



**ESSENTIAL INFORMATION FOR
INSURING YOUR MOVE**





INSURANCE INFORMATION



WE HAVE AN ENVIABLE RECORD WHEN IT COMES TO LOOKING AFTER OUR CLIENTS AND THEIR POSSESSIONS BUT AFTER 155 YEARS OF REMOVALS WE ARE REALISTIC ENOUGH TO KNOW THAT ACCIDENTS CAN HAPPEN. WE ALSO KNOW THAT MANY OF OUR CUSTOMERS BELIEVE THAT THEIR HOME CONTENTS POLICY COVERS THEIR EFFECTS DURING THEIR HOUSEHOLD MOVE. THE TRUTH IS THAT THIS IS OFTEN NOT THE CASE.

Whether you are moving 100 yards down the road or to the Outer Hebrides, Bishop's Move customers can do so, safe in the knowledge that their possessions will be in the most capable hands. In the unlikely event that a claim has to be made, it will be dealt with efficiently and professionally.

With our insurance policy you can have complete peace of mind, knowing that should anything go wrong during the move, your effects are fully covered by a comprehensive policy on which you can claim.

The vast majority of removal companies do not offer to insure your possessions, instead they insure their 'liability' for damage to your goods. This kind of insurance covers the remover and not the customer. If something does go wrong, the customer may have to pursue a potentially costly and time intensive legal action against their removers in order to be compensated.

Additionally, if you are unhappy with any claims settlement or any denial of liability by the remover and their insurers, you have no independent ombudsman to review your complaint and agree an outcome.

In order to make the whole subject of insurance totally clear and hassle free, we have made insurance a requirement of moving with Bishop's Move.

If you are already insured elsewhere for the move and can provide evidence of your insurance (via a policy wording, an endorsement or a note from your insurers/brokers) then we are of course very happy to accept this as evidence of your own insurance arrangements for the move.

The insurance provided by Bishop's Move is underwritten by a specialist insurer and is designed for the specific purpose of insuring your move from start to finish.

The cover is short term, inexpensive and does not affect the claims record on your household insurance should a claim need to be made.

It now also includes our extra Gold Star insurance cover giving you emergency costs and accommodation cover with no excess to pay, free of charge.

Our insurance also includes a late key waiver plan, providing an extended 3 hour waiting period from the completion time for your new property. If for any reason you can't get your keys on time you will incur no extra charges for another 3 hours.

In summary, with insurance from Bishop's Move:

- **YOUR POSSESSIONS ARE COMPREHENSIVELY INSURED BY SPECIALISTS.**
- **THE POLICY IS UNDERWRITTEN BY MAJOR INSURERS PROVIDING COMPLETE PEACE OF MIND.**
- **WE USE PROFESSIONAL POLICY DOCUMENTS WITH EASILY UNDERSTOOD TERMINOLOGY.**
- **ANY CLAIMS ARE PROFESSIONALLY HANDLED DIRECTLY WITH YOU.**
- **IT IS THE CUSTOMER WHO IS INSURED, NOT THE REMOVERS LIABILITY.**
- **ANY CLAIMS MADE HAVE NO EFFECT ON YOUR CLAIMS RECORD.**
- **INCLUDES EXTRA GOLD STAR INSURANCE COVER FREE!**
- **AVOID EXTRA CHARGES WITH OUR FREE LATE KEY WAIVER PLAN**

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