ARMD

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Welcome to ARMD Tools In Transit Insurance

This terms and conditions document sets out **your insurance** contract for **Tools in transit** cover. Please read it carefully along with **your policy schedule** and keep them in a safe place. This is important, as the agreement to insure **you** is based on this information.

This policy is designed to meet the needs of commercial sole traders and/or businesses requiring insurance cover on a market value basis for any **damage** or loss to **tool(s)** and **employee personal effects** following fire, theft or attempted theft from either the locked **specified vehicle** or from your secure **home** / **business premises**.

ARMD is a trading name of Advent Solutions Management Limited (ASM) which is authorised and regulated by the Financial Conduct Authority with Financial Reference Number 308751. ARMD is operating under a binding authority agreement, unique market reference: B1222 AA0013B23A00, provided by **Your Insurer**, Lloyd's Syndicate 3456, managed by Asta Managing Agency Ltd (company registration number 1918744) who is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the PRA. ARMD is acting as **our** agent when underwriting, collecting premiums, and issuing policy documentation.

The cover is provided following the payment of your premium, as detailed in your policy schedule.

ARMD does not make personal recommendations as to the suitability of the policy. This means that **you** are responsible for deciding whether the policy is suitable for **your needs**.

Important words in this policy document are defined under 'Definitions'. If a word has a defined meaning it will be **highlighted in bold** and will have the same meaning across this policy document.

Your duty to make a fair presentation

We have relied on the information **you** have given **us** in setting the terms and premium for this policy. **You** owe **us** a duty of fair presentation under the Insurance Act 2015. To comply with this duty, it is very important that:

- You provide us with all material information in a clear and accessible form, having made reasonable searches and enquires of all information available to you (including information held by third parties, such as agents, service providers or anyone insured by the policy);
- the information **you** provide, including **your** answers to any proposal form, statement of fact and all other information **you** provide, is correct, complete and free of any misrepresentation;
- any statements of opinion, expectation or belief are made in good faith.

Your duty of fair presentation applies at commencement, renewal and whenever making any changes to your policy. If you breach your duty of fair presentation, you may adversely affect your policy and your ability to make any claim:

- 1. If **your** breach is deliberate or reckless and **we** show that if **you** had complied with **your** duty **we** would not have entered into this policy, or would only have done so on different terms, **we** will be entitled to treat this policy as if it had never existed, refuse to pay all claims, reclaim any sums paid to **you** and need not return the premium paid;
- 2. If your breach is neither deliberate nor reckless and we show that if you had complied with your duty:

- a. **We** would not have entered this policy, **we** will be entitled to treat this policy as if it had never existed, refuse to pay all claims, reclaim any sums paid to **you** and return the premium paid;
- b. **We** would only have entered this policy on different terms, **we** will be entitled to:
 - i. treat this policy as if it had been entered into on those different terms;
 - ii. reduce any claim in the same proportion as the premium actually charged bears to the higher premium that would have been charged.
- 3. We and/or your insurance adviser, will write to you if we intend to treat your policy as if it never existed or amend the terms of your policy.
- 4. You will confirm your acceptance of any amended terms within thirty (30) days of being notified of such changes by us and/or your insurance adviser.

Policy Cancellation

You may cancel the insurance, without giving reason, by sending us notice and returning the insurance documents within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents if you are a new customer or 14 days from the renewal date if you are an existing customer. On receipt, by us, of your written notice of cancellation you will receive a full refund of all premium paid provided that no claim has been paid by us and you do not intend to make a claim under this insurance.

If a claim has been made by **you**, **we** will not refund any premium. If **you** do not exercise **your** right to cancel during the 14-day cooling-off period, **your** policy will continue as normal.

If you cancel your monthly payment this does not mean that you have cancelled your policy.

Cancellation by you after the cooling-off period

If you wish to cancel your insurance after the initial 14-day withdrawal period, you can do so in writing. You can notify your Insurance Broker using their contact details, provided when you purchased your policy from them or, if you purchased directly from ARMD you can notify us of policy cancellation by contacting us in one of the following ways:

customersupport@armd.uk / 0204 5386212

If you pay your premium monthly, your policy will be cancelled at the next monthly anniversary of the date your policy commenced. There will be no refund of premium due as the premium paid will have only been in respect of the cover already received. If you cancel your monthly payment this does not mean that you have cancelled your policy.

If a claim has been made by you, we will not refund any premium.

If you pay your insurance premium annually and providing no claim has been made and you do not intend to make a claim under this insurance, you will receive a proportionate refund of premium based on the unused period of cover under the policy. Policy cover will cease from the date we receive your cancellation instructions or from a later date at your request.

Details of fees that apply to cancellations are detailed in the terms of business agreement issued by ARMD or your Insurance Broker which are provided with this policy.

Cancellation by us

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance contract by giving 14 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address and/or e-mail address. Valid reasons may include but are not limited to:

- where we reasonably suspect fraud
- non-payment of premium
- threatening and abusive behaviour
- non-compliance with policy terms and conditions
- you have not taken reasonable care to provide complete and accurate answers to the questions we ask

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information, which may result in **your** policy being cancelled from the date **you** originally took it out. In the event of fraud, **we** may recover any sums paid to **you** in respect of the claim.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover, unless the reason for cancellation is fraud and/or **we** are entitled to keep the premium under the Insurance Act 2015. In the event of policy cancellation, an administration fee will be applied as detailed in the terms of business agreement issued by ARMD or your Insurance Broker.

Policy renewal

For policies purchased directly via ARMD, we will contact you approximately 30 days before your renewal date and offer to renew your policy. If we do not hear from you, we will automatically renew your policy to make sure you have continuous cover. For policies purchased via an Insurance Broker, we will contact your Insurance Broker approximately 30 days before your renewal and offer to renew your policy. If we do not receive an instruction from your Insurance Broker to renew your policy cover will finish on the expiry date of the existing policy.

Definitions

Business Premises	Immovable retail premises where your business activity is carried out on a permanent basis.
Loss or damage	Loss of, or physical harm to the specified item that impairs its value, usefulness, or normal functioning. Wear and tear, electrical or mechanical malfunction, or damage caused by use of the item for a purpose for which it was not designed is not included.
Demonstration Goods	Tools which are being sold and are used for testing or demonstration.
Employee	Any person who was, at the time of the any insured event , under a contract of service or apprenticeship with you , whilst performing work for your business.

Employee's Personal Effects

Personal items ordinarily worn or carried by **your employee** outside of the **employee's** home on a day-to-day basis, including keys and clothing and excluding items used for business use. This cover also excludes all mobile telephones, laptops, gadgets, credit/debit/store cards, cash, vouchers, cheques, travellers' cheques, and any other document or instrument representing money or an ownership interest in money or valuable property, jewellery, precious stones, watches.

Excess The amount **you** must pay towards any claim under this policy.

Home

The location listed as your home address on the policy schedule including the garage/locked compound at the home

address.

Insured event The circumstances that give rise to a claim under this policy, specifically, accident, fire, theft or attempted theft.

Locked Building

A permanent sealed structure made of brick, stone or concrete where the entry and exit doors are protected as a

minimum by a minimum 5 lever mortice deadlock.

Own Property Tools, toolboxes, and demonstration goods.

Period of insurance The cover dates specified in the **policy schedule**.

Policy Schedule

The schedule of insurance which accompanies this document, detailing the policyholder, dates of cover, excesses and

total sums insured.

Sole TraderThe sole owner of a business, meaning the owner and the business is one combined legal and financial entity.

Specified Vehicle The vehicle(s) specified in the **policy schedule**.

Territorial limits United Kingdom.

Tools Moveable tools used solely in connection with your business, including power tools, hand tools, light machinery,

equipment; also phone and laptop or tablet owned by **you** and used solely for the business.

Total sum insured

The total sums insured as detailed in your policy schedule – the maximum amount we will pay for any claim or series of

claims arising from one **insured event**.

We, Us, Our Greenlight syndicate 3456.

The person named as the policyholder on the policy schedule.

What is covered

You are covered up to the total sum insured shown on your policy schedule, less any deduction for age where necessary, for loss or damage to your own property caused by an insured event from either the specified vehicle or from your home or business premises occurring within the territorial limits during the period of insurance.

You are also covered up to the total sum insured shown on your policy schedule, less any deduction for age where necessary, for loss or damage to your own property caused by an insured event occurring whilst:

- a) being loaded, carried or unloaded from a specified vehicle, or
- b) stored off a specified vehicle in a locked building

Employee's Personal Effects

We will cover you for loss or damage to your employee's personal effects caused by an insured event whilst being loaded, carried or unloaded from a specified vehicle with a maximum claim limit of GBP 350 per insured event.

Demonstration Goods

We will pay up to the vehicle limit shown in the **policy schedule** for **loss or damage** to **demonstration goods** caused by an **insured event** whilst at **your** customer's premises for the purposes of a demonstration by **you**.

What we will pay

The amount **we** will pay is determined by the **total sum insured** in the **policy schedule** provided by **you**. **You** will be asked to provide evidence of ownership in the event of a claim. As this is a market value policy **you** were asked to provide the age adjusted value when you purchased this policy which means the policy covers the cost to replace the item(s) with an item of the same age and condition.

If you have provided the original new purchase price of your own property as the total sum insured, the settlement amount will be adjusted for depreciation by the percentage shown in the table below:

Age at time of loss	Depreciation deduction
Less than one month	0%
1-12 Months	-10%
Over 12 months and one day	-20%
up to 24 Months	

Over 24 and one day up to 36 Months	-30%
Over 36 months and one day and up to 48 Months	-40%
Over 48 months	-50%

Once we have validated and decided how to settle your claim, we will pay in one of the following ways:

- The cost of repairing your own property
- The cost to replace any damaged part of your own property
- The value of a replacement with an item of the same age and condition if **your own property** can't be recovered or economically repaired.

The maximum we will pay for each insured event is the total sum insured less the age-related deduction shown above and any excess payment due.

You must take all reasonable precautions to prevent and/or mitigate any loss or damage to your own property. Failure to do so may invalidate your policy or result in your claim being rejected or the claim settlement being reduced.

Where a claim under **your** policy is or would be covered by any other insurance policy **you** have a duty to disclose this to **us**. **We** will only cover **you** in respect of any amount beyond that which would have been payable under other insurance(s) had **your** policy with ARMD not existed.

What is not covered

- Theft or attempted theft of your **own property** whilst unattended unless left in the **specified vehicle** or **your home** or **business premises** or secured in a **locked building**, where the contents are not visible and all windows, doors and openings are properly locked and any alarm is set.
- Theft where there is no evidence of forcible and violent entry.
- Loss or damage whilst your own property is in use, or located outside of the specified vehicle or your home or business premises or not secured in a locked building.
- Theft or attempted theft, from the **specified vehicle** when parked outside business hours at **your home** or **business premises** unless parked on **your** driveway, in **your** garage, on private secure land, a locked compound or on a road close to **your home** or **business premises**. If **you** are staying at a hotel then the **specified vehicle** must be parked in the hotel car park, a secure car park or in a road close to the hotel.
- Loss or damage to your belongings not used exclusively for your business; also cash, mobile telephones, smart watches and any property of a similar nature.
- Your own property whilst being driven, towed, erected, dismantled, or tested.
- Wear and tear, electrical or mechanical breakdown of your own property
- Loss or damage caused by or arising from confiscation, requisition or order of any government or other officials or authorities.
- The first GBP 150 of each and every claim (your policy excess).
- Any expense incurred as a result of not being able to use the **tools** or any loss other than the repair or replacement cost of the **tools**.

- Equipment that is borrowed, leased, or hired and not owned by you.
- Any item where **you** cannot prove **your** ownership.
- If, at the time of the **insured event**, **your own property** is valued in excess of the **total sum insured**, then **we** will only pay for the **loss or damage** to the same proportion. For example, if the **total sum insured** only covers one third of the cost of replacing **your own property we** will only pay one third of the claim.
- Please also see additional exclusions at the end of this policy document.

Claims Procedure

All claims must be notified promptly following the **insured event**, using the contact details shown in the **policy schedule**. **You** must notify the police of any theft, malicious damage or other crime involving theft, vandalism or any malicious or criminal act.

You must provide all information and documents that we may reasonably require to assess your claim.

Subrogation

If we make a payment to **you** under this policy, **you** must allow **us** to take in **your** name all the steps necessary to enforce **your** rights against any other party, including the defence or settlement of any claim or the pursuit of a claim in **your** name and **we** will pay the reasonable costs and expenses involved.

Fraudulent Claims

If you make a fraudulent claim under this policy, we:

- i. shall not be liable to pay such claim;
- ii. may recover from you any sums paid by us in respect of the claim; and
- iii. may by notice to you treat the contract as having been terminated with effect from the time of the fraudulent claim.

If we do treat the contract as having been terminated, we:

- i. may refuse all liability to you under the policy in respect of any claim after the time of the fraudulent act; and
- ii. need not return any of the premium.

Treating the policy as having been terminated under this section does not affect the rights and obligations of the parties with respect to notice of a claim given before the time of the fraudulent claim.

Complaints Procedure

We are dedicated to providing a high-quality service and we want to ensure that we maintain this at all times. However, in the event, that you wish to make a formal complaint you should contact us using one of the following options:

- a) In writing (letter or email) to the address shown below; or
- b) By telephone to the telephone number shown below.

Head of Compliance, Advent Solutions Management Ltd, 4th Floor, 107 Fenchurch Street, London, EC3M 5JF.

Email: complaints@advent.global

Tel +44 (0)20 7648 4350

We will review your complaint and we will investigate the circumstances regarding your complaint and write to you within fourteen (14) calendar days with a response.

If you are not satisfied with the response or have not received a response from us within fourteen (14) calendar days, you are entitled to refer the matter to Lloyd's. Lloyd's will then conduct a full investigation of your complaint and provide you with a written final response. If you wish to ask Lloyd's to investigate your complaint you may do so by contacting:

Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Kent, ME4 4RN

Email complaints@lloyds.com

Tel +44 (0) 20 7327 5693

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at https://www.lloyds.com/resources-and-services/make-a-complaint/policyholder-complaint/complaints-by-uk-policyholders and are also available from the above address.

If you remain dissatisfied after Lloyd's has considered your complaint you may have the right to refer your complaint to the Financial Ombudsman Service.

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

Email: complaint.info@financial-ombudsman.org.uk

Tel: 0800 023 4567 (free phone for UK callers)

Web: www.financial-ombudsman.org.uk

Please remember that you will have to refer your complaint to the Financial Ombudsman Service within 6 months of receiving Lloyd's final response.

Making a complaint will not affect **your** legal rights including to have a dispute resolved through the courts as provided below. If **you** appoint someone to act on **your** behalf or if **you** ask someone else to act on **your** behalf **you** should provide **us** with written authority to allow **us** to deal with them. **We** will not pay their costs.

Disputes and Applicable Law

This policy is governed by English Law.

Any dispute between **you** and **us** as to the interpretation of this policy may be dealt with through the courts, and if so, exclusively by the courts of England & Wales.

The Financial Services Compensation Scheme

The Financial Services Compensation Scheme covers this policy. **You** may be entitled to compensation from this scheme if **we** cannot meet **our** liabilities under this policy. Further information about compensation scheme arrangements is available at www.fscs.org.uk or by telephoning 0207 741 4100.

General Data Protection Regulations

As **your** insurer and a data controller, **we** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. Where the policy is placed through an insurance broker **we** also receive personal information from **your** insurance broker on a regular basis while **your** policy is still live. This will include **your** name, address, risk details and other information which is necessary for **us** to meet **our** contractual obligations to **you**, issue **you** this insurance policy, deal with any claims or requests for assistance that **you** may have, service **your** policy (including claims and policy administration, payments and other transactions); and, detect, investigate and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed and to protect **our** legitimate interests.

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include contractors, investigators, crime prevention organisations and claims management organisations where they provide administration and management support on **our** behalf. Some of these companies may be based outside of the United Kingdom or the European Union where different data privacy laws apply. Wherever possible, **we** will have strict contractual terms in place to make sure that **your** information remains safe and secure. **We** will not share **your** information with anyone else unless **you** agree to this, or **we** are required. If **you** wish to make a complaint about the use of **your** personal information, please contact **our** Complaints Team to do this.

The personal Information **we** have collected from **you** may be shared with fraud prevention agencies and industry databases who will use it to prevent fraud and money-laundering and to verify **your** identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information may be used by **us** and these fraud prevention agencies and databases, and **your** data protection rights, can be found by visiting https://www.cifas.org.uk/fpn and https://insurancefraudbureau.org/privacy-policy/.

For more information on how your data is used, please refer to the London Market Core Information notice.

Processing your data

Your data will generally be processed on the basis that it is necessary for the performance of the contract that **you** have with **us**, is in the public or **your** vital interest or for **our** legitimate business interests. If **we** are not able to rely on the above, **we** will ask for **your** consent to process **your** data.

How we store and protect your information

All personal information collected by **us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **your** personal information during the **period of insurance** and after this time so that **we** can meet **our** regulatory obligations or to deal with any

reasonable requests from **our** regulators and other authorities. **We** also have security measures in place in **our** offices to protect the information that **you** have given **us**.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please contact us by email, telephone or in writing using the following details: Email address: customersupport@armd.uk / 0204 5386212 / ARMD, 4th Floor, 107 Fenchurch St, London, EC3M5JF

This will normally be provided free of charge, but in some circumstances, **we** may either make a reasonable charge for this service or refuse to give **you** this information if **your** request is clearly unjustified or excessive.

We want to make sure that **your** personal information is accurate and up to date. **You** may ask **us** to correct or remove information **you** think is inaccurate. If **you** wish to do so, in the first instance contact the party who arranged this policy for **you**. If **you** are unhappy with the way in which **your** personal data has been processed, please contact **our** Complaints Team using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found here https://ico.org.uk.

Several Liability Notice

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

Contracts (Rights of Third Parties) Act

A person or company who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy, but this does not affect any right or remedy of any third party which exists or is available apart from that Act.

Sanctions Suspension Clause

It is a condition of this insurance, and the insured agrees, that the provision of any cover, the payment of any claim and the provision of any benefit hereunder shall be suspended, to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America. Such suspension shall continue until such time as the (re)insurer would no longer be exposed to any such sanction, prohibition or restriction.

Nuclear and Radioactive Contamination Exclusion

This contract does not cover any **loss or damage**, cost or expense directly or indirectly caused by, arising or resulting from ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel; the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof; any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter; the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when

such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes; any chemical, biological, bio-chemical, or electromagnetic weapon.

Cyber and Data Exclusion

We will not pay for any:

- a) loss or damage, liability, cost or expense caused deliberately or accidentally by:
 - I. the use of or inability to use any application, software, or programme;
 - any computer virus;
 - III. any computer related hoax relating to i and/or ii above.
- b) loss or damage to, any electronic data (for example files or images) wherever it is stored.

Pandemic Exclusion

Any **loss or damage**, liability, claim, theft, attempted theft, cost or expense directly or indirectly attributable to any infectious disease that is designated or treated as a pandemic or a Public Health Emergency of International Concern (PHEIC) by the World Health Organisation.

War and Terrorism Exclusion

Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance excludes **loss or damage**, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the **loss or damage**;

- 1. war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power; or
- 2. any act of terrorism.

For the purpose of this endorsement an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

This endorsement also excludes **loss or damage**, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to (1) and/or (2) above.

If **We** allege that by reason of this exclusion, any **loss or damage**, cost or expense is not covered by this insurance the burden of proving the contrary shall be upon the Assured.

In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

Biological or Chemical Materials Exclusion

It is agreed that this Insurance excludes **loss or damage**, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with the actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any other sequence thereto.

Territorial Exclusion: Belarus, Russia and Ukraine

Notwithstanding anything to the contrary in this Policy, this Policy excludes any **loss or damage**, liability, cost or expense of whatsoever nature, directly or indirectly arising from or in respect of any:

- I. entity domiciled, resident, located, incorporated, registered or established in an Excluded Territory;
- II. property or asset located in an Excluded Territory
- III. individual that is resident in or located in an Excluded Territory;
- IV. claim, action, suit or enforcement proceeding brought or maintained in an Excluded Territory; or
- V. payment in an Excluded Territory.

This exclusion will not apply to any coverage or benefit required to be provided by the insurer by law or regulation applicable to that insurer, however, the terms of any sanctions clause will prevail.

For purposes of this exclusion, "Excluded Territory" means:

- Belarus (Republic of Belarus); and
- Russian Federation; and
- Ukraine (including the Crimean Peninsula and the Donetsk and Luhansk regions)