

Due Diligence Pack for Retirement Capital



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1. Introduction

Retirement Capital is a business partnership that delivers a range of SSAS related services to trustees across practice areas, including acting as Registered Administrator, Pensioner Trustee, Practitioner only, and Data Management services. For customers whom do not have a financial advisor attached to their SSAS, they can connect with our investment services partner, David Thompson who is a Wealth Partner of True Potential Wealth Management LLP.

Retirement Capital is the UK's first SSAS provider built entirely on the cloud reflecting how banking and financial services has changed due to the demand by consumers for online, tablet and mobile financial information immediately.

We are a FINTECH driven proposition, we deliver all investment data and scheme management via a unique proprietary customer management system, reducing time, errors, and improving productivity plus customer experience on a single integrated platform.

Our technology in real time differentiates varying fund and benefit splits, whilst also providing a holistic position of income today and what is possible in the future.

Investments across multiple asset classes, such as property, deposits, loans and funds are aggregated together to provide a true picture for SSAS customers and their advisors. Our technology also carries out tax delivery and client notifications.

All new business is transacted through the platform in real time, with scheme documents powered via a unique integration with zoho. Sign up is online and mobile enabled.

This due diligence report provides the information you need about us, how we work and our prudent, risk based approach to all business services which protects all parties over the life cycle of their SSAS. That approach has earned us ISOO Certification under a rigorous independent auditing standard across all practice areas.

2. An Insight into our Systems

Customers can download Retirement Capital App via Google Play and Apple for free



Customers can through our unique customer management system obtain data and give instructions via the app to complete a range of requests and access information on their SSAS.

We run on the Amazon AWS and Linode, for server hosting and data management, with a cotinuous backup process working with Spin Cycle IO.

We have strict limited access controls so only certain authorised can perform certain tasks and critical backup operations.

We operate with a SSL certificate and customers who use our applications and our systems can rely on our certifications.

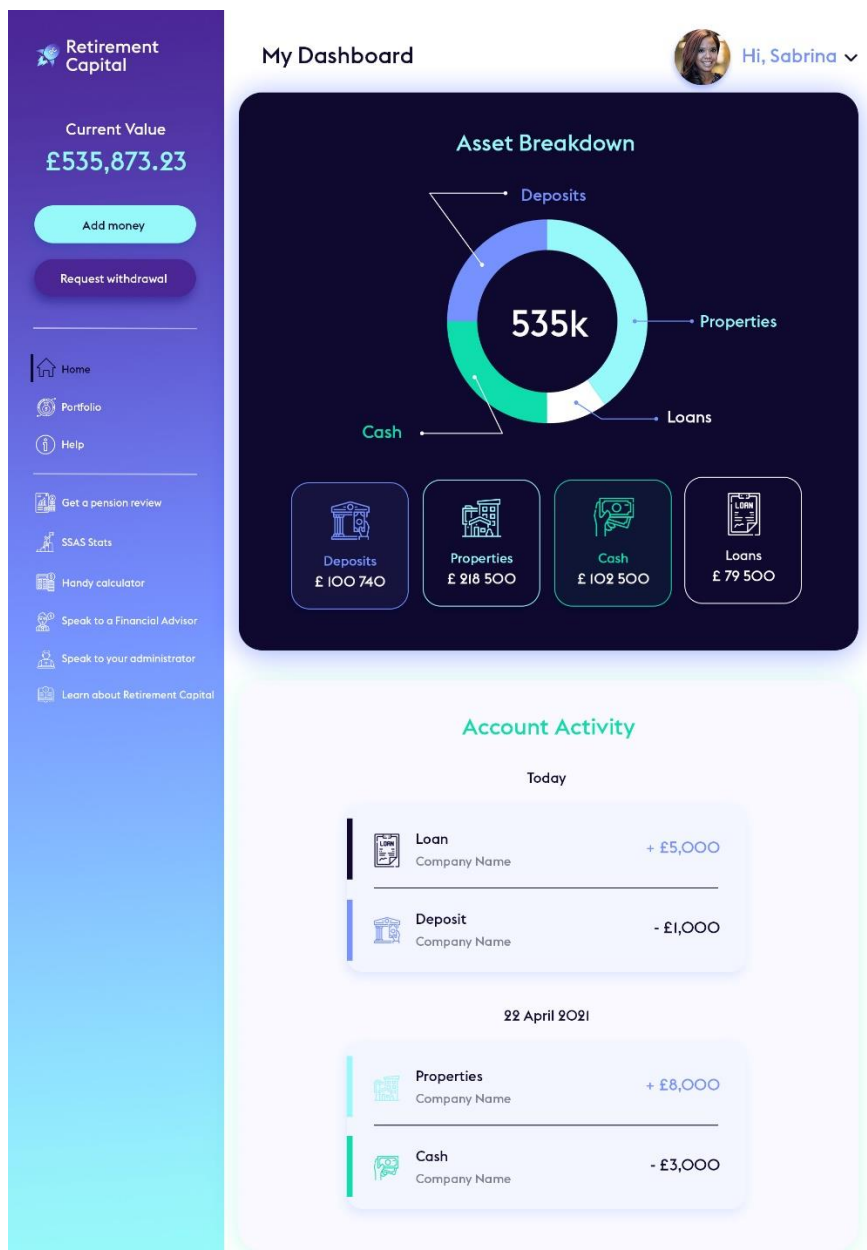
SSL Certificates, which are small data files that digitally bind a cryptographic key to our details. When installed on a web server, it activates the padlock and the https protocol and allows secure connections from a web server.

UK first platform for SSAS Trustees


How your dashboard will appear on your device.



View and manage your pension banking activity.



Your entire SSAS journey can be actioned online and managed via your own dedicated account.



Start a SSAS

Progress of your application

1. Application Form

Recieved

2. On-Boarding Trustees

Identification

Robert Johnson

Upload

Proof of Address

Robert Johnson

Upload

Document Signing

Robert Johnson

3. Scheme Registration

We are required to register your SSAS with HMRC. We cannot provide a date of completion at this time.












Steps	Date Submitted
Pre-Registered with HMRC	
Second Stage Registration HMRC	
Registered with HMRC	

Bank Account opened

3. Scheme Activated



A range of functionality you can access via your mobile phone and/or your desktop device.

-  Banking Transactions
-  Investment Valuations
-  Retirement Forecast
-  Connect to your IFA
-  Connect to your SSAS Administrator
-  Retirement Calculator
-  Drawdown Calculator
-  Pension Transfer Manager
-  Scheme Documents
-  Private Wallet for your own data
-  Contribution Calculator

3. Business Structure

Retirement Capital is a business partnership that provides a range of services to support trustees of small self administered schemes.

These services are provided across four areas. Customers can choose one or more service deliveries.

***Service Function:*Registered Administrator**

Acts as a registered administrator with HMRC. Overall responsibility for scheme tax maintenance, book keeping and payments.

RC Administration Limited

Company number 12409200

Registered office address

1a, Park Lane, Poyton, England, SK12.

A member of the Association of Member Directed Pension Schemes
MPS Number: AMPS359

Service Function: Investment Services

Provides investment regulated services in the absence of an appointed financial advisor to the trustees.

David Thompson

An appointed representative and Wealth Partner of True Potential Wealth Management LLP, regulated by the Financial Conduct Authority. FCA number: 529810

FCA number of David Thompson DXT00019.

***Services Function:*Independent Trustee**

Acts as a pensioner trustee role to comply with HMC trustee requirements.

RC Trustees Limited

Company number 13042237

Registered office address

1a, Park Lane, Poyton, England, SK12 1RD

***Service Function:*CRM, Online Services**

Undertakes Customer Relationship Management (CRM) online, system administration support, software management and mobile applications integration and delivery of client data.

R C Client Services Limited

Company number 15613650

Registered office address

128 City Road, London, United Kingdom, EC1V 2NX

4. ISO Certifications

ISO 27001 (formally known as ISO/IEC 27001:2005) is a specification for an information security management system (ISMS).

An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in our information risk management processes.

ISO 9001 is the world's most recognised Quality Management System (QMS) standard. It aims to us meet the needs of our customers and other stakeholders more effectively. This is achieved by building a framework to ensure consistent quality in the provision of goods and/or services.

We are independently accredited for both .



Retirement Capital

Management System Manual

Revision: 1

Issued: 14/11/2023/24

Conforms to ISO 9001:2015

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5. Professional Indemnity Insurance

We hold professional indemnity insurance for the services we provide across practice areas.

This insurance is intended to cover data, cyber, technology and administration services in accordance with terms of business.

Our policy insurance operates on a continuing cover basis.

6. MLA Risk Assessment Policy

Overall Risk Assessment: Low risk.

RC Administration Limited (the Company) is a UK registered company providing administration services for SSAS trustees.

The Company is regulated by HMRC in relation to the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 as amended by the Money Laundering and Terrorist Financing (Amendment) Regulations 2019 and therefore is not prescribed to have a formal anti-money laundering (AML) risk assessment in place. The Company considers itself to be low risk in relation to the risk of money laundering.

To supplement our AML policy and the training given to all members of staff, the Company considers it prudent to think about the risks (or potential risks) of money laundering that may affect it. As such, the Company has decided to put in place a risk assessment of the Company as a whole that will identify areas of the Company's business that may be most exposed to money laundering and terrorist financing and how the Company will mitigate these risks.

This risk assessment was carried out by Esther Salmon the Company's Money Laundering Reporting Officer on 15 November 2023. In preparing this Risk Assessment, the Company has:

1. considered the size and nature of its business, i.e. [a SME business, providing a limited range of services to a small number of clients];
2. identified the key money laundering risks faced by the Company;
3. assessed the identified risks by considering the likelihood of them occurring and the resulting impact if they do occur;
4. reviewed its systems and controls in place in order to mitigate any risk and bring the level to an acceptable level;
5. reviewed its practices and file reviews and any history of reports of suspicious activity from staff; and
6. reviewed the payment policy for inbound and outbound payments
7. reviewed the identification policy in light of FCA permissions being granted.

This assessment will be reviewed annually or when necessary.

Esther Salmon

15 November 2023

RISK ASSESSMENT

Risk Factor	Details	Assessment of Risk	Mitigating Actions
Customers/Clients <i>Customers/clients may misrepresent their identity and/or use newly incorporated companies or trust structures to hide criminal proceeds.</i>	List the types of customers/clients that the Company has and whether they are existing or new. Small businesses and limited companies owners in the UK	This specific risk is judged low because the customers must be uk tax registered and business must be trading companies registered at companies house. e.g: <ul style="list-style-type: none"> No high-risk customers/clients No politically exposed persons (PEPs) No tax structures accepted All existing customers/clients Other 	Standard customer due diligence performed to verify customer/client identity and business activities. Staff training provided on AML on 31 January 2023 MLRO approves all new customers/clients. Enhanced customer due diligence performed in relation to any customer/client that appears to be higher risk.
Services <i>Services/products may be purchased using criminal proceeds to change "dirty money" into "clean money". Criminals may use the service/product to provide credibility to their business.</i>	List the types of services/products that the Company provides. e.g: <ul style="list-style-type: none"> Are all services/products being offered routine? What is the value of the services/products being offered? 	This specific risk is judged low because the services provided are those transactions limited by reference only to the activities permitted under the scheme mandate. No cash withdrawals or payments to third parties permitted.	Standard customer due diligence performed to confirm customer/client identity and business activities. Staff training provided on AML on 15 January 2023 The Company's records on its customers/clients are complete and up to date. Enhanced customer due diligence is performed on any

			customers/clients in higher risk products/services.
<p>Transactions</p> <p><i>The types of transactions that are being undertaken may be used for the purposes of money laundering. They may be overly complex, and it may not be clear where funds are coming from.</i></p>	<p>List the types of transactions that may be undertaken. e.g:</p> <ul style="list-style-type: none"> • Does the transaction make sense or is it overly complex given the underlying nature of the business? • Does the value of the transaction appear within the financial means of the customer/client? • Is the source of funds clear and identifiable and coming from a recognisable financial/credit institution? • Are any funds being paid by a third party? 	<p>This specific risk is judged low because only payments set out on the mandate are permissible</p> <p>Outbound Payments are limited to Payment of pension, death benefits to beneficial members of the Scheme. Investment payments for holdings registered in the Scheme. Pension transfers to approved pension providers. Payment of incidental scheme expenses and annual administration charges. Mortgage repayments for commercial properties registered in the name of the Scheme. The value of the transaction appears to be within the financial means of the customer/client</p> <p>No cheque book facility will be offered.</p> <p>Inbound Transaction Payments are limited to:</p> <p>Employer or Employee Contributions (no third party contributions permitted).</p>	<p>Standard customer due diligence performed to verify customer/client identity and business activities.</p> <p>Staff training provided on AML on 15/1/23</p> <p>MLRO approves all new transactions.</p>

		<p>Rental Income from Property held by the Scheme</p> <p>Realisation and Dividend payments from investments registered in the name of the Scheme and tax reclamation payments.</p> <p>Pension transfers in from UK registered pension providers</p> <p>The source of funds is clear and identifiable and is coming from a recognisable financial/credit institution</p> <p>No funds are being paid by a third party</p> <p>No cash withdrawals permitted or cash deposits.</p>	
<p>Geography</p> <p><i>Customers/clients may not be local to the area or may be from outside the UK, where the potential money laundering risk is higher, particularly if they come from a high-risk jurisdiction which is a tax haven or has high levels of corruption.</i></p>	<p>List where the customers/clients are based. e.g:</p> <ul style="list-style-type: none"> • Are customers/clients local? • Are all customers/clients based within the UK and have no connections to other countries? • Are any funds coming from overseas? 	<p>This specific risk is judged low because</p> <p>All customers/clients are based within the UK and have no tax residency connections to other countries.</p> <p>No funds are coming from overseas.</p> <p>Only UK SSAS permitted</p>	<p>Standard customer due diligence performed to verify customer/client identity and business activities.</p> <p>Staff to notify MLRO if they come across connections to high risk countries.</p>

Delivery channels <i>There is a greater money laundering risk if there are no face to face meetings with customers/clients. However, this may be standard for the business, particularly for an online business.</i>	Insert relevant method of delivery; e.g: <ul style="list-style-type: none"> • Face to face delivery • Online delivery 	This specific risk is judged low because e.g: <ul style="list-style-type: none"> • Zoom Face to face meetings are carried out with all new customers/clients • Existing clients have personal relationship and are known to the director 	Standard customer due diligence performed to verify customer/client identity and business activities. We only accept clients that we have met in person or their identity can be confirmed via zoom.
Staff <i>Dishonest members of staff may use the company's bank account to carry out money laundering or fraud.</i>	List staff (or groups of staff) employed (including temporary staff and contractors) and any specific concerns. e.g: <ul style="list-style-type: none"> • Have there been any staff dismissed for dishonesty/fraud etc? 	This specific risk is judged low because two step authentication process required for payments. Robust HR policies in place. Staff known to the firm from previous employment together	Pre-employment screening carried out on all staff. HR policies particularly in relation to misconduct and dismissal clearly communicated to all staff.



Hiscox Business Insurance Policy Schedule

Important information and contact details

Hiscox Underwriting Limited (HUL) arrange insurance policies on behalf of Hiscox Insurance Company (HIC) and Hiscox SA (HSA). HUL receives commission for this from HIC and HSA. Our Customer Experience Centre staff may also receive a small bonus based on sales and the quality of service they provide.

Information about us

This policy is underwritten by Hiscox Underwriting Limited on behalf of the insurers listed below.

Name	Hiscox Underwriting Limited
Registered address	22 Bishopsgate London EC2N 4BQ United Kingdom
Company registration Status	Registered in England and Wales number 02372789 Authorised and regulated by the Financial Conduct Authority.

Insurers

These insurers provide cover as specified in each section of the schedule

Name	Hiscox Insurance Company Limited
Registered address	22 Bishopsgate London EC2N 4BQ United Kingdom
Company registration	Registered in England number 00070234
Status	Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Commercial assistance and legal advice helpline:

This policy gives you access to a legal advice helpline to assist in the day-to-day running of your business. This helpline is available 24 hours a day, 7 days a week and will ensure you have the best advice when your business is facing legal issues at home or abroad on issues such as:

- Employment
- Prosecutions
- Discrimination in the workplace
- Health & safety
- European law

Helpline number: +44 (0)800 840 2269

Helpline hours: 24 hours a day, 7 days a week

This helpline is provided by DAS Legal Expenses Insurance Company Ltd. as a service for eligible Hiscox policyholders



Hiscox Business Insurance Policy Schedule

Complimentary Benefit: The Hiscox Risk Academy

The Hiscox Risk Academy provides an interactive learning and information management system and assessment centre for you and your employees to help you better manage risks and minimise disruption to your business. The Academy allows you to manage, track and deliver training and assessments in a simple online environment.

The interactive training is tailored to the needs of your business and covers topics including cyber security, cyber and fraud awareness and a range of other work related risks and threats. The editable documents and templates allow you to identify and monitor risks in your own workplace

This feature is provided as a complimentary part of your policy with Hiscox and can be accessed by registering at

riskacademy.hiscox.co.uk/cyber

Cyber and data:

You must notify any **claim, loss, breach, privacy investigation, illegal threat** or interruption to Hiscox at the following email address

cyberclaims@hiscox.com

If you wish to speak to us urgently then we can also be contacted on the following numbers:
+44(0)1206 773791 / +44(0)800 8402782

Crisis containment:

Crisis line contact number (24 hours): +44(0)800 8402783 / +44 (0)1206 711796

Crisis containment provider: Hill & Knowlton Strategies Ltd

During office hours, the call **will** be answered by Hiscox. Outside of our normal opening hours, your call will be answered by Hill & Knowlton Strategies Ltd.

If you first become aware of a crisis outside of working hours, you must notify us of the crisis as soon as possible within working hours by telephoning +44(0)800 8402783 or +44 (0) 1206 711796.

Important information about this Statement of Fact

You must read this Statement of Fact carefully. We have relied on the facts set out below and all the information that you or anyone on your behalf provided, to help us decide:

- whether to provide you with insurance; and
- the terms of the insurance we provide to you, including premium.

You must check that all of the facts set out within this Statement of Fact are true, accurate and complete. Please note that some of the information may have been assumed by us.

You must contact your broker or, if you do not have a broker, you must contact us as soon as possible if any of the facts set out below or any of the information provided to us:

- is not true, accurate and complete; or
- no longer remains true, accurate and complete during your period of insurance.

In each case, we will let you know whether and how it affects the terms of your insurance cover.

If any of the facts or information that you provide to us is not, or no longer remains true, accurate and complete, and you do not contact your broker or us, it could affect:

- the validity of your policy; or
- the amount that we will pay for any claim.

Please refer to your policy wording for more details about your duty of fair presentation and our remedies.

Maximum allowables

The table below shows the 'declared value' in respect of each policy cover listed. These amounts are based on the information provided by you to us in respect of your business or activities to be insured. The table below also shows a 'maximum allowable' amount for each policy cover listed.

For the policy covers listed in the table below, we do not require you to contact us with any increase to the value of any declared value, provided that:

- (a) the declared values were true, accurate and complete when you provided them to us; and
- (b) during the period of insurance:
 - you do not exceed; and
 - you reasonably expect not to exceedany of the maximum allowable amounts shown below.

You must contact your broker or, if you do not have a broker, you must contact us, as soon as possible if you cannot satisfy all parts of (a) and (b) above.

We use these declared values and maximum allowable amounts to help us decide:

- whether to provide you with insurance; and
- the terms of any insurance we provide to you, including premium,

for the policy covers listed in the table below.

If you cannot satisfy all parts of (a) and (b) above and do not contact your broker or us, it could affect:

- the validity of your policy; or
- the amount that we will pay for any claim.

If your business or activities to be insured grow beyond any declared value, the maximum allowable amounts shown below do not provide for any increase to any policy cover amount shown in your policy schedule, such as any limit of indemnity, amount insured or benefit amount.



Hiscox Business Insurance Policy Schedule

If you want to change any policy cover amount shown in your policy schedule, such as any limit of indemnity, amount insured or benefit amount, you must contact your broker or, if you do not have one, you must contact us and we will confirm whether or not we agree to make such changes to your policy and whether the terms of any insurance we provide to you, including premium, will also change.

Continuing cover: Maximum allowable amounts
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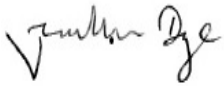
Policy Cover	Category	Declared Value	Maximum allowable
Professional indemnity, Cyber and data	Threshold	£800,000	£1,200,000

Certificate of cyber and data insurance
R C Client Services Limited

Certificate of cyber and data insurance

Policy number: PL-PSC10003472137/00
Name of policyholder: R C Client Services Limited
Period of insurance: From 31/05/2024 to 30/05/2025 both days inclusive
Level of cover: £500,000

Signed on behalf of Hiscox Underwriting Limited as agent of the insurers



Jon Dye
CEO
Hiscox UK

Notes:

(a) this insurance is subject to policy terms and conditions and any special terms notified to the insured

SECTION: CYBER AND DATA

Cover start date:	21/05/2024
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Cyber and data: overall limit of indemnity

Limit of indemnity	£500,000
Limit applies to	in the aggregate, including all costs
Geographical Limits	Worldwide
Applicable Courts	Worldwide

A. Your own losses (included within not in addition to the Cyber and data: overall limit of indemnity stated above)

Limit of indemnity	£500,000
Limit applies to	in the aggregate, including all costs
Excess	£10,000
Excess applies to	each and every claim or loss, including all costs

Cover	Limit of indemnity	Limit applies to
(included within not in addition to Your own losses, Limit of indemnity stated above)		
Data recovery costs	£500,000	in the aggregate, including all costs
Reputation protection	£500,000	in the aggregate, including all costs

B. Cyber business interruption	Not covered
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C. Claims and investigations against you (included within not in addition to the Cyber and data: overall limit of indemnity stated above)

Limit of indemnity	£500,000
Limit applies to	in the aggregate, including all costs
Excess	£10,000
Excess applies to	each and every claim or loss, including all costs

D. Your losses from crime	Not covered
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E. Cyber property damage	Not covered
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F. Additional covers (included within not in addition to the Cyber and data: overall limit of indemnity stated above)		
Cover	Limit of indemnity	Limit applies to
Directors' personal cyber	£50,000	in the aggregate, including all costs
Repeat event mitigation	£25,000	in the aggregate, including all costs

F. Additional covers (in addition to the Cyber and data: overall limit of indemnity stated above)		
Cover	Limit of indemnity	Limit applies to
Court attendance compensation: employees	£250	per person, per day
Court attendance compensation: directors and partners	£500	per person, per day
Court attendance compensation: in total	£100,000	in the aggregate

Insurer
Hiscox Insurance Company Limited

Section endorsements
<p>Additional Benefit: CyberClear Academy As an added benefit of your Cyber and data insurance policy with us, you now have access to the Hiscox CyberClear® Academy.</p> <p>The Hiscox CyberClear® Academy is a GCHQ-certified, web-based training platform that can assist you and your employees in the prevention of network, cyber and privacy losses. We partner with other providers to provide this service.</p> <p>To register for the Hiscox CyberClear® Academy:</p> <ol style="list-style-type: none"> 1. Go to www.hiscoxcyberclearacademy.com 2. Click CREATE AN ACCOUNT 3. Click Yes, I already have a Hiscox CyberClear policy 4. Fill in your policy details to create an account <p>If 80% of your employees successfully complete the learning pathways, the excess shown in the schedule is reduced by £2,500. If the excess shown in the schedule is £2,500 or lower, no excess is payable.</p>

SECTION: CRISIS CONTAINMENT

Cover start date:	21/05/2024
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Limit	£25,000
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Limit applies to	Each and every crisis and in the aggregate
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Geographical limit	United Kingdom, The Isle of Man, the Channel Islands and the Republic of Ireland
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Special limits (included within not in addition to the overall limit of indemnity stated above)

Cover	Limit of indemnity	Limit applies to
Outside working hours discretionary crisis mitigation costs	£2,000	each and every crisis and in the aggregate

Insurer

Hiscox Insurance Company Limited

General information

Underwritten by:	Hiscox Underwriting Ltd on behalf of the insurers listed for each section of the policy
General terms and conditions wording:	15661 WD-COM-UK-GTCA(4) The General terms and conditions apply to the whole of this policy. Any other conditions are shown in the section to which they apply.
Professional indemnity section wording:	22413 WD-PROF-UK-TEC(1)
Cyber and data section wording:	19029 WD-PIP-UK-CCLEAR(5)
Crisis containment section wording:	9809 WD-PIP-UK-CRI(2)



Professional indemnity insurance

Evidence of cover

Cover details

Policy number	550.222.223
Name of insured	RC Administration Limited
Insured's profession / occupation	Bookkeeping
Date policy starts	11/01/2023 00:00
Date policy ends	10/01/2024 23:59
Limit of indemnity	£1,000,000 each claim
Date from when previous work is covered	11/01/2023

Important information

Please refer to the policy wording and schedule for full details of the cover we provide and for details of any exclusions and limitations that apply.

Signed on behalf of AXA Insurance UK plc
(Authorised Insurer)

Claudio Gienal
CEO AXA UK & Ireland

What is covered

What is covered	What is not covered
Bodily injury arising from breach of professional duty	
We will cover you for any claim and claim costs that arise from the conduct of your professional business, where the claim is first made against you and notified to us during the period of insurance and relates to a civil liability, including liability for claimants' costs and expenses, arising from bodily injury caused as a result of a breach of your professional duty. The most we will pay for loss resulting from each claim for bodily injury arising from breach of professional duty is the limit of indemnity. We will pay claim costs in addition to the loss but the most we will pay for claim costs is an amount equal to the limit of indemnity.	We will not cover any claim arising out of bodily injury sustained by you or any employee.
Breach of confidentiality	
We will cover you for any claim and claim costs that arise from the conduct of your professional business, where the claim is first made against you and notified to us during the period of insurance and relates to a civil liability, including liability for claimants' costs and expenses, arising from an unintentional breach of confidentiality caused as a result of a breach of your professional duty. The most we will pay for loss resulting from each claim for breach of confidentiality is the limit of indemnity. We will pay claim costs in addition to the loss but the most we will pay for claim costs is an amount equal to the limit of indemnity.	
Breach of professional duty	
We will cover you for any claim and claim costs that arise from the conduct of your professional business. Provided that the claim is first made against you and notified to us during the period of insurance. And as long as the claim and claim costs relate to a civil liability, including liability for claimants' costs and expenses, arising out of a breach of your professional duty. The most we will pay for loss resulting from each claim for breach of professional duty is the limit of indemnity. We will pay claim costs in addition to the loss but the most we will pay for claim costs is an amount equal to the limit of indemnity.	
Compensation for court attendance cover	
We will compensate you at a rate of <ul style="list-style-type: none"> 1) £500 per day for any director or partner 2) £250 per day for any employed person for each day that we request attendance at court as a witness in connection with a claim, for which an award of damages is paid or may be payable under this section.	

What is covered

What is covered	What is not covered
Defamation	
We will cover you for any claim and claim costs that arise from the conduct of your professional business, where the claim is first made against you and notified to us during the period of insurance and relates to a civil liability, including liability for claimants' costs and expenses, arising from defamation committed without intentional malice caused as a result of a breach of your professional duty.	
Dishonesty of employees	
We will cover you for any claim and claim costs arising from the conduct of your professional business, made against you and notified to us during the period of insurance, for any civil liability including liability for claimants' costs and expenses arising from dishonest or fraudulent acts or omissions by any of your employees who are not a principal, partner or director. The most we will pay for loss resulting from each claim for dishonesty of employees is the limit of indemnity. We will pay claim costs in addition to the loss but the most we will pay for claim costs is an amount equal to the limit of indemnity.	In the case of any claim arising from any dishonest or fraudulent act or omission, we will not cover: 1) any person intentionally committing or condoning dishonest or fraudulent acts or omissions 2) dishonest or fraudulent acts or omissions committed by any person after you discover or have reasonable cause for suspicion of fraud or dishonesty on the part of that person. Any dishonesty or fraud committed by two or more employees who were acting together will be regarded as one claim
Infringement of copyright	
We will cover you for any claim and claim costs that arise from the conduct of your professional business, where the claim is first made against you and notified to us during the period of insurance and relates to a civil liability, including liability for claimants' costs and expenses, arising from infringement of copyright or registered trademark committed in good faith caused as a result of a breach of your professional duty. The most we will pay for loss resulting from each claim for infringement of copyright is the limit of indemnity. We will pay claim costs in addition to the loss but the most we will pay for claim costs is an amount equal to the limit of indemnity.	
Loss of documents	
We will pay reasonable costs and expenses for replacing or restoring documents that have become lost or damaged in the conduct of the professional business provided that the loss or damage: 1) occurs whilst the documents are in your custody or control, in transit or entrusted by you to another party 2) is discovered by you and notified to us during the period of insurance. The most we will pay in any one period of insurance is £100,000	We will not pay for documents which are stored on a computer system unless those documents are duplicated on at least a daily basis, with the intention that the duplicate can be used to restore the documents in the event of loss or damage.

What is covered	What is not covered
Settlement and defence of claims	
<p>All <u>claims</u> from the same act, error or omission or series of acts, errors or omissions, as a result of or arising directly or indirectly from the same source or original cause, will be regarded as one <u>claim</u>.</p> <p>If <u>we</u> cover more than one person, firm, company or organisation, <u>our</u> liability to all, as a result of one <u>claim</u>, will not be more than the <u>limit of indemnity</u>.</p> <p>We may at any time pay the <u>limit of indemnity</u> or relevant sub-limit described above. We will then have no further liability for that <u>claim</u> or <u>claim costs</u> except those already incurred at the date of payment of the <u>limit of indemnity</u>.</p> <p>We have the right, but not the obligation, to take control of <u>your claim</u> and conduct the investigation, settlement or defence in <u>your</u> name.</p> <p>If <u>we</u> think it is necessary <u>we</u> will appoint <u>our</u> adjuster, solicitor or other appropriate person to deal with the <u>claim</u>.</p> <p>If <u>you</u> ask <u>us</u>, <u>we</u> may agree to appoint <u>your</u> solicitor, but only on a similar fee basis as <u>our</u> solicitor and only for work done with <u>our</u> prior written approval.</p> <p>After taking into account the commercial considerations of the costs of defence <u>we</u> may choose to settle a <u>claim</u> instead of defending it if <u>we</u> do not think there is a reasonable prospect of success.</p>	

Data Protection Registration Certificate

Rc Administration Limited

1A, Park Lane
Poynton
Stockport, SK12 1RD

Registration reference: ZA743823
Date registered: 01 April 2020
Registration expires: 31 March 2025



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: ico.org.uk

Data Protection Registration Certificate

R C Client Services Ltd

128 City Road
London
EC1V 2NX

Registration reference: ZB692575

Date registered: 21 May 2024

Registration expires: 20 May 2025



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113

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