

Recourse Options



Why you need Recourse Options

Without Recourse Options you may end up exposed to legal costs such as expenses that your solicitor will have to pay to assess your claim and any further expenses incurred during the course of your claim. A typical example of this would be an expert's report.

These costs can be met by this policy at the end of your claim, if they are not recovered from your opponent. Other costs that you could be liable for without Recourse Options are those of your opponent if you should lose.

When can Recourse Options help me?

Recourse Options is designed to assist you with legal issues that are not injury related. The most common claims are those relating to disputes over the terms of a contract but it can also cover other personal and commercial disputes.



What will I have to pay for Recourse Options?

It usually won't cost you anything provided you have complied with the terms and conditions of the policy. As your solicitor believes that someone else is to blame for your loss, the cost of the policy should be recovered from them at the successful conclusion of your claim. If your case is lost or discontinued then you still don't pay the premium.



Expertise when you need it most

Why Choose ARAG?

Our UK operation provides a nationwide service from our Bristol Head Office. We are part of ARAG SE, a global leader in legal expenses insurance which generates an annual premium income in excess of €1.5 billion.

It has always been our vision to enable everyone, not just those that can afford it, to assert their legal rights. With this aim in mind we provide innovative and affordable products to companies and their directors and partners.

We are committed to providing our customers with guidance, advice and security, both now and in the future. We recognise that we will only grow by ensuring that we provide excellent products and an outstanding service to our customers.

What happens if I change my mind after taking out the policy?

The policy provides you with a 14 day reflection period in which to decide whether you wish to continue. Cancellation is fully explained in condition 6 of the policy wording.



This summary provides an overview of Recourse Options. The full terms and conditions of this insurance contract can be found in the policy document. Please obtain this from the representative who is selling you the policy.

Summary table



Significant features & benefits	Significant exclusions or limitations	Where found
<p>The insurer will pay legal costs that you are held liable to pay up to the maximum limit shown in the schedule.</p>	<p>Your failure to co-operate with or to follow the advice of your solicitor.</p> <p>If your solicitor informs us that you are more likely than not to lose your claim or that in their opinion your chances of success in bringing your claim has changed materially and you nevertheless wish to continue with your claim, you must obtain our approval to do so.</p> <p>The premium becomes payable if you win your claim. It is structured on a staged basis. Therefore you will be obliged to pay the relevant premium in accordance with the stages set out in paragraph 6 of the schedule if a successful outcome is achieved.</p>	<p>What is not covered 2. a)</p> <p>Prospects of success 4. e)</p> <p>Premium payment 7. c)</p>

Important information

About ARAG and your insurer

This policy is administered by ARAG plc (as a scheme manager) and underwritten by AmTrust Europe Limited. ARAG plc is registered in England number 02585818. Registered office: 9 Whiteladies Road, Bristol BS8 1NN.

AmTrust Europe Limited is registered in England 1229676 and operates from No 2, Minster Court, Mincing Lane, London EC3R 7BB. (Registered office Market Square House, St James's Street, Nottingham NG1 6FG).

ARAG plc is authorised and regulated by the Financial Conduct Authority registration number 452369. AmTrust Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, registration number 202189. This can be checked by visiting the FCA website at www.fca.org.uk/register or by contacting the FCA on 0845 606 1234.



What happens if the insurer cannot meet its liabilities?

AmTrust Europe Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation up to 90% of the cost of your claim, in the unlikely event that the insurer cannot meet its obligations. Further information is available from the FSCS.

How we handle complaints

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to our Customer Relations Department where we will arrange to have it reviewed at the appropriate level. We can be reached in the following ways:



0117 917 1561 (hours of operation are 9am-5pm, Mondays to Fridays excluding bank holidays. For our mutual protection and training purposes, calls may be recorded).



customerrelations@arag.co.uk



ARAG plc, 9 Whiteladies Road, Clifton, Bristol, BS8 1NN

If a complaint remains unresolved, you may refer it to the Financial Ombudsman Service (FOS) provided that it falls within their jurisdiction. The FOS can normally deal with complaints from small businesses with an annual turnover of less than €2 million. They can be contacted at:



0800 0234 567 or 0300 123 9123



complaint.info@financial-ombudsman.org.uk



Financial Ombudsman Service, Exchange Tower, London, E14 9SR

The FOS's decision is binding upon the insurer, but you are free to reject it without affecting your legal rights.

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