

## PROTECTING YOUR POSSESSIONS WHILST IN STORE FREQUENTLY ASKED QUESTIONS

### **Why should I have insurance?**

Insurance will provide cover against loss or damage to your goods during the period of storage.

We aim to ensure your goods are protected in our secure facilities at all time, however there may be occasions where loss or damage occurs that is outside of our control (such as extreme weather) and therefore we require all customers to insure their goods whilst in store with us.

We are able to provide insurance via an 'open-cover' arrangement with Insurers. If you do not choose to take up the insurance option your goods will not be protected against loss or damage whilst in store unless you have effected your own separate cover.

Lok'nStore limits its liability therefore in the event of loss or damage under the Contract for Storage Services.

### **Surely my Household insurance covers storage?**

- Some household policies only cover goods in the house and not in storage.
- Cover under the Household insurance is likely to be much more limited than Lok'nStore can offer.
- A number of Household policies from well-known insurers exclude water damage where the goods are in storage.
- Household policies often have a higher excess.
- Under household policies the premium may be increased if a claim is made.

### **What if the total value of my goods exceeds the standard £50,000 limit?**

You are required to tell us the full value of the goods you intend to store. Insurers will be asked to approve this if it exceeds the limit of £50,000.

In most cases, quotations are available for higher levels of cover but you may be required to provide additional information on the goods being stored and/or moved, additional security arrangements and so on and you may be required to pay an additional insurance administration fee. In some cases special cover terms are required and these will be confirmed to you.

### **How do I calculate what sum insured I need?**

It is your sole responsibility to establish what sum insured you need. The Company's colleagues are not qualified to value goods.

It is a condition of the policy that cover is arranged for its full value on a 'new for old' basis and for the total value of all the goods in store. If you under-insure, any claim will be reduced by a similar proportion. For example, if the total value of goods is £10,000 and you insure for £5,000 then any claim be reduced by 50%. If you therefore submitted a claim for £1,000 you would receive a maximum of £500 before any excess is applied.

If items are going into store which, if totally lost or destroyed, would not be easily valued by reference to list prices or the like, for example antiques or works of art, it is strongly recommended that you have recent pre-storage professional valuations or purchase receipts in your possession. It would be solely your responsibility to provide evidence of values being claimed and if, for example, you lost a painting in a fire, this would be virtually an impossible task unless you had formal documentary evidence prior to moving the goods into store.

It is important to note that during the entire period of storage, it is your responsibility to ensure that the sum insured at all times represents the full replacement value of the goods stored. If at any time the sum insured requires increasing to reflect additional or higher valued items placed into store, you should immediately ask the Company's staff to arrange this on your behalf.

For businesses, where you are storing goods which you will be selling, it is important to note that the sum insured should reflect the replacement cost of the item(s) (cost price) and not the price for which you will sell them including their profit (retail).

"First Loss" insurance cover is not available and the total contents of the storage space must be insured and not a partial amount.

**How do I calculate the sum insured for paper documents/archives?**

The cover is based on the reasonable cost of recovering the lost information (please refer to the basis of claims settlement for full details). In order to ensure you are adequately insured, the sum insured should be based on the total estimated costs and expenses to obtain the lost data.

**What if I want you to store goods that are excluded from the insurance?**

It is clearly set out in your Contract that the Company will not permit customers to store certain types of items, usually those which may be dangerous, toxic or combustible for example.

Aside from these prohibited items, insurance cover may not be available for some particularly high risk goods. For the list of excluded items please refer to the Summary of Insurance under the paragraph headed GOODS WHICH ARE NOT INSURED.

In some cases, cover may be available subject to additional terms and conditions and an extra insurance administration fee payment. Please see the referral procedure.

**On what basis are claims settled?**

This is a full reinstatement ("new for old") policy. If an item is a total loss, the new replacement price is covered but if the item is repairable the insurer will have the option to do so.

This would not apply to household linen and clothing to which deductions would be made for wear, tear and depreciation.

In respect of paper documents, Insurers will pay the reasonable cost of recovering the lost information, so long as you have made adequate provision for this when calculating the total sum insured.

Please also refer to the claims section of Key Facts and the Confirmation of Insurance documents.

**My storage fees have fallen into arrears. Can I make an insurance claim?**

No. The cost of the insurance forms part of the total cost of the Contract for the provision of Storage Services (The Agreement). If storage fees are due under the Agreement and remain unpaid at any time, the insurance cover is automatically void.