	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fine art or antiques	<input type="text"/>	<input type="text"/>	<input type="text"/>
Property or land	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>	<input type="text"/>

**15. Are you responsible for managing any residential block**

Yes  No

If yes, then confirm the following:

a. Number of residential units in each block and postcodes of the blocks being managed.

b. What is the extent of your responsibilities for fire safety of blocks under your management?

c. Are you responsible for appointing third party fire risk assessors that undertakes all fire risk assessments and maintains their own Professional Indemnity cover with at least £1m limit?

d. What is the process to be followed if any issues are identified by the fire risk assessors?

e. What percentage of work is for blocks that are above 5 storeys / 18 metres in height?

f. Are any of the properties under your management, being re-clad or are the subject of an application to the Building Safety Fund for re-cladding funding

Yes  No

If yes, please provide full details of each property including your responsibilities & also whether the monies are to come from the Fund

g. Are you responsible for the application to the Fund i.e taking on the role of the Responsible Entity?

Yes  No

**16. Do you sell, let or manage properties overseas?**

Yes  No

If **YES**, please provide details:

Location	Value	Off plan		Sell / let / manage
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="text"/>

## Risk management

**17. Are satisfactory written references obtained from former employers for at least three years prior to the engagement of any employee responsible for money, accounts or goods?**

Yes  No

**18. Above what amount do payments require at least a two-stage sign-off?**

£

**19. Do you hold client funds, or do you have client authority to agree and/or effect transfers or payments on their behalf from client funds or accounts?**

Yes  No

If **YES**:

a. Do you ever act solely on e-mail instructions to transfer funds or make payments from client accounts without taking steps to independently verify the authenticity of the instructions and integrity of any bank account details provided prior to execution?

Yes  No

b. Do you undertake to immediately implement procedures to ensure that there is such an independent verification process in place for all future transactions?

Yes  No

c. What steps have you taken to ensure that the transaction has been completed successfully?

  
  
  


**20. When entering into contracts please confirm:**

a. You carry out work only under your standard contract, signed by every client?

Yes  No

b. All contracts are vetted by a legally qualified person before being agreed?

Yes  No

If **NO** to any of the above, please explain why not:



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**21. Do you commit clients to contracts with third parties?**  Yes  No

If **YES**, do you always obtain clients written acceptance of the terms of contracts before committing them?  Yes  No

If **NO**, please explain why not:

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**22. Has any person for whom insurance is now sought ever been the subject of a disciplinary proceeding taken by any regulatory body, professional organisation or trade association?**  Yes  No

If **YES**, please provide details:

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**23. Has any proposal for similar insurance made on behalf of you, any predecessor or any past or present principals, directors, partners ever been declined, cancelled, refused or had special terms applied?**  Yes  No

If **YES**, please provide details:

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**24. Is there any other information that you consider material to the insurance required?**  Yes  No

If **YES**, please provide details:

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**25. For what limits of indemnity are quotations required?**

- |                                     |                                     |                                      |
|-------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> £250,000   | <input type="checkbox"/> £500,000   | <input type="checkbox"/> £1,000,000  |
| <input type="checkbox"/> £2,000,000 | <input type="checkbox"/> £5,000,000 | <input type="checkbox"/> £10,000,000 |

# Claims

**26. In respect of any of the risks to which this proposal relates:**

- a. Has any claim been made (whether successful or not) against you, any predecessor, any past or present principals, directors, partners?  Yes  No
- b. Has any loss been suffered by you or any predecessor as a result of the dishonesty or malice of any past or present principals, directors, partners, employees or self-employed person?  Yes  No

If **YES** to any of the above, please provide details

Date of claim / loss	Brief details of each claim / loss	Cost of claim / loss	Estimated cost of claim / loss outstanding
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

c. What steps have been taken to prevent a recurrence?

**27. Are you, after full enquiry:**

- a. Aware of any circumstance which is likely give rise to a claim or loss against you, any predecessor or any past or present principals, directors, partners?  Yes  No
- b. Aware of any shortcoming in your work for a client who is likely to give rise to a claim against you? This includes:  Yes  No
  - i. A shortcoming known to you, but not your client, which you cannot reasonably put right?
  - ii. A complaint from your client about your work or anything you have supplied which cannot be immediately resolved?
  - iii. An escalating level of complaint from your client on a particular project?
  - iv. A client withholding payment due to you after any complaint?

If **YES** to any of the above, please provide details:

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28. Do you have any grounds, after reasonable enquiry, for suspecting that any past or present principal, director, partner, employee or self-employed person has acted dishonestly or maliciously?  Yes  No

If YES, please provide details:

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# Please read this paragraph carefully before signing the declaration

It is essential that every proposal, when seeking a quotation to take out or renew any insurance, discloses to the prospective Insurers all material facts and information (including all material circumstances) which might influence the judgement of an Insurer in deciding whether to accept the risk and on what terms. The obligation to provide this information continues up until the time that there is a completed contract of insurance. Failure to do so entitles the Insurers, if they so wish, to avoid the contract of insurance from inception and so enables them to repudiate liability thereunder. If you have any doubt as to what constitutes a material fact or circumstance please do not hesitate to ask for advice.

## Declaration

On behalf of the proposer/s, I/we declare that, after full enquiry, the contents of this proposal are true and that I/we have not misstated, omitted or suppressed any material fact or information. If there is any material alteration to the facts and information which I/we have provided or any new material matter arises before the completion of the contract of insurance, I/we undertake to inform the Insurer.

Signature of principal / director / partner:

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Date:

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Please use this page for additional information

A large, empty rectangular box with a thin black border, intended for providing additional information. It occupies most of the page area below the header text.

## Data Protection Notice

Tokio Marine HCC respects your right to privacy. In our Privacy Notice (available at <https://www.tmhcc.com/en/legal/privacy-policy>) we explain who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights. If you have any questions or concerns about our use of your personal information, then please contact [DPO@tmhcc.com](mailto:DPO@tmhcc.com).

We may collect your personal information such as name, email address, postal address, telephone number, gender and date of birth. We need the personal information to enter into and perform a contract with you. We retain personal information we collect from you where we have an ongoing legitimate business need to do so.

We may disclose your personal information to:

- our group companies;
- third party services providers and partners who provide data processing services to us or who otherwise process personal information for purposes that are described in our Privacy Notice or notified to you when we collect your personal information;
- any competent law enforcement body, regulatory, government agency, court or other third party where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your interests or those of any other person;
- a potential buyer (and its agents and advisers) in connection with any proposed purchase, merger or acquisition of any part of our business, provided that we inform the buyer it must use your personal information only for the purposes disclosed in our Privacy Notice; or
- any other person with your consent to the disclosure.

Your personal information may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country. We transfer data within the Tokio Marine group of companies by virtue of our Intra Group Data Transfer Agreement, which includes the EU Standard Contractual Clauses.

We use appropriate technical and organisational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information.

You are entitled to know what data is held on you and to make what is referred to as a **Data Subject Access Request ('DSAR')**. You are also entitled to request that your data be **corrected** in order that we hold accurate records. In certain circumstances, you have other data protection rights such as that of **requesting deletion, objecting to processing, restricting processing** and in some cases **requesting portability**. Further information on your rights is included in our Privacy Notice.

You can **opt-out of marketing communications** we send you at any time. You can exercise this right by clicking on the "unsubscribe" or "opt-out" link in the marketing e-mails we send you. Similarly, if we have collected and processed your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent. You have the **right to complain to a data protection authority** about our collection and use of your personal information.

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## Contact Us

Tel +44 (0)20 7702 4700  
[mail@tmhcc.com](mailto:mail@tmhcc.com)

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

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