



Appendix to Leaseholder Disclosure

Aviva Investors specific disclosures in relation to conflicts of interest

The landlord of your property is the Aviva Investors REaLM Ground Rent Fund (the Fund), a fund whose portfolio manager is Aviva Investors Global Services Limited (AIGSL).

AIGSL, as manager of the Fund and acting on behalf of your landlord, takes seriously its duty to leaseholders to procure the correct insurance cover required by your lease at a fair value.

Appointment of an independent insurance broker

To comply with this duty, AIGSL has engaged an independent insurance broker, Arthur J. Gallagher (UK) Ltd ("AJG"), with the mandate to search the insurance market for cover for your building, analyse fair value and recommend the most suitable policy and insurer. The engagement of AJG provides expertise in sourcing the correct cover and also ensures that the selection of the insurance provider is handled by an independent third party free from potential conflicts of interest.

AJG approached 7 insurers for quotations as part of its fair market analysis. Having undertaken this review of the market, AJG recommended that the insurance policy be placed with Aviva Insurance. None of the alternative insurers approached were able to compete with the terms offered by Aviva Insurance.

AIGSL and Aviva Insurance are both ultimately owned by Aviva plc; however, the two companies operate entirely independently.

AJG is not affiliated to any Aviva plc company and its Leaseholder Disclosure letter which this appendix is attached to details its independent market search and recommendation. On this instruction AJG acts solely for AIGSL and not for Aviva Insurance, or for any other insurer that may have been approached in its search.

Fees Paid to Policyholder

Administration is involved in the placing and managing of an insurance policy, and the Fund retains the property manager, Innovus, to carry out all insurance related tasks associated with the insurance policy. These include but are not limited to:

- Claims handling attending major claim incidents.
- Customer support assisting leaseholders with insurance requests and queries.
- Policy Maintenance acting on improvement action notices received from the insurer.
- Monitoring fortnightly calls with brokers over notifiable incidents and ongoing works.
- Renewals reviewing and preparing property data in advance of renewal.
issuing renewal updates, providing policy certificates, collecting premiums.
- Reporting carrying out payment reconciliations.
- Transactions carrying out refunds, adjustments, making premium payments.
credit control.

The letter from AJG that accompanies this disclosure refers to a fee paid to the Fund as policyholder. The Fund pays the received fee, in full, to Innovus towards the cost of managing the insurance policy. Neither AIGSL, nor the Fund, keep any of the fee received from AJG. The budgeted cost for the provision of the insurance services exceeds the cost of the fee received, with the Fund currently volunteering to meet the balance of this cost.

The Leasehold and Freehold Reform Act

The Leasehold and Freehold Reform Act 2024 introduces a new requirement for landlords to charge a separate, transparent fee for arranging insurance. However, these provisions will only come into effect once secondary legislation – currently under consideration by the Government – defines what fees are permitted. Any future charges for the administration of insurance policies will comply with this legislation once it becomes law.

Aviva Investors Global Services Limited
20th May 2025