

## POLICY SUMMARY

The following summary does not contain the full terms and conditions of the contract which can be found in the insuring document, a copy of which is available on request. The summary does not form part of your contract of insurance.

### INSURER

This Insurance is underwritten by Certain Underwriters at Lloyd's, led by Heritage Syndicate 1200, under a facility managed and administered by Woodbrook Underwriting Agencies Ltd.

### ABOUT YOUR POLICY

This Insurance provides the following coverage:

Household insurance cover.

This insurance only relates to those sections of the insurance which you request and we agree to insure.

Cover specific features and benefits (referenced to the sections contained in the insurance document):

**Buildings** are defined as: The private dwelling built of brick, stone or concrete and roofed with slates, tiles, asphalt, metal or concrete, its decorations and fixtures and fittings, garages and outbuildings swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences and fixed fuel tanks.

**Contents** are defined as: Household goods and personal property, within the home, which are your property or for which you are legally responsible.

**Buildings and Contents** are covered for loss or damage caused by:-

- Fire, Lightning, Explosion or Earthquake
- Aircraft and other Flying Devices
- Storm, Flood, Weight of Snow
- Escape of Oil from fixed domestic oil-fired heating installations
- Escape of Water from fixed water tanks, apparatus or pipes
- Accidental damage to oil pipes, underground supply pipes, sewers, drains and cables
- Theft or attempted theft
- Collision by any vehicle or animal
- Riots, Strikes, Violent Disorder, Civil Commotion and Malicious Damage
- Subsidence or Heave of the site or Landslip
- Falling Trees, Lamp-posts or Telegraph Poles

The Buildings and Contents sums insured may be index linked to protect you against inflation.

**Buildings** cover also includes

- Frost damage to fixed water tanks, apparatus and pipes
- Damage caused by falling aerials and satellite dishes
- Breakage of fixed glass, solar panels, sanitary fixtures and ceramic hobs
- Loss of rent due to you and temporary accommodation costs up to 10% of the sum insured for Buildings
- Architect's and Surveyor's fees, debris removal and additional costs as a result of Local Authority requirements
- Increased domestic metered water charges up to £750 in all following an escape of water
- Anyone buying your home until completion of sale
- Your legal liability as owner up to £2,000,000 for any one accident or series of accidents arising out of one event

Contents cover also includes

- Property in the open up to £250
- Temporary removal to certain other premises in the United Kingdom for up to 20% of the sum insured for contents
- Accidental damage to televisions, audio and video equipment including radios, video recorders, home computers and satellite decoders
- Breakage of ceramic hobs, mirrors, fixed glass in furniture, double glazing and sanitary ware
- Rent you have to pay or temporary accommodation costs up to 10% of the sum insured for contents
- Fatal injury caused by fire or burglars up to a maximum of £10,000 for each insured person over sixteen years of age
- Replacement of locks following theft or loss of keys up to £250
- Increased domestic metered water charges up to £750 in all following an Escape of Water
- Your legal liability as occupier up to £2,000,000 for any one accident or series of accidents arising out of one event
- Your legal liability for accidents to domestic staff up to £5,000,000 for any one accident or series of accidents arising out of one event
- Your legal liability as a tenant for loss or damage to the buildings for up to 10% of the sum insured for contents

Cover can be extended to include further Accidental Damage for an Additional Premium

Personal Possessions away from the home cover includes

Jewellery, furs and personal possessions against physical loss or damage within agreed territorial limits  
All items over £1000 must be specified.

Extensions to cover available

Pedal cycles can be covered anywhere in the United Kingdom for theft and accidental damage

Domestic freezer contents

Money and Credit cards can be covered against theft and unauthorised use

## SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS

### 1) Contents Cover

Unless otherwise agreed by us, the following limitations apply to contents:-

- money and credit cards are insured up to a maximum of £300 in total
- deeds and registered bonds and other personal documents are insured up to a maximum of £1500 in total
- stamps or coins forming part of a collection are insured up to a maximum of £1250 in total
- gold, silver, gold and silver plated articles, jewellery and furs are insured up to a maximum of £2500 or 10% of the sum insured for contents whichever is the less
- domestic oil in fixed fuel oil tanks is insured up to a maximum of £1000
- theft of contents from detached outbuildings are insured up to £500 or 3% of the sum insured, whichever is the greater

Contents does NOT include:

- motor vehicles (other than garden machinery) caravans, trailers or watercraft or their accessories
- any living creature
- any part of the buildings
- any property held or used for business purposes
- any property insured under any other insurance

### 2) Exclusions that apply to the whole of this insurance:-

- a) Loss or damage caused directly or indirectly by radioactive contamination and nuclear assemblies
- b) Loss, damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority
- c) Existing or Deliberate Damage
- d) Consequential Loss

- e) Loss, damage or liability resulting from computer viruses, erasure or corruption of electronic data or the failure of any equipment to correctly recognise the date or change of date
  - e) Loss, damage or liability caused by Biological or Chemical contamination arising from
    - i) terrorism,
    - ii) steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived act of terrorism
  - f) Any reduction in value of the property insured following repair or replacement
  - g) We will not pay for any damage caused by wear and tear or any other gradually operating cause.
- 3) **Policy Excess**  
The standard policy excess is £50. For claims resulting from Subsidence, Landslip or Heave the excess is £1000. Any specific excesses that may be applied will be advised to you.
- 4) **Tell us about any changes in occupancy of the home**  
You must tell [the insurance broker who sold you this insurance] of any changes to the use of the home as a permanent private residence. Leaving the home unoccupied for more than 30 days or leaving the home insufficiently furnished enough to be normally lived in will result in restrictions in cover. If you do not tell us of these changes your claim may not be covered.
- 5) **Tell us about any changes to the home**  
You must tell [the insurance broker who sold you this insurance] before you start any structural work to the buildings that:-
- change the use of the buildings in any way
  - involves the external surfaces of the buildings being affected/changed
  - means you having to move out of the buildings for any period of time

### How We Settle Your Claim

- Buildings - We will pay the full cost to repair or replace the loss or damage providing the buildings have been maintained in a good state of repair and the sum insured is adequate to cover the full cost of rebuilding the home.
- Contents - Providing the sum insured is adequate, we will at our option pay either the full cost to repair or, in the event of total loss or destruction of any article, we will pay the cost of replacing the article as new as long as you have paid or we have authorised the cost of replacement.  
This basis of settlement does not apply to clothes or pedal cycles where we will take off an amount for depreciation.
- Personal - We will at our option either repair, replace or pay for any article lost or damaged.  
Possessions

The maximum we will pay you in respect of any item/section will be the sum insured shown in the schedule attaching to the insuring document.

### PERIOD OF INSURANCE

The period covered by this insurance is normally for 12 months. Renewal will be subject to the terms and conditions that apply at the time of renewal.

### COOLING OFF PERIOD

If you decide that you do not wish to proceed then you can cancel this insurance by writing to [the insurance broker who sold you this insurance] within 14 days of either:-

- The date you receive your policy documentation; or
  - The start of the period of insurance
- whichever is the later.

### CANCELLATION

We may cancel your insurance by sending 30 days notice by registered post to your correspondence address shown in the schedule. We will return any premium you have paid for any period of insurance left and we will not charge any cancellation penalties such as administration charges.

## **CLAIMS**

If you believe that you have a claim under this Insurance, you should notify Insurance Services Claims Management Ltd  
7 Spinnaker Drive  
Heybridge Basin  
Maldon  
Essex CM9 4UG

Tel: 0844 800 7747  
Fax: 01621 855 833

## **COMPLAINTS**

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service.

If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance, contact your broker.

If you are still unhappy with any issue connected with the handling of your insurance policy or claim then you should direct your enquiry in writing to:

The Compliance Officer,  
Woodbrook Underwriting Agencies Ltd,  
Lake Meadows Business Park,  
13 Woodbrook Crescent,  
Billericay,  
Essex, CM12 0EQ

In the event that you remain dissatisfied you can refer the matter to Policyholder & Market Assistance at Lloyd's. The contact details are:

Policyholder & Market Assistance,  
Lloyd's Market Services,  
G6/86, One Lime Street,  
London EC3M 7HA  
Tel: 020 7327 5693;  
Fax: 020 7327 5225;  
E-mail: [Complaints@Lloyds.com](mailto:Complaints@Lloyds.com)

Copies of our complaints procedures are also available from this address.

Complaints that cannot be resolved by Policyholder & Market Assistance at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaint procedure is without prejudice to your right to take legal proceedings.

## **COMPENSATION**

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further Information about the Scheme is available from the Financial Services Compensation Scheme (7th floor Lloyd's Chambers, Portsoken Street, London E1 8BN) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)

## **LAW & JURISDICTION APPLICABLE TO THE INSURANCE**

Notice to the Insured. The parties are free to choose the law applicable to this Insurance Contract. Unless specifically agreed to the contrary this insurance shall be governed by the laws of England and subject to the exclusive jurisdiction of the courts of England.