



## TERMS AND CONDITIONS

### RG Plus

At RG Solicitors, we want you to have peace of mind when you purchase a property. To help achieve this, we have designed RG Plus. With RG Plus if, through no fault of your own, your property purchase falls through and leaves you out of pocket, we will indemnify your expenses, subject to the RG Plus terms and conditions.

When does my cover start? If your quote letter includes RG Plus, your indemnity protection will begin once you have paid the 'file opening fee' in full and will last for 6 months from that date.

What is covered? RG Plus will indemnify you for the following expenses, limited to 1 claim per 'file opening fee', paid in full: up to £500 in mortgage arrangement fees and up to £750 in valuation fees and or survey fees. In addition to this indemnity cover, RG Plus will provide a free second set of local authority and water and drainage searches to the same specification as the first set you ordered when you buy another property via RG Solicitors.

#### Terms and Conditions

RG Plus will reimburse you as described above if your property purchase (transaction) does not proceed for any of the following reasons:

1. If the property is withdrawn from sale by the vendor due to reasons beyond your control.
2. If the vendor receives and accepts an offer from a third party, which is at least 5% greater than the offer they previously accepted from you and you are not prepared to increase your offer.
3. If the vendor is not legally entitled to sell the property or to transfer interest in the property to you.
4. If the mortgage lender's survey or valuation on the property identifies that rectification work needs to be carried out, the cost of which exceeds 5% of the sum you have originally offered.
5. If the mortgage lender's survey or valuation on the property values the property at less than 90% of the agreed purchase price of the property, and you decide not to proceed.
6. The mortgage lender insists a secondary survey such as 'damp and timber' or 'electrical' is carried out and the mortgage lender then insists on additional rectification work being carried out to the property, the cost of which exceeds 10% of the agreed asking price and you decide not to proceed.
7. If your mortgage lender applies a retention on the mortgage for the property and this figure exceeds 5% of the agreed purchase price of the property, and you decide not to proceed.
8. If the property sustains damage during the period between offer and exchange of contracts where the total cost of rectification work exceeds 5% of the agreed purchase price of the property, and you decide not to proceed.
9. If a survey or valuation is carried out and highlights that the property has been underpinned or shows signs of subsidence, and you decide not to proceed.
10. A Local Authority or other search ordered by RG Solicitors has revealed an adverse entry or result which has meant that an offer of mortgage on the property has been withdrawn.
11. If you, or the person buying with you, dies or contracts a critical illness, sustains a serious injury or is given notice of redundancy, and you decide not to proceed.

RG Plus will **NOT** reimburse you if your property purchase (transaction) does not proceed for any of the following reasons: 1. If the 'file opening fee' (as defined in your quote letter) has not been paid in full. 2. If the 'reason' in Section 3 of these terms and conditions is known prior to the 'file opening fee' being paid. 3. If your purchase is subject to a contract race or sealed bids. 4. If you withdraw from the purchase of the property for reasons other than those listed in Section 3 of these terms and conditions, or if you deliberately and/or knowingly cause a delay or use unreasonable behavior that results in the purchase becoming abortive. 5. If RG Solicitors has not been notified of the claim within 6 months of the 'file opening fee' being paid. 6. If you are aware of a previous survey having been carried out to the property that may give cause for the purchase to fail or of any other circumstances which could lead to the failure of the mortgage completing. 7. Where you can reasonably obtain a refund from any source in relation to any of the costs claimed for. 8. In the case of redundancy we will not reimburse you if you have taken voluntary redundancy or if you are a company director or partner in the organisation giving notice of redundancy. 9. We will not reimburse you for losses incurred on a homebuyer or structural survey carried out before you have received a formal offer of mortgage.

All claims must be submitted within 6 months of your 'file opening fee' being paid in full.

To be entitled to a replacement set of searches on your next purchase you must meet the following conditions 1) Your RG Plus claim must be approved 2) The replacements searches must be ordered within 6 months from the original order being placed. Please note you are only entitled to a replacement set of searches that is the same value as the ones originally ordered. If you wish to order a more expensive search pack second time round then you will be required to pay the difference 3) You will only receive a free set of searches on a residential property using the same search provider. You will not receive a free set of searches on a New Build property.

You must notify us that you wish to submit a claim within 2 weeks of: 1. Either, you being told by RG Solicitors that the transaction is no longer proceeding, or 2. Your instruction to RG Solicitors to close your conveyancing file as you are no longer proceeding with the transaction All claims will be cancelled and deemed to be null and void if supporting documents have not been provided by you within 3 months of the 'Date of Claim', unless provision of the documents are beyond your control.

RG Plus is an indemnity product, not an insurance policy. RG Plus will only reimburse you if you can provide genuine documents to substantiate RG Solicitors Page 3 of 8 the losses you have claimed.

How to claim? To notify us of a claim please email your Case Manager directly to receive a claim form. Only one claim form per transaction can be submitted and you can only claim on your first purchase with us.

Please be aware that the terms and conditions of RG Plus are subject to change without prior written notice. All claims will be handled in line with the current terms and conditions as displayed on our website at the time of the claim being made.