



RAINBOW HOME INSURANCE

POLICY BOOKLET.



Thank you for choosing us for your home insurance.

You may be aware that Legal & General Insurance Limited has been bought by Liverpool Victoria General Insurance Group (LV=GI). For a transition period, Legal & General Insurance Limited has been renamed Fairmead Insurance Limited. This means the provider and underwriter of your policy is Fairmead Insurance Limited which is part of LV=GI. We look forward to welcoming you to LV=.

Your policy includes this booklet and your policy schedule, which will be provided when you take out your policy. The policy schedule confirms the sections of cover you have chosen.

! Please read your policy schedule and policy booklet carefully to make sure you understand what is covered and the limits that apply. It's important that you check the information that you have given us to ensure we offer you the correct cover. You must let us know promptly if anything changes. If you don't tell us of any changes a claim may be reduced or rejected and in some circumstances your policy might be invalid.

The buildings sum insured must be adequate to cover the cost of replacing your buildings if they were completely destroyed, including any additional costs such as architects' or surveyors' fees. For your contents cover, your sum insured must be enough to replace all of your contents as new. The value of some items, particularly jewellery and other valuables, is likely to fluctuate considerably and some items may need to be specified separately. Please call us if you need to review your cover.

i This policy covers the costs of unexpected loss or damage. It does not cover:

- Wear and tear
- Maintenance costs such as refixing loose roof tiles, repointing brickwork or replacing guttering
- Damage that happens over a period of time for example damp, rot and damage from vermin.

To make a successful claim you must keep your property in good repair and take all realistic and practical steps to prevent loss or damage. Please see 'What is not covered' on page 13 and exclusions within each section of the policy.

i EASIER TO READ INFORMATION

Please call us if you are visually impaired and would like this document in Braille, large print or audio tape or CD.



A GUIDE TO YOUR POLICY.

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SUMMARY OF LIMITS.

The following is a summary of the main policy limits. You should read the rest of this policy for the full terms and conditions.

Section of cover	Policy Limit
Buildings (if selected)	Please see your policy schedule
Loss of rent and alternative accommodation	Please see your policy schedule
Tracing and accessing leaks	£5,000
Emergency access	£1,000
Loss or theft of keys	£750
Property owners' liability	£2 million
Contents (if selected)	Please see your policy schedule
High risk property	£14,000 or 33% of the contents sum insured, whichever is higher
Business equipment	Please see your policy schedule
Money in the home	£500
Pedal cycles in the home	Up to contents sum insured
Alternative accommodation	Please see your policy schedule
Loss or theft of keys	£750
Freezer contents	Please see your policy schedule
Student belongings whilst at university/ college	£5,000 in total (£1,000 for a single article)
Contents temporarily away from home for up to 90 days	£7,000 or 15% of the contents sum insured, whichever is higher (£1,000 for a single article)
Special events increase	10% of the contents sum insured
Oil or metered water	£2,000
Reinstatement of documents	£2,500
Plants in the garden	£1,000
Theft or attempted theft from your garage or domestic outbuildings	£5,000 or 10% of contents sum insured
Visitors' personal effects	£300
Occupiers' liability	£2 million
Employers' liability	£5 million

DEFINITIONS.

Whenever a word appears in bold type please refer to the definitions below.

ACCIDENTAL BREAKAGE

Sudden, unintentional and unexpected physical breakage that can be seen.

ACCIDENTAL DAMAGE

Sudden, unintentional and unexpected physical damage that can be seen.

BUILDINGS

Your home, and its permanent fixtures and fittings including:

- i) tennis courts, terraces, patios, footpaths, drives, garden walls, fences, gates and hedges;
- ii) permanently installed:
 - a) swimming pools;
 - b) hot tubs;
- iii) permanently connected:
 - a) drains, pipes and cables for which **you** are legally responsible;
 - b) service tanks and central heating oil tanks;
 - c) wind turbines, solar panels and ground source heating pumps;

all sited within the boundaries of the land belonging to **your home**.

BUSINESS EQUIPMENT

Computers, modems, keyboards, monitors, printers, word processing equipment and computer aided design equipment, facsimile machines, photocopiers, typewriters, telecommunication equipment and office furniture, but not including any property held as trade stock or games consoles.

COMPUTERS

An electronic device for storing and processing data not designed to be portable (such as desktop computers), computer equipment or game consoles.

CONTENTS

Household goods, personal belongings and **business equipment** owned by **you** or for which **you** are legally responsible including:

- i) pedal cycles;
- ii) **money**;
- iii) tenants' fixtures and fittings; and
- iv) software data, files and downloads stored on any computer, entertainment, audio or video equipment;

in **your home**

but excluding:

- Contents in any communal part of the **home**.
- Vehicles and other means of transport that are mechanically propelled or assisted, whether licensed for road use or not, or their parts or accessories (other than domestic gardening equipment, mobility carriages, electric wheelchairs and electrically assisted pedal cycles that are not required to be licensed if used on a public road).
- Caravans, trailers, aircraft, drones, hovercraft, boats or their parts or accessories.
- Livestock or pets.
- Landlord's fixtures and fittings.
- Property held or used for business purposes other than **business equipment**.
- Any part of the **buildings**.
- Property insured under any other policy.

EUROPE

Any country which is a member of the European Union, Croatia, Iceland, Norway, Switzerland, Liechtenstein and Andorra.

EXCESS

The amount **you** will pay towards each separate claim.

FAIRMEAD INSURANCE LIMITED

Fairmead Insurance Limited provide and underwrite this insurance policy. They are part of the Liverpool Victoria General Insurance Group.

HEAVE

Upward movement of the ground beneath the **buildings** as a result of the soil expanding.

HIGH RISK PROPERTY

- i) Jewellery, pearls, precious stones, gold, silver and other precious metals.
- ii) Works of art.
- iii) Stamp and coin collections.
- iv) Clocks and watches.

HOME

The private dwelling, garage and domestic outbuildings at:

- i) The address stated on **your** policy schedule.
- ii) Any other address detailed by endorsement.

but excluding:

- Any garage or outbuildings used in any way for business (other than clerical work by **you**) or farming purposes.
- Polytunnels and similar structures.

LANDSLIP

Downward movement of sloping ground.

MONEY

Current legal tender, cheques, postal and money orders, postage stamps not forming part of a stamp collection, saving stamps and savings certificates, luncheon vouchers, travellers' cheques, travel tickets, premium bonds and gift tokens all held solely for private or domestic purposes.

PERIOD OF INSURANCE

The period of insurance stated on **your** policy schedule.

PERSONAL PROPERTY

Clothing, personal belongings and valuables that **you** normally wear or carry with **you**

but excluding:

- **Money**, credit cards, securities and documents.
- Vehicles and other means of transport that are mechanically propelled or assisted, whether licensed for road use or not, or their parts or accessories.
- Pedal cycles, caravans, trailers, aircraft, drones, hovercraft, boats or their parts or accessories.
- Goods **you** use as part of **your** business or trade.
- Household goods and domestic appliances.

POLICY

The policy booklet, **your** policy schedule and any applicable endorsements and amendment notices that may apply.

POLICYHOLDER

The person(s) named as policyholder on **your** policy schedule.

SETTLEMENT

Downward movement as a result of the soil being compressed by the weight of the **buildings** within 10 years of construction.

STATEMENT OF FACT

A statement of the information **you** supplied, which **we** use to determine whether to offer **you** a policy and **your** premium.

STORM

Wind speeds with gusts of at least 47mph/ 75kmh or torrential rainfall at a rate of at least 25mm/one inch per hour or snow to a depth of at least one foot/30cm in 24 hours or hail of such intensity that it causes damage to hard surfaces or breaks glass.

SUBSIDENCE

Downward movement of the ground beneath the **buildings** that is not a result of **settlement**.

UNOCCUPIED

Any period when **your home** is not lived in. By lived in, **we** mean slept in for at least five consecutive nights every month, or two consecutive nights every week.

US, WE or OUR

Fairmead Insurance Limited.

YOU or YOUR

- i) The **policyholder**.
- ii) Any member of the **policyholder's** family permanently residing at **your home**.

EXPLAINING HOW YOUR POLICY WORKS.

ENDORSEMENTS

If endorsements apply to **your policy**, they will be listed on **your** policy schedule.

An endorsement changes **your policy's** terms and conditions. Specific details can be found within the endorsements section of this policy booklet or will be sent to **you** separately.

CHANGES IN CIRCUMSTANCES

At the start of **your** insurance, **we** provide **you** with a **statement of fact**. If any of this information changes at any time, **you** must tell **us** or **your** insurance intermediary immediately. If **you** don't tell **us** or **your** insurance intermediary of any changes this could mean **we** reduce or reject a claim or even make **your policy** invalid.

If **you** are not sure if **you** need to tell **us**, **you** can contact **us** or **your** insurance intermediary to ask.

TYPE OF INSURANCE AND COVER

This **policy** is for a minimum of 12 months and is annually renewable. **We** will insure **you** under the sections shown on **your** policy schedule against loss, damage or liability occurring during the **period of insurance**, according to the terms and conditions of this **policy**. **We** will provide this insurance once **we** or, where applicable, **your** insurance intermediary have received and accepted **your** first premium or **your** agreement to pay **your** first premium, and any further premiums due to **us** or, where applicable, **your** insurance intermediary.

CONTRACT

This policy booklet, **your** policy schedule, and any applicable endorsements and amendment notices **we** issue to **you** at renewal, together all form the contract between **you** and **us**.

THE LAW

This contract will be governed under the laws of England and Wales, and any reference **we** make to specific statutes will mean the UK statute and equivalent laws in the Channel Islands or Isle of Man.

PAYMENT OF PREMIUMS

You can choose to pay the premium either:

- By Monthly Direct Debit.
We or, where applicable, **your** insurance intermediary will collect the premium over 12 monthly instalments. **We** will show the amount and collection date of **your** first monthly premium and subsequent 11 monthly premiums on **your** payment schedule.
- By Annual Direct Debit.
We or, where applicable, **your** insurance intermediary will collect the full premium at the **policy** start date or renewal date. **We** will show the amount and collection date of **your** premium on **your** schedule.
- By Credit or Debit card.
We or, where applicable, **your** insurance intermediary will collect the full premium at the point of purchase or point of renewal acceptance. Payment can be made using **your** credit or debit card details.

HOW TO RENEW YOUR POLICY

At **our** discretion, **we** may offer to renew this **policy**. If **we** do, **we** or **your** insurance intermediary will send details to **you** about any new conditions and the premium for the year ahead 21 days in advance of **your** cover ending.

You must tell **us** or **your** insurance intermediary:

- i) Of any changes to the information contained within the **statement of fact**.
- ii) If **you** want to change the way **you** pay.
- iii) If **you** do not want to renew this **policy**.

If **we** decide that **we** do not want to renew the **policy**, **we** or **your** insurance intermediary will send written notice to **you** at the most recent address known to **us** 21 days in advance of **your** cover ending.

AUTOMATIC RENEWAL

If **you** have already agreed to pay **us** by Direct Debit, **we** will continue to take these payments from the designated account unless **you** tell **us** otherwise. If **you** do not want to renew **your policy**, **you** must tell **us** before **your** renewal date. It is not possible to offer automatic renewal with all payment methods, so please check **your** renewal invitation for more information.

UNPAID MONTHLY PAYMENTS

If **we** don't receive the monthly payment on or before its due date, then **we** will write to **you** asking for payment. If **you** don't pay the unpaid premium within 20 days of **our** writing to **you**, **we** or **your** insurance intermediary will cancel the **policy**.

CANCELLING YOUR POLICY

Our cancellation rights

We may cancel **your policy** if there are serious grounds to do so such as, but not limited to, fraud, non-payment, failure to supply requested validation documentation (security, valuations, etc.), poor property maintenance or **you** have provided **us** with incorrect information.

Where **we** cancel **your policy**, **we** or **your** insurance intermediary will provide **you** 14 days' prior written notice to **your** last known address unless **we** or **your** insurance intermediary are required to cancel earlier.

We will refund a proportion of the premium, calculated on a daily pro-rata basis equivalent to the period of unused cover, providing no claims have been made. If a claim has been made in the **period of insurance**, or there has been an incident which may lead to a claim, no refund of premium will be given and all premiums will be due from **you**.

If **we** cancel **your policy** on the grounds of fraud, cancellation may be immediate and **we** may keep any premium **you** have paid. **We** may also inform the police of the circumstances.

Your cancellation rights

You can cancel this **policy** at any time.

If **you** cancel this **policy** within 14 days of the start date or renewal date, or after **you** receive **your** policy documents, whichever is later, **we** will refund **you** for the period of unused cover.

If **you** decide **you** don't want this **policy** after 14 days of the start date or renewal date, or after **you** receive **your** policy documents, whichever is later, and **you** have not made a claim, **we** will charge **you** for the period that **we** have provided cover to **you**.

If **you** have made a claim during the **period of insurance** then **you** will have to pay the full annual premium, so **you** won't receive a refund.



POLICY CONDITIONS.

1. Fraud

You must not commit fraud.

You are committing fraud if **you**, or anyone else insured by this **policy** or acting on **your** behalf, knowingly:

- Provide answers to **our** questions which are dishonest, inaccurate, misleading or incomplete.
- Mislead **us** in any way for the purpose of obtaining insurance, more favourable insurance terms, a reduced premium, or to influence **us** to accept a claim.
- Make a fraudulent or false claim in full or in part:
 - By providing false information in order to influence **us** to accept a claim;
 - By exaggerating the amount of the claim; or
 - By supplying false or invalid documents in support of a claim.

If fraud is established **we** will:

- i. Not pay any claim under the **policy**;
- ii. Cancel **your** cover without any return premium or void **your policy** from the start date;
- iii. Be entitled to recover the amount of any claim **we** have paid under this **policy**;
- iv. Recover any investigation and legal costs;
- v. Inform the police, financial services organisations and anti-fraud databases such as CIFAS, CUE and Hunter.

2. Compliance with terms

Our liability to make payment under this **policy** will be conditional upon **your** compliance with all of the terms and conditions of this **policy**.

3. Other insurance

If any loss, damage or liability arising under this **policy** is also covered or covered in part by any other insurance, **we** will be liable only for **our** rateable proportion for such loss, damage or liability.

4. Your duty to prevent loss or damage

You must keep **your buildings, contents** and **personal property** in sound condition and in good repair. **You** should consult a suitably qualified expert if **you** are unsure whether or not **you** are complying with this condition.

(continued)

You must take all practical and reasonable steps to safeguard **your buildings, contents** or property against loss or damage and to prevent accidents.

If loss or damage occurs to **your** property, **you** must promptly take all reasonable steps to prevent further loss or damage.

5. Your obligations when making a claim

In the event of a claim or possible claim under this **policy**, **you** must not negotiate, admit fault or make any offer, promise or payment without **our** written consent. **You** must also:

- i) Inform the police as soon as possible and obtain a crime reference number or loss report number as appropriate if the loss or damage is caused by theft or attempted theft, riot, civil commotion, strikes, labour disturbances, malicious acts, vandalism or loss of property or **money**.
- ii) Tell **us** as soon as reasonably possible and give **us** full details. In the event of loss or damage by riot, **you** must tell **us** within 30 days of the riot.
- iii) Give **us** written notice as soon as possible, but no later than seven days, after **you** know about any pending prosecution, inquest or fatal inquiry in connection with anything that occurs for which there may be liability under this **policy**.
- iv) Send **us**, as soon as reasonably possible, every relevant letter, claim, writ, summons or process. **We** will refund **your** reasonable costs.
- v) As soon as reasonably possible after the injury, loss or damage, provide **us** with details of the claim, including any detailed particulars, proofs or certificates, or original valuations, receipts or proofs of purchases pre-dating the loss, or other documents that **we** may reasonably require.
- vi) Retain any damaged **contents** or parts of **buildings** so that **we** may inspect them.
- vii) Give **us** any information and assistance that **we** might reasonably require.

6. Our rights when you make a claim

- i) **We** may nominate one of **our** specialist suppliers to repair or replace the property claimed for. Where **you** prefer to use **your** own tradesman, or **we** elect to settle the claim by cash payment, the amount **we** pay **you** will not exceed what **we** would have paid **our** supplier, except when **our** supplier is unable to repair or replace the property.
- ii) In an emergency, **we** may enter the building where the loss or damage has occurred. To safeguard the insured property against further loss or damage, **we** may take and keep possession of the insured property and dispose of any salvage. No property may be abandoned to **us**.
- iii) **We** may exercise sole control at **our** cost over dealing with any third party claim and its associated legal proceedings relevant to it. **We** will keep **you** informed of all developments.
- iv) **We** may pursue in **your** name, but for **our** benefit and at **our** cost, any claims for damages or other costs.



Please contact **us** or **your** insurance intermediary if **you** have any questions about what **we** describe in this section.

WHAT IS NOT COVERED.

As well as the exclusions under the individual sections, the following will not be covered:

Under this **policy**, we will not pay for:

1. Gradual events

Any loss, damage or liability arising from wear and tear that **you** know is happening gradually over time.

2. Confiscation

Loss of or damage to any property due to its confiscation, requisition or destruction by order of any government, public or local authority.

3. Radioactive contamination

Any loss of or damage to property, indirect loss or legal liability directly or indirectly arising from:

- i) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- ii) The radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component.

4. Pollution and contamination

Any loss, damage or liability arising from pollution or contamination unless caused by:

- i) a sudden and unforeseen and identifiable accident; or
- ii) leakage of oil from a domestic oil installation at **your home**.

5. War risks

Any consequence of war, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

6. Existing damage

Any loss, damage, injury or accident occurring, or arising from an event, before cover commences.

7. Deliberate acts

Any loss, damage or liability caused on purpose by **you** or any person residing at **your home**.

8. Matching of items

The costs of replacing any undamaged or unbroken item or parts of items forming part of a set, suite or other article of uniform nature, colour or design if damage occurs within a clearly identifiable area or to a specific part and it is not possible to match replacements.

9. Direct loss or damage:

- i) Due to electronic failure.
- ii) Due to computer virus.
- iii) Due to electrical or mechanical breakdown.
- iv) Caused in the process of cleaning, restoration, maintenance, repair, dismantling or by dyeing.
- v) Caused by chewing, scratching, tearing or fouling by domestic pets.
- vi) Caused by scratching or denting.
- vii) Caused by vermin, insects or fungus.
- viii) Caused by rot, exposure to light or atmospheric or climatic conditions.
- ix) Arising from the cost of remaking any recorded material or the value of any information contained on it.

10. Indirect loss or damage

We will not pay for any losses that are not directly associated with the incident that caused **you** to claim, unless specifically stated in this **policy**.

11. Loss by deception

Apart from deception used to gain entry to **your home**.

12. Defects and faults

Any direct loss or damage arising from defective design, defective materials, faulty materials, faulty workmanship or failure to follow manufacturers' instructions.

13. Software, data, files, downloads and mobile phone call costs

Any loss, damage or liability arising from:

- i) The erasure, distortion, mislaying or misfiling of any software, data, files and downloads.
- ii) Mobile phone call costs.

14. Loss of value and depreciation

Resulting from the repair or replacement of lost or damaged property.

15. Sonic bangs

Loss or damage directly caused by pressure waves from aircraft or other aerial device travelling at sonic or supersonic speeds.

16. Terrorism

Any loss, damage or liability arising from any act of terrorism directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with biological, chemical or nuclear pollution or contamination.

SECTION 1.

BUILDINGS COVER.

Please note that this section only applies if it is shown on **your** policy schedule.

At renewal, where **your** policy schedule shows that inflation protection applies to **buildings**, **we** will adjust **your** building sum insured in line with the House Rebuilding Cost Index published by the Building Cost Information Service of the Royal Institution of Chartered Surveyors. If this index is no longer published, **we** will use a suitable alternative index.

PART 1 – BUILDINGS.

i We will pay up to the sum insured shown on **your** policy schedule unless **we** specify otherwise.

✓ The **buildings** are insured against loss or damage caused by:

✗ In addition to items listed on pages 13-14 **we** will not pay for:

1. Fire, smoke, explosion, lightning or earthquake.

- The **excess** shown on **your** policy schedule under paragraphs 1 to 15 and A to E of this section.

2. Riot, civil commotion, strikes or labour disturbances.

- Loss or damage caused by tobacco burns, scorching, melting, warping or other forms of heat distortion unless accompanied by flames.
- Loss or damage occurring where **you** have:
 - i) participated in, assisted, encouraged or facilitated the riot or spread of the riot.
 - ii) contributed, directly or indirectly, to any damage, destruction or theft of property during the riot.
 - iii) committed a criminal offence relating to the riot.

i Please refer to the definitions on pages 5-8 for words shown in bold text.



The **buildings** are insured against loss or damage caused by:



In addition to items listed on pages 13-14 **we** will not pay for:

3. Malicious acts or vandalism.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you**, **your** domestic employees, lodgers, paying guests or tenants.

4a. **Storm.**

- Loss or damage to fences, gates and hedges.
- Loss or damage caused by underground water.

4b. Flood.

- Loss or damage to fences, gates and hedges.
- Loss or damage caused by underground water.

5. **Subsidence** or **heave** of the site on which the **buildings** stand or **landslip**.

- Loss or damage:
 - i) To swimming pools, hot tubs, tennis courts, service tanks, central heating oil tanks, ground source heating pumps, terraces, patios, footpaths, drives, garden walls, fences, gates and hedges unless **your home** is damaged by the same cause and at the same time.
 - ii) Caused by the compaction of infill.
 - iii) Occurring while the **buildings** are undergoing demolition, structural alterations or structural repairs.
 - iv) Caused by **settlement**.
 - v) Caused by river or coastal erosion.
 - vi) Arising from movement of solid floors, unless the foundations beneath the exterior walls of **your home** are damaged by the same cause and at the same time.
 - vii) Arising from defective design, defective materials or faulty workmanship.



The **buildings** are insured against loss or damage caused by:



In addition to items listed on pages 13-14 **we** will not pay for:

6. Theft or attempted theft.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you, your** domestic employees, lodgers, paying guests or tenants.

7. Escape of water from any washing machine, dishwasher or plumbed in domestic water or heating installation.

We also cover the costs involved in tracing the source of the escape of water and replacement or repair of any walls, floors or ceilings (including fixtures and fittings attached to them) inside the **home** where this occurs in the course of these investigations. **We** call this trace and access.

We will pay up to £5,000 for trace and access for any one claim.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by water overflowing from wash basins, sinks, bidets, showers, and baths as a result of taps being left on in **your home**. (If it is **accidental damage** and **you** have cover under paragraph 15, this would be insured subject to the exceptions and **excess** applicable to that paragraph.
- Loss or damage caused by the failure or lack of grout and/or sealant in **your home**.
- Loss or damage caused by escape of water from guttering, rainwater downpipes, roof valleys and gullies.
- Loss or damage caused by subsidence, heave or landslip.

8. Collision with any aircraft or other aerial device (or anything dropped from them) or with any vehicle or animal.

9. Leakage of oil from any fixed oil fired heating installation.

We also cover the costs involved in tracing the source of the leakage of oil and replacement or repair of any walls, floors or ceilings (including fixtures and fittings attached to them) inside the **home** where this occurs in the course of these investigations. **We** call this trace and access.

We will pay up to £5,000 for trace and access for any one claim.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.

10. Falling trees and branches.

- Loss or damage to trees and branches.
- The cost of removing fallen trees or branches that have not caused damage to **your home**.

11. Falling aerials or their fittings.



This section also provides insurance for the **buildings** against:

12. **Accidental breakage** to underground pipes or cables serving the **buildings**.



In addition to items listed on pages 13-14 **we** will not pay for:

- Damage for which **you** are not legally responsible.
- Damage to any part of the pipe or cable above ground level.
- Breakage to any part of the pipe, cable or drain that hasn't caused leakage or damage as a result of the breakage.

13. **Accidental breakage** of:

- fixed glass including ceramic hobs forming part of the **buildings**; and
- fixed sanitaryware forming part of the **buildings**.

- Breakage when **your home** is **unoccupied** for more than 60 days in a row.

14. Frost damage to any plumbed in domestic water or heating installation.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.



Paragraph 15 only applies if **your** policy schedule shows that extended **accidental damage to buildings** is included.



The **buildings** are insured against:

15. **Accidental damage**.



In addition to items listed on pages 13-14 **we** will not pay for:

- Damage caused by settlement, shrinkage or expansion of the **buildings** or the site.
- Damage caused by water entering the **buildings**.
- Damage caused by building alterations, renovations, extensions or repairs.
- Damage caused by **your** lodgers, paying guests or tenants.
- Damage from any cause described in paragraphs 1 to 14 of this section.



Please refer to the definitions on pages 5-8 for words shown in bold text.



We also provide cover for:



In addition to items listed on pages 13-14 we will not pay for:

A. Loss of rent and alternative accommodation.

During the period **your home** is made uninhabitable by any cause covered under this section **we** will pay for:

- i) Loss of rent that is no longer payable to **you**.
- ii) Any ground rent which continues to be payable by **you**.
- iii) The cost of comparable alternative accommodation if **you** are the occupier, including for any domestic pets permanently living with **you**.

We will pay up to the sum insured on **your** policy schedule.

B. The period between exchange of contracts and completion.

- i) **You** will be entitled to the benefit of the cover provided by paragraphs 1 to 14 of section 1 of this **policy** between exchange of contracts and completion of the purchase provided that:
 - a) The **period of insurance** commences on or before completion of the purchase of the **buildings**.
 - b) **We** received and accepted **your** application for insurance cover on the **buildings** prior to the date of the loss or damage.
- ii) If **you** contract to sell the **buildings**, the purchaser will be entitled to the benefit of the cover provided by part 1 of section 1 of this **policy** between exchange of contracts and completion of the sale provided that:
 - a) the purchaser completes the purchase; and
 - b) the **buildings** are not otherwise insured.

i) Loss or damage:

- That would be insured under any other policy in the absence of this cover.
- That the seller is responsible for making good.
- Occurring while the **buildings** are in the course of construction or undergoing demolition, structural alterations or structural repairs.
- Occurring while the property is not fit for normal living purposes.
- Occurring more than 90 days prior to completion of the purchase of the **buildings**.



We also provide cover for:



In addition to items listed on pages 13-14 **we** will not pay for:

C. Additional costs.

If the following costs are incurred with **our** consent in making good the insured loss or damage, **we** will pay for:

- i) Architects', surveyors', consulting engineers' and legal fees.
- ii) The cost of clearing the site and making safe the damaged parts of the **buildings**.
- iii) Costs incurred solely because of the need to comply with any statutory requirement or local authority by-law.
- iv) The cost of making good damage to landscaped gardens caused by Fire Brigade equipment and personnel in the course of combating fire.

- Fees incurred in the preparation of a claim.
- The cost of stabilising the site.
- The cost of removing trees other than as is necessary to enable repairs to be carried out.
- Costs arising from a notice served prior to the date of the loss or damage.

D. Emergency access.

We will pay for damage to the **buildings** caused by fire, ambulance or police services if they have to make a forced entry to **your home** as a result of an emergency.

We will pay up to £1,000 for any one claim.

E. Loss or theft of keys.

If keys to **your home** are lost or stolen, **we** will pay for the replacement and installation of door locks for any external door of **your home**.

We will pay up to £750 for any one claim.

- Loss or damage that is otherwise insured.



Please refer to the definitions on pages 5-8 for words shown in bold text.

CLAIMS SETTLEMENT UNDER PART 1 – BUILDINGS

1. **We** will pay the cost to **us** of any necessary replacement or repair work carried out, provided that, immediately prior to the incident giving rise to the damage, the **buildings** are in good repair.

Also see 'How to make a claim' on page 36.

2. **We** will either make a deduction for wear and tear from the cost to **us** of any necessary replacement or repair work or, at **our** option, pay the reduction in market value resulting from the damage, where:
 - i) replacement or repair is not carried out; or
 - ii) immediately prior to the incident giving rise to the damage, the **buildings** are not in good repair.

3. The maximum amount **we** will pay in respect of any one claim for **buildings** is the sum insured on **your** policy schedule.

The sum insured will not be reduced following payment of a claim, provided that all replacement or repair work is completed and any reasonable recommendations **we** make to prevent further damage are carried out without delay.



Please refer to the definitions on pages 5-8 for words shown in bold text.

PART 2 – PROPERTY OWNERS' LIABILITY TO THIRD PARTIES.



We will cover **you** against liability at law for damages payable in respect of:

- Death or bodily injury (including disease and illness);
- Loss of or damage to material property; caused by an accident occurring during the **period of insurance** and incurred by **you**:
 - i) as owner of the **buildings**;
 - ii) in respect of any buildings previously owned and occupied by **you** for residential purposes and incurred as a result of section 3 of the Defective Premises Act 1972 or the Defective Premises (Northern Ireland) Order 1975.

Section 3 of the Defective Premises Act 1972 provides that **you** are not relieved of any legal responsibility arising from work done on any building owned by **you** simply because **you** sold that building after the work was done.

If this **policy** is cancelled when **you** sell **your home**, the cover provided by paragraph ii) above will continue for seven years from the date that cover was cancelled, provided no other policy covers the liability.



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- Death of or bodily injury (including disease and illness) to **you** or any person employed by **you**.
- Loss of or damage to material property belonging to **you** or under **your** charge or control.
- **Your** business or profession, except for the letting of the **buildings** or any part of it for private residential purposes.
- Accidents for which **you** may be responsible as occupier of the **buildings**.
- The use or possession of lifts or mechanically propelled vehicles.
- A contractual obligation.
- Any incident insured by another insurance policy (or that would be insured if this **policy** did not exist) except for any amount over the limit the other insurer will pay (and for which payment has been agreed) under the other insurance policy.
- **Your** wilful or malicious act.

CLAIMS SETTLEMENT UNDER PART 2 – PROPERTY OWNERS' LIABILITY TO THIRD PARTIES

The maximum amount **we** will pay for any one claim or number of claims arising out of any one incident is:

- £2,000,000; and
- all legal costs and expenses that **you** have to pay, provided they are incurred with **our** written consent.

If **you** die, **we** will cover **your** personal representatives for any liability incurred by **you** and insured by this **policy**.



VERY IMPORTANT NOTICE.

Liability arising from incidents within the **home** and land belonging to it are, by law, nearly always the responsibility of the occupier rather than the owner. **We** do not cover **your** liability as an occupier or **your** personal liability under this section but automatically include it with **contents** cover available under section 2 of this **policy**.



Please refer to the definitions on pages 5-8 for words shown in bold text.

SECTION 2.

CONTENTS.

Please note that this section only applies if it is shown on **your** policy schedule.

At renewal, where **your** policy schedule shows that inflation protection applies to **contents**, **we** will adjust **your** sum insured in line with the Retail Price Index published by the National Statistics office. If this index ceases to be published, **we** will use a suitable alternative index.

PART 1 – CONTENTS.

i We will pay up to the sum insured shown on **your** policy schedule unless **we** specify otherwise.



The **contents** are insured against loss or damage caused by:

1. Fire, smoke, explosion, lightning or earthquake.
2. Riot, civil commotion, strikes or labour disturbances.
3. Malicious acts or vandalism.



In addition to items listed on pages 13-14 **we** will not pay for:

- The **excess** shown on **your** policy schedule under paragraphs 1 to 14 and A to P of this section.
- Loss or damage caused by tobacco burns, scorching, melting, warping or other forms of heat distortion unless accompanied by flames.
- Loss or damage occurring where **you** have:
 - i) participated in, assisted, encouraged or facilitated the riot or spread of the riot.
 - ii) contributed, directly or indirectly, to any damage, destruction or theft of property during the riot.
 - iii) committed a criminal offence relating to the riot.
- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you**, **your** domestic employees, lodgers, paying guests or tenants.



Please refer to the definitions on pages 5-8 for words shown in bold text.



The **contents** are insured against loss or damage caused by:



In addition to items listed on pages 13-14 **we** will not pay for:

4a. **Storm**

- Loss or damage by underground water.

4b. Flood.

- Loss or damage caused by underground water.

5. **Subsidence** or **heave** of the site on which **your home** stands or **landslip**.

- Loss or damage caused by:
 - i) the compaction of infill;
 - ii) **settlement** of the **buildings**; or
 - iii) river or coastal erosion.
 - iv) Arising from defective design, defective materials or faulty workmanship.
- Loss or damage occurring while **your home** is undergoing demolition, structural alterations or structural repairs.

6. Theft or attempted theft.

For loss or damage caused by theft or attempted theft of **contents** in any garage and domestic outbuilding **we** will pay up to the sum insured on **your** policy schedule.

- **Money** and pedal cycles, unless force and violence is used to gain entry to **your home**.
- Any loss or damage if **your home** or any part of it is let or lent, unless force and violence is used to gain entry to **your home**.
- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you**, **your** domestic employees, lodgers, paying guests or tenants.

7. Escape of water from any washing machine, dishwasher or plumbed in domestic water or heating installation.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by water overflowing from wash basins, sinks, bidets, showers, and baths as a result of taps being left on in **your home**. (If it is **accidental damage** and **you** have cover under paragraph 14, this would be insured subject to the exceptions and **excess** applicable to that paragraph.)
- Loss or damage caused by the failure or lack of grout and/or sealant in **your home**.
- Loss or damage caused by escape of water from guttering, rainwater downpipes, roof valleys and gullies.

8. Collision with any aircraft or other aerial device (or anything dropped from them) or with any vehicle or animal.



The **contents** are insured against loss or damage caused by:

9. Leakage of oil from any fixed oil fired heating installation.

10. Falling trees and branches.

11. Falling aerials or their fittings.



In addition to items listed on pages 13-14 **we** will not pay for:

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage to trees and branches.
- The cost of removing fallen trees or branches.



This section also provides insurance for the following **contents** items against:

12. **Accidental damage to business equipment**, televisions and their aerials, digital receivers, radios, **computers** and ancillary equipment, and other audio and video equipment.

13. **Accidental breakage** of mirrors and glass tops to furniture and fixed glass (including ceramic hobs) in furniture.



In addition to items listed on pages 13-14 **we** will not pay for:

- Damage to items designed and intended to be portable (such as laptops, tablets and mobile phones), or to hand held computer equipment or hand held games consoles.
- Damage to records, cassettes, discs or other data storage devices.

Paragraph 14 only applies if **your** policy schedule shows that extended **accidental damage to contents** is included.



The **contents** are insured against:

14. **Accidental damage**.



In addition to items listed on pages 13-14 **we** will not pay for:

- Damage to clothing (including furs), **money**, food and drink.
- Damage caused during household removal.
- Damage caused by water entering **your home**.
- Damage caused by building alterations, renovations, extensions or repairs.
- Damage caused by **your** lodgers, paying guests or tenants.
- Damage from any cause described in paragraphs 1 to 11 of this section.



Please refer to the definitions on pages 5-8 for words shown in bold text.



We also provide cover for:



In addition to items listed on pages 13-14 **we** will not pay for:

A. Alternative accommodation.

During the period **your home** is made uninhabitable following loss or damage to the **contents** by any cause covered under this section, **we** will pay for the cost of comparable alternative accommodation including for any domestic pets permanently living with **you**.

We will pay up to the sum insured on **your** policy schedule.

B. Loss or damage to **contents** during household removal by professional removal contractors.

The **contents** are insured against accidental loss or damage while in transit between **your home** and **your** new permanent residence within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands by professional removal contractors. **We** will also cover temporary storage by professional removal contractors for up to three days.

- Loss of or damage to china, glass, pottery and other items of a brittle nature, unless they have been packed by professional packers.
- Loss of **money**.

C. **Your** liability as a tenant.

We will cover **you** against **your** legal liability as a tenant for:

- Loss, damage or breakage to **your home** and to landlord's fixtures and fittings from any cause described in paragraphs 4, 6, 7, 9, 11, 12, 13 and 14 of part 1 of section 1 of this **policy**, subject to the exceptions and **excess** applicable to that paragraph.
- Damage to internal decorations caused by fire or smoke.

We will pay up to £5,000 or 10% of the **contents** sum insured on **your** policy schedule, whichever is higher.



Please refer to the definitions on pages 5-8 for words shown in bold text.



We also provide cover for:

D1.Contents temporarily removed from **your home** for up to 90 consecutive days.

Provided that it is **your** intention to return the item(s) to **your home**, then the insurance provided by paragraphs 1 to 11 of this section also covers loss or damage to **contents**:

- i) In any building in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands where **you** are living (other than while attending full time education) or employed.
- ii) Elsewhere (other than while attending full time education) in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

We will pay up to £7,000 or 15% of the **contents** sum insured on **your** policy schedule, whichever is higher. **We** will pay no more than £1,000 for a single article, pair or set.



In addition to items listed on pages 13-14 **we** will not pay for:

- Loss or damage to pedal cycles.
- Loss or damage to any item that has never been in **your home**.
- Loss or damage to any item that has been away from **your home** for more than 90 consecutive days at the time of the event that caused the loss or damage.
- Loss or damage that would be insured under any other policy in the absence of this cover.
- i) Theft of **money** unless force and violence is used to gain entry.
- ii) Loss or damage:
 - a) Due to storm or flood.
 - b) Due to theft or attempted theft unless the **contents** are:
 - in a building or caravan and force and violence is used to gain entry; or
 - in transit to or from a bank or safe deposit.
 - c) Caused by theft of **money** unless the theft is from a building or caravan where force and violence is used to gain entry.
 - d) Occurring within the boundaries of the land belonging to **your home**.

D2.Contents temporarily removed from **your home** while attending full time education.

Provided that it is **your** intention to return the item(s) to **your home**, then the insurance provided by paragraphs 1 to 11 of this section also covers loss or damage to **contents** in any building in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands where **you** are living while attending full time education.

We will pay up to £5,000 in total and up to £1,000 for a single article, pair or set.

- Loss or damage:
 - To pedal cycles.
 - To any item(s) that has never been in **your home**.
 - That would be insured under any other policy in the absence of this cover.
 - Due to theft unless force and violence is used to gain entry to the building.
 - While the **contents** are being worn, moved or carried.



We also provide cover for:

E. **Contents** in the garden.

The insurance provided by paragraphs 1 to 3 and 5 to 11 of this section also covers loss or damage to **contents** outside the **home** but within the boundaries of the land belonging to **your home**.

We will pay up to the sum insured on **your** policy schedule.

F. Loss or theft of keys.

If keys to **your home** are lost or stolen, **we** will pay for the replacement and installation of door locks for any external door of **your home**.

We will pay up to £750.

G. Personal assault.

We will pay **you** or **your** personal representatives £5,000 if **you** die within 60 days as a direct result of injuries received:

- i) In **your home** caused by thieves.
- ii) Due to robbery or hold up (whether attempted or otherwise) elsewhere in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

We will also pay up to a maximum of £100 for theft of **money** from **you** due to robbery or hold up occurring away from **your home**.

H. Freezer contents.

We will pay for food in a freezer cabinet or freezer compartment of a refrigerator at **your home** made unfit for human consumption due to:

- i) A rise or fall in temperature.
- ii) Contamination by refrigerant or refrigerant fumes.

We will pay up to the sum insured on **your** policy schedule.



In addition to items listed on pages 13-14 **we** will not pay for:

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by storm or flood.
- Loss or damage to pedal cycles.
- Theft of **money**.
- Theft or attempted theft from any unattended vehicle.
- Loss or damage to **high risk property**.

- Theft of **money** held or used for business purposes.

- Loss of or damage to food if the freezer cabinet or refrigerator is more than 15 years old.
- Loss of or damage to food held or used for business purposes.
- Loss or damage due to the power supply authority deliberately cutting or reducing the supply to **your home**.



We also provide cover for:

I. Credit cards.

We will pay for loss from fraudulent use of **your** credit or debit cards (all held solely for private or domestic purposes) by unauthorised persons.

We will pay up to £5,000.

J. Oil and metered water.

We will pay for loss of oil or metered water following **accidental damage** to **your** domestic water or heating installations.

We will pay up to £2,000.

K. Jury service.

We will pay for expenses or loss of earnings as a result of **you** being called for jury service.

We will pay up to £50 per day up to a maximum of £2,000

L. Special events.

For one month before and one month after a special event or religious festival where the value of **contents** owned by **you** is increased due to purchases related to the special event or religious festival, the **contents** sum insured recorded on **your** policy schedule is increased by 10%.

M. New purchases.

The insurance provided by paragraphs 1 to 11 of this section also covers loss or damage to any single article, pair or set of **high risk property** that **you** have not previously told **us** about, up to a maximum of £2,500 occurring within 30 days of purchase.

N. Reinstatement of documents.

We will pay the cost of preparing new title deeds to **your home**, bonds or securities if they are lost or damaged by any cause described in paragraphs 1 to 11 and (if applicable) paragraph 14 of part 1 of section 2 of this **policy** while in **your home** or while kept in **your** bank, building society or solicitor's office.

We will pay up to £2,500.



In addition to items listed on pages 13-14 we will not pay for:

- Loss unless **you** have complied with all **your** credit cards' terms and conditions.

- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.

- The first seven days of any period of jury service.
- Expenses or earnings that can be recovered from any other source.

- Loss or damage to articles for which **you** do not have proof of the date of purchase.

- Negotiable bonds or securities.



We also provide cover for:



In addition to items listed on pages 13-14 **we** will not pay for:

O. Plants in the garden.

The insurance provided by paragraphs 1, 2, 3, 6 and 8 of this section also covers loss of flowers, plants, shrubs or trees all in pots or containers outside the **home** but within the boundaries of the land belonging to **your home**.

We will pay up to £1,000.

P. Visitors' personal effects.

The insurance provided by paragraphs 1 to 11 of this section also covers loss or damage to **your** visitors' clothing and personal belongings whilst in **your home**.

We will pay up to £300.

- Loss or damage that would be insured under any other policy in the absence of this cover.
- **Money**, credit cards, securities and documents.
- Vehicles, pedal cycles, other means of transport, caravans, trailers, aircraft, drones, hovercraft, boats or their parts or accessories.
- Property held or used for business or trade.



Please refer to the definitions on pages 5-8 for words shown in bold text.

CLAIMS SETTLEMENT UNDER PART 1 – CONTENTS

1. **We** will at **our** option:

- i) replace as new;
 - ii) pay the cost to **us** of replacing as new;
 - iii) repair; or
 - iv) pay the cost to **us** to repair;
- any item of **contents** (except for clothing more than two years old).

Also see 'How to make a claim' on page 36.

2. **We** will make a deduction for wear and tear from the cost to **us** of replacement or repair if clothing more than two years old is stolen or damaged.

3. The maximum amount **we** will pay in respect of any one claim for the following is:

i) Contents	The sum recorded on your policy schedule.
ii) High risk property	<ul style="list-style-type: none"> a) In total, the sum recorded against the high risk property total limit on your policy schedule. b) For a single article, pair or set, the sum recorded against the high risk property single article limit on your policy schedule.
iii) Business equipment	<ul style="list-style-type: none"> a) In total, the sum recorded against the business equipment total limit on your policy schedule. b) For a single article, pair or set, the sum recorded against the business equipment single article limit on your policy schedule.
iv) Money	£500
v) External satellite equipment	5% of sum insured recorded against contents on your policy schedule.

We will not reduce the sum insured following a payment of a claim, provided that all damage is made good without delay and any reasonable recommendations **we** make to prevent further loss or damage are carried out without delay.

PART 2 – OCCUPIERS' LIABILITY TO THIRD PARTIES.



We will cover **you** against liability at law for damages payable in respect of:

- Death or bodily injury (including disease and illness);
- Loss of or damage to material property; caused by an accident occurring during the **period of insurance** incurred by **you**:
 - i) As occupier of:
 - **Your home.**
 - Land belonging to **your home.**
 - Any residential premises temporarily occupied for private purposes for no more than 30 days in any one **period of insurance.**
 - ii) As an employer of employees involved in domestic duties at **your home.**
 - iii) As a private individual anywhere in the world but not as the occupier or owner of any premises or land or as the employer of any employee.



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- The transmission of any contagious disease by **you.**
- Death of or bodily injury (including disease and illness) to **you.**
- Loss of or damage to material property belonging to **you** or under **your** charge or control.
- Any incident arising out of the ownership, custody or control of any horse, dog or pet if insured by any other policy.
- Death or bodily injury (including disease or illness) and loss or damage to property arising out of ownership, custody or control by **you** or on **your** behalf of a dog type specified in section 1 of the Dangerous Dogs Act 1991 (or designated for the purposes of that section by an order of the Secretary of State) or in the Dangerous Dogs (Northern Ireland) Order 1991.
- Death of or bodily injury to any employee arising out of:
 - i) being carried in or upon a vehicle, or
 - ii) entering, getting onto or leaving a vehicle,
 in circumstances where any road traffic legislation requires insurance or security.
- **Your** wilful act, including but not limited to any assault or alleged assault.
- **Your** business or profession.
- The ownership of any land or building including the **home.**
- A contractual obligation.



Please refer to the definitions on pages 5-8 for words shown in bold text.



We will cover **you** against liability at law for damages payable in respect of:



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- The ownership, use or possession of:
 - i) Vehicles and other means of transport that are mechanically propelled or assisted whether licensed for road use or not (other than domestic gardening implements used within the boundary of the land belonging to **your home**, mobility carriages, electric wheelchairs and electrically assisted pedal cycles that are not required to be licensed if used on a public road).
 - ii) Aircraft, drones, hovercraft, lifts (other than a stair lift) or water craft (other than hand-propelled water craft).
 - iii) Any trailer, horse box or caravan (other than occupiers' liability arising from a static caravan rented and temporarily lived in by **you**).
- The use of firearms other than sporting guns used for sporting purposes.
- Loss or corruption of data directly or indirectly caused by the failure or malfunction of electronic equipment belonging to **you** or under **your** charge or control.

CLAIMS SETTLEMENT UNDER PART 2 – OCCUPIERS' LIABILITY TO THIRD PARTIES

Occupiers' and private individuals' liability to third parties

The maximum amount **we** will pay for any one claim or number of claims arising out of any one incident is:

- £2,000,000; and
- all legal costs and expenses that **you** have to pay, provided they are incurred with **our** written consent.

Employers' liability

If the incident involves injury (including disease and illness) to a person working for **you** under a contract of service or apprenticeship and injury arises out of and in the course of such service or apprenticeship:

- The maximum amount **we** will pay is £5,000,000 in respect of any one claim or number of claims arising out of any one incident. The limit includes any claimants' costs and expenses and all other costs and expenses incurred with **our** written consent.

If **you** die, **we** will cover **your** personal representatives against liability incurred by **you** and insured by this **policy**.



Please refer to the definitions on pages 5-8 for words shown in bold text.

SECTION 3.

PERSONAL POSSESSIONS.

Please note that this section only applies if it is shown on **your** policy schedule.



At renewal **we** will adjust **your** sums insured under items 1, 3 and 4 of section 3 in line with the Retail Price Index published by the National Statistics office. If this index ceases to be published, **we** will use a suitable alternative index.



If the item is shown on **your** policy schedule **we** will pay for:

Item 1 – loss of or damage to **your personal property**.

We will pay the sum insured on **your** policy schedule (subject to inflation protection) and up to £1,500 for a single article, pair or set.

Item 2 – loss of **your money**.

We will pay up to the sum insured on **your** policy schedule.

Item 3 – loss of or damage to **your** pedal cycles and accessories on them (including electrically assisted pedal cycles that are not required to be licensed if used on a public road).

We will pay up to the sum insured on **your** policy schedule (subject to inflation protection).

Item 4 – loss of or damage to articles specified on **your** policy schedule.

We will pay up to the sum insured on **your** policy schedule (subject to inflation protection).



In addition to items listed on pages 13-14 **we** will not pay for:

- Loss or damage to property specifically insured under item 4 of this section.
- Loss due to error, omission or depreciation in value.
- Loss or damage if the pedal cycle is being used for racing.
- Theft or attempted theft of a pedal cycle unless at the time of loss or damage it was:
 - i) in **your** immediate custody or control; or
 - ii) securely locked to an object that cannot be moved; or
 - iii) in a locked building.
- Theft of pedal cycle accessories unless:
 - i) the pedal cycle is stolen at the same time; and
 - ii) the theft of the pedal cycle is covered under this section.



Please refer to the definitions on pages 5-8 for words shown in bold text.



We also provide cover for:

New purchases.

The insurance provided by item 4 of this section also covers loss or damage to any single article, pair or set of **high risk property** that **you** have not previously told **us** about, up to a maximum of £2,500 occurring within 30 days of purchase.



In addition to items listed on pages 13-14 **we** will not pay for:

- Loss or damage to articles for which **you** do not have proof of the date of purchase.



For items 1-4 in this section and in addition to items listed on pages 13-14, **we** will not pay for the following:

- The **excess** shown on **your** policy schedule under this section.
- More than £2,000 in total in respect of any one loss from an unattended vehicle under items 1, 2, 3 and 4.
- Loss or damage caused by theft or attempted theft from any unattended vehicle unless:
 - i) All windows and sunroofs are securely closed and all doors and the boot are locked.
 - ii) The property is completely concealed within the vehicle in a glove compartment, locked luggage compartment or locked boot.
- Loss of or damage to:
 - i) **Personal property, money** or pedal cycles held or used for business purposes.
 - ii) Sports equipment while in use.
 - iii) Remote controlled models while in operation.
 - iv) Musical instruments involving only loss of tone, breakage of strings or breakage of drum skins.
- Breakage of articles of a brittle nature unless specified under item 4 of section 3.
- Loss of or damage to **business equipment** unless specified under item 4 of section 3.
- Theft or malicious damage caused by **you, your** domestic employees, lodgers, paying guests or tenants.

CLAIMS SETTLEMENT UNDER SECTION 3 – PERSONAL POSSESSIONS

1. **We** will at **our** option:

- i) replace as new;
- ii) pay the cost to **us** of replacing as new;
- iii) repair; or
- iv) pay the cost to **us** to repair;

any article insured under items 1, 3 or 4 of this section without deduction for wear and tear. For clothing more than two years old insured under item 1, a deduction will be made for wear and tear.

Also see 'How to make a claim' on page 36.



Please refer to the definitions on pages 5-8 for words shown in bold text.

HOW TO MAKE A CLAIM.

SECTIONS 1-3 – BUILDINGS, CONTENTS, PERSONAL POSSESSIONS AND CARAVAN



HOME INSURANCE Please call us on the number shown on **your** policy schedule or contact **your** insurance intermediary.

Calls may be recorded and monitored. Call charges will vary.

We understand how distressing loss or damage to **your home** can be. When things go wrong, **we** are ready and waiting to put them right as quickly and efficiently as possible.

You should always immediately contact the emergency services or the public supply authority if there is an emergency that could result in serious damage or danger. Suspected gas leaks should always be reported to the National Gas Emergency Helpline on **0800 111 999**.

STEP 1: REPORT TO THE POLICE (IF APPLICABLE)

It is a condition of **your policy** that **you** report the following to the police as soon as possible, and get a crime reference number or loss report number:

- Theft, attempted theft or loss of property.
- Any loss or damage caused by malicious acts, vandalism, riot, civil commotion, strikes or labour disturbances.

STEP 2: CHECK WHETHER YOU ARE COVERED

- Check **your** policy schedule, which lists the sections of cover **you** have chosen and any endorsements and excesses that apply.
- Refer to **your** policy booklet, particularly the section relevant to **your** claim. Please check:
 - Details of what **your policy** does and does not cover.
 - ‘Claims settlement’ at the end of each section – this tells **you** about any conditions that may affect the amount of any claim settlement.
 - Any policy conditions that apply on pages 11-12.

STEP 3: GATHER YOUR INFORMATION

To help **us** process **your** claim quickly, it helps if **you** have the following information to hand:

- **Your** policy number.
- The date and time of the loss or damage.
- The police loss report number or crime reference number (if applicable).

We may request more information such as:

- The date and place of purchase, plus receipts, invoices, instruction booklets, valuations or photographs.
- The location of the property when it was lost or damaged.
- For damaged property, confirmation from a suitably qualified tradesman of the cause of damage and whether or not the item can be economically repaired.

We may not meet **your** claim, or settlement may be reduced, if **you** do not provide these details or if **you** do not tell **us** about the loss or damage as soon as reasonably possible.

Sometimes **we**, or an expert **we** appoint, may wish to meet **you** to discuss the claim, inspect the damage, or carry out further enquiries.

Make sure **you** do not throw away damaged **contents**. Store them in a dry place, as **you** will need them to support **your** claim.

STEP 4: MAKE A CLAIM

For home insurance claims, call **us** on the number shown on **your** policy schedule or contact **your** insurance intermediary.

STEP 5: WHAT HAPPENS NEXT?

- If **your** claim is accepted, **we** will agree actions on the initial call and keep in touch by phone to let **you** know what's happening.
- **We** may appoint a specialist to visit **you**, in which case **we** will let **you** know.
- Complicated claims, such as those for **subsidence**, may take longer than others to complete. If that's the case **we** will give **you** the name of a personal contact who'll keep **you** informed about progress.
- **We** may offer repair or replacement through **our** approved suppliers. If **you** prefer to use **your** own tradesman, or receive a cash settlement for replacement goods instead, **we** will need to agree this with **you** beforehand. Any payment will generally not exceed the discounted amount **we** would have paid to **our** chosen supplier.
- **We** may refuse to agree costs that are incurred by **you** before **our** agreed consent is given or for damaged items that are disposed of before inspection.
- **We** try to make the claims process as sustainable as possible and will repair **your** property wherever it makes economic and environmental sense to do so.



FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **we** cannot meet **our** obligations. Whether or not **you** are able to claim and how much **you** may be entitled to will depend on the specific circumstances at the time.



For further information about the scheme please visit the FSCS at [fscs.org.uk](https://www.fscs.org.uk) or call them on 0800 678 1100.

SECTION 4.

CARAVAN AND LIABILITY TO THIRD PARTIES.

Please note that this section only applies if it is shown on **your** policy schedule.

PART 1 – CARAVAN.



We will pay for loss or damage to:

- The caravan specified on **your** policy schedule.
- Furniture, furnishings, fixtures, fittings, household linen and utensils in or attached to the caravan.
- Clothing and personal articles that **you** normally wear or carry with **you** while in the caravan.

Occurring:

- i) Anywhere in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.
- ii) Elsewhere in **Europe** for up to 60 days in any one **period of insurance**.
- iii) In transit between ports in **Europe**.



In addition to items listed on pages 13-14 **we** will not pay for:

- The **excess** shown on **your** policy schedule.
- Loss or damage arising while the caravan is being used for business purposes.
- Loss or damage arising while the caravan is let for hire or reward.
- Damage to tyres caused by braking, punctures, cuts or bursts.
- Loss or damage caused deliberately by **you** or any person having use of the caravan.
- Theft or attempted theft occurring if the caravan has been left unhitched from a towing vehicle for a period exceeding eight hours, unless it has been secured by a hitchlock, wheel clamp or another form of protection as agreed by **us**.
- Loss or damage to equipment, clothing and personal articles by theft or accidental loss occurring when the caravan is left unattended with open or unlocked doors or windows.



We will pay for loss or damage to:



In addition to items listed on pages 13-14 **we** will not pay for:

If the caravan is on a fixed site and has not been lived in for more than one day in the last 30 consecutive days at the time of loss or damage, **we** will not pay for:

- Loss or damage caused by:
 - i) Malicious acts or vandalism.
 - ii) Theft or attempted theft.
 - iii) Escape of water from or frost damage to any plumbed in domestic water or heating installation.
- **Accidental breakage** of fixed glazing and sanitaryware forming part of the caravan.



We also provide cover for:



In addition to items listed on pages 13-14 **we** will not pay for:

- If the caravan is damaged by a cause insured under this section, **we** will also pay the cost of:
 - i) Its protection and removal to the nearest repairers.
 - ii) Its delivery after repair to **your home**.
 - iii) Any Customs Duty **you** have to pay on the caravan as a result of it being temporarily imported into any country in **Europe**.
 - iv) Alternative accommodation incurred while **your** caravan is being repaired up to a maximum of 30 days.
- iv) a) The cost of alternative accommodation if **your** caravan is being used for business purposes at the time of the loss or damage.
- b) Loss of hiring charges.

CLAIMS SETTLEMENT UNDER PART 1

1. **We** will at **our** option pay, either:
 - i) the cost to **us** of repairing the caravan; or
 - ii) if the cost of repair exceeds the market value:
 - a) the market value if the caravan is more than 12 months old; or
 - b) the cost to **us** of replacement as new if the caravan is less than 12 months old.

2. For any item of furniture, furnishings, fixtures, fittings, household linen and utensils or clothing or personal articles in the caravan, **we** will, at **our** option:
 - i) replace it as new;
 - ii) pay the cost to **us** of replacing as new;
 - iii) repair; or
 - iv) pay the cost to **us** of repair.

Also see section 'How to make a claim' on page 36.

3. The maximum amount **we** will pay in respect of any one claim is:

i) Caravan and its furniture, furnishings, fixtures, fittings, household linen and utensils.	The sum insured recorded on your policy schedule.
ii) Clothing and personal articles.	£200
iii) Protection and removal to the nearest repairers, delivery after repair to your home and any Customs Duty you have to pay on the caravan as a result of it being temporarily imported into any country in Europe .	£250
iv) Alternative accommodation.	£20 per day up to a maximum of £600.

PART 2 – LIABILITY TO THIRD PARTIES.



We will cover **you** against liability at law for damages payable in respect of:

- Death or bodily injury (including disease and illness);
- Loss of or damage to material property; occurring during the **period of insurance** arising from the ownership or use of the caravan:
 - i) In Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.
 - ii) Elsewhere in **Europe** for the purpose of a visit not exceeding 60 days in any one **period of insurance**.
 - iii) In transit between ports in **Europe**.



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- Death of or bodily injury (including disease and illness) to **you** or any person employed by **you**.
- Loss of or damage to material property belonging to **you** or under **your** charge or control.
- An accident occurring while the caravan is being towed.
- A contractual obligation.
- An accident occurring while the caravan is being used for business purposes.
- An accident occurring while the caravan is being let for hire or reward.

CLAIMS SETTLEMENT UNDER PART 2

The maximum amount **we** will pay is £2,000,000 for any one claim or number of claims arising out of any one incident.

We will also pay all legal costs and expenses that **you** have to pay, provided they are incurred with **our** written consent.

We will provide cover under this section to any person using the caravan with **your** permission, provided they are not covered under any other policy.

If **you** die, **we** will cover **your** personal representatives for any liability incurred by **you** and insured by this **policy**.



Please refer to the definitions on pages 5-8 for words shown in bold text.

ENDORSEMENTS.

The following endorsements apply only if they are shown on **your** policy schedule under the heading Endorsements Applicable. For more information take a look at the insurance contract section near the beginning of this booklet.

BD01 UNOCCUPANCY CONDITIONS

1. The exclusion of loss or damage occurring when **your home** is **unoccupied** for more than 60 days in a row applying to paragraphs 3, 6, 7, 9, 13 and 14 of part 1 of section 1 of this **policy** is deleted.
2. **We** shall not be responsible for the first £400 of each and every incident of loss or damage under paragraphs 3, 6, 7, 9, 13 and 14 of part 1 of section 1 of this **policy** in addition to any other amount for which **you** are responsible. There is no cover under these paragraphs unless:
 - i) **your home** is inspected both inside and outside at least every 14 days by **you** or by a responsible person acting on **your** behalf; and
 - ii) whenever **your home** is left unattended:
 - a) the water supply is turned off at the stopcock and all equipment, tanks and pipes containing water are drained; and
 - b) all doors and windows are closed and all the security devices (including locks and alarms) fitted to **your home** are put effectively into operation, and
 - c) all keys are removed from locks and taken away from **your home** or placed out of sight.

CT01 PROPERTY LET

1. In respect of the insurance under part 1 of section 2 of this **policy** the definition of **contents** is replaced as follows:

CONTENTS

Household goods, furniture, furnishings, fixtures and fittings belonging to **you** or for which **you** are legally responsible in the **home**

but excluding:

- Any part of the **buildings**.
- Property insured under any other policy.
- Property belonging to or the responsibility of any tenant.

2. Paragraph 6 of part 1 of section 2 of this **policy** is replaced as follows:



The **contents** are insured against loss or damage caused by:

6. Theft or attempted theft.



In addition to items listed on pages 13-14 **we** will not pay for:

- Any loss or damage unless force and violence is used to gain entry to **your home**.
- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you, your** domestic employees, lodgers, paying guests or tenants.

3. There is no insurance under:

- i) paragraphs A to P of part 1; or
 - ii) part 2
- of section 2 of this **policy**.

CT02 PAYING GUESTS ALLOWED

Part 2 of section 2 of this **policy** is replaced as follows:

PART 2 – OCCUPIERS' LIABILITY TO THIRD PARTIES.



We will cover **you** against liability at law for damages payable in respect of:

- death or bodily injury (including disease and illness);
 - loss of or damage to material property; caused by an accident occurring during the **period of insurance** incurred by **you**:
- i) As occupier of:
 - a) The **home**, provided that if the **home** is let to lodgers or paying guests, the number of lodgers or paying guests at any one time does not exceed six.
 - b) Land belonging to **your home**.
 - c) Any residential premises temporarily occupied for private purposes for no more than 30 days in any one **period of insurance**.
 - ii) As an employer of employees involved in domestic duties at **your home**.
 - iii) As a private individual anywhere in the world but not as the occupier or owner of any premises or land or as the employer of any employee.



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- The transmission of any contagious disease by **you**.
- Death of or bodily injury (including disease and illness) to **you** or any person employed by **you** in connection with the letting of any part of **your home** to lodgers or paying guests.
- Loss of or damage to material property belonging to **you** or under **your** charge or control.
- Any incident arising out of the ownership, custody or control of any horse, dog or pet if insured by any other **policy**.
- Death or bodily injury (including disease or illness) and loss or damage to property arising out of ownership, custody or control by **you** or on **your** behalf of a dog type specified in section 1 of the Dangerous Dogs Act 1991 (or designated for the purposes of that section by an order of the Secretary of State) or in the Dangerous Dogs (Northern Ireland) Order 1991.



We will cover **you** against liability at law for damages payable in respect of:



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- Death of or bodily injury to any employee arising out of:
 - i) being carried in or upon a vehicle; or
 - ii) entering or getting on to or leaving a vehicle;

in circumstances where any road traffic legislation requires insurance or security.
- **Your** willful act, including but not limited to any assault or alleged assault
- **Your** business or profession, but this does not apply to the letting of any part of **your home** to lodgers or paying guests or for private residential purposes.
- The ownership of any land or building including the **home**.
- A contractual obligation.
- The ownership, use or possession of:
 - i) Vehicles and other means of transport that are mechanically propelled or assisted whether licensed for road use or not (other than domestic gardening implements used within the boundary of the land belonging to **your home**, mobility carriages, electric wheelchairs and electrically assisted pedal cycles that are not required to be licensed if used on a public road).

(continues)

(continued)



We will cover **you** against liability at law for damages payable in respect of:



In addition to items listed on pages 13-14 **we** will not pay for liability arising from:

- ii) Aircraft, drones, hovercraft, lifts (other than a stair lift) or water craft (other than hand-propelled water craft).
- iii) Any trailer, horse box or caravan (other than occupiers' liability arising from a static caravan rented and temporarily lived in by **you**).
- The use of firearms, other than sporting guns used for sporting purposes.
- Loss or corruption of data directly or indirectly caused by the failure or malfunction of electronic equipment belonging to **you** or under **your** charge.

CLAIMS SETTLEMENT UNDER PART 2 – OCCUPIERS' LIABILITY TO THIRD PARTIES

Occupiers' and private individuals' liability to third parties

The maximum amount **we** will pay for any one claim or number of claims arising out of any one incident is:

- £2,000,000; and
- all legal costs and expenses that **you** have to pay, provided they are incurred with **our** written consent.

Employers' liability

If the incident involves injury (including disease and illness) to a person working for **you** under a contract of service or apprenticeship and the injury arises out of and in the course of such service or apprenticeship:

- The maximum amount **we** will pay is £5,000,000 in respect of any one claim or number of claims arising out of any one incident. The limit includes any claimants' costs and expenses and all other costs and expenses incurred with **our** written consent.

If **you** die, **we** will cover **your** personal representatives against liability incurred by **you** and insured by this **policy**.

CT03 FORCIBLE AND VIOLENT THEFT ONLY

Paragraph 6 of part 1 of section 2 of this **policy** is replaced as follows:



The **contents** are insured against loss or damage caused by:

6. Theft or attempted theft.



In addition to items listed on pages 13-14 **we** will not pay for:

- Any loss or damage unless force and violence is used to gain entry to **your home**.
- Loss or damage when **your home** is **unoccupied** for more than 60 days in a row.
- Loss or damage caused by **you, your** domestic employees, lodgers, paying guests or tenants.

CT04 UNOCCUPANCY CONDITIONS

1. The exclusion of loss or damage occurring when **your home** is **unoccupied** for more than 60 days in a row applying to paragraphs 3, 6, 7 and 9 of part 1 of section 2 of this **policy** is deleted.
2. **We** will not be responsible for the first £400 of each and every incident of loss or damage under paragraphs 3, 6, 7 and 9 of part 1 of section 2 of this **policy** in addition to any other amount for which **you** are responsible. There is no cover under these paragraphs unless:
 - i) **your home** is inspected both inside and outside at least every 14 days by **you** or by a responsible person acting on **your** behalf; and
 - ii) whenever **your home** is left unattended:
 - a) the water supply is turned off at the stopcock and all equipment, tanks and pipes containing water are drained, and
 - b) all doors and windows are closed and all the security devices (including locks and alarms) fitted to **your home** are put effectively into operation, and
 - c) all keys are removed from locks and taken away from **your home** or placed out of sight.

CV01 CARAVAN HIRED OUT

1. **We** will not be responsible for the first £250 of each and every incident of loss or damage under part 1 of section 4 of this **policy** in addition to any other amount for which **you** are responsible.
2. The exclusion of loss or damage arising while the caravan is let for hire or reward under part 1 of section 4 of this **policy** is deleted.
3. The exclusion of liability arising from an accident occurring while the caravan is being let for hire or reward is deleted.

CV02 MORE THAN ONE CARAVAN INSURED

The limitations and exclusions in section 4 of this **policy** apply separately to each caravan (including furniture, furnishings, fixtures, fittings, household linen and utensils and clothing and personal articles) in the same manner as if each had been insured by a separate policy.

PP05 SERVICE PERSONNEL

The insurance by section 3 of this **policy** is subject to the following additional exception.

We will not pay for:

- Loss or damage arising directly out of and in the course of **your** occupation as a member of Her Majesty's Forces.

PY01 MINIMUM STANDARDS OF SECURITY

Unless **we** agree otherwise in writing, there is no insurance under sections 2 and 3 of this **policy** for loss or damage by theft or attempted theft from **your home** unless:

- a) All easy to reach windows or openings someone could get in through are fitted with key operated locks. This includes all windows, skylights and other openings that are accessible from ground level or without the use of a ladder, such as from a balcony, porch, single storey extension or next to a drainpipe.
- b) The last door **you** use when leaving **your home** is secured by either:
 - a lock certified to British Standard BS3621. (A lock certified to British Standard BS8621 is acceptable for flats or maisonettes above ground level to meet fire safety recommendations); or
 - a multi point locking system with a minimum of three locking points.

- c) External sliding doors are secured by anti lift devices and either:
- a hook lock certified to British Standard BS3621;
 - a multi point locking system with a minimum of three locking points; or
 - any lock plus two internal key operated patio door locks or key locking bolts at the top and bottom.

- d) External double doors are secured as follows:

The first closing door is secured both at the top and bottom with either:

- key operated security bolts that operate vertically into the door frame; or
- flush bolts mounted on the door edge and concealed when doors are closed.

The second closing door is secured with either:

- a lock certified to British Standard BS3621;
- a multi point locking system with a minimum of three locking points; or
- any lock plus key operated security bolts that operate vertically into the door frame at the top and bottom.

- e) All other external doors, including doors accessing the private dwelling from a garage, need to be secured either:

- as stated in (b) above; or
- by any lock plus internal key operated security bolts at the top and bottom.

- f) Garages and outbuildings are fitted with a key operated lock or locking system.

- g) Immediately before going to bed:

- all external doors and windows are closed, and
- all the window and door locks and bolts fitted to **your home** are put effectively into operation

other than in occupied bedrooms.

- h) Whenever **your home** is left unattended:

- all doors and windows are closed and all the security devices (including locks and alarms) fitted to **your home** are put effectively into operation, and
- all keys are removed from locks and taken away from **your home** or placed out of sight.

PY02 SECURITY

There is no insurance under sections 2 and 3 of this **policy** for loss or damage by theft or attempted theft from **your home** unless:

1. Immediately before going to bed:
 - all external doors and windows are closed, and
 - all the window and door locks and bolts fitted to **your home** are put effectively into operationother than in occupied bedrooms.
2. Whenever **your home** is left unattended:
 - all doors and windows are closed and all the security devices (including locks and alarms) fitted to **your home** are put effectively into operation; and
 - all keys are removed from locks and taken away from **your home** or placed out of sight.

PY03 INTRUDER ALARM

There is no insurance under sections 2 and 3 of this **policy** for loss or damage by theft or attempted theft from **your home** unless the following requirements are met by **you** or by a responsible person acting on **your** behalf.

1. The intruder alarm installed at **your home** must be kept in proper working order under a continuing maintenance contract with an alarm company approved by the National Security Inspectorate (NSI) or Security Systems and Alarms Inspection Board (SSAIB) or such other company as agreed by **us**.
2. **Your** intruder alarm (or such parts of **your** intruder alarm as may be agreed by **us**) must be set before **you** or **your** domestic employees retire for the night.
3. **Your** intruder alarm must be set whenever **your home** is left without a responsible person in attendance.
4. **Your home** must not be left without a responsible person in attendance unless, as far as **you** or **your** representatives are aware, the intruder alarm, including all telecommunication lines used to transmit any signal or call, is fully operational and working.
5. **Your** intruder alarm must not be altered or replaced without **our** prior agreement.
6. **You** must tell **us** immediately if the police give formal notice to **you** of withdrawing response to signals or calls made by **your** intruder alarm.

PY09 UNOCCUPANCY CONDITIONS

1. The exclusion of loss or damage occurring when **your home** is **unoccupied** for more than 60 days in a row applying to paragraphs 3, 6, 7, 9, 13 and 14 of part 1 of section 1 and paragraphs 3, 6, 7 and 9 of part 1 of section 2 of this **policy** is deleted.
2. **We** shall not be responsible for the first £400 of each and every incident of loss or damage under paragraphs 3, 6, 7, 9, 13 and 14 of part 1 of section 1 and paragraphs 3, 6, 7 and 9 of part 1 of section 2 of this **policy**, in addition to any other amount for which **you** are responsible. There is no cover under these paragraphs unless:
 - i) **your home** is inspected both inside and outside at least every 14 days by **you** or by a responsible person acting on **your** behalf; and
 - ii) whenever **your home** is left unattended:
 - a) the water supply is turned off at the stopcock and all equipment, tanks and pipes containing water are drained, and
 - b) all doors and windows are closed and all the security devices (including locks and alarms) fitted to **your home** are put effectively into operation, and
 - c) all keys are removed from locks and taken away from **your home** or placed out of sight.

PY11 JEWELLERY PROTECTION (3)

The maximum amount that **we** will pay in respect of one claim under this **policy** for a single article of jewellery or watch is £10,000 and for jewellery and watches in total is £20,000, unless the article(s) is/are:

- i) being worn; or
- ii) in a room occupied by the **policyholder**; or
- iii) in a securely fixed locked safe; or
- iv) deposited in a bank or safe deposit.

Subject otherwise to the limits, terms, exceptions and conditions of this **policy**.

PY12 DELAYED INSTALLATION OF SECURITY

1. It is a requirement of this **policy** that **your home** is secured in accordance with **our** minimum standards of security. If **you** do not comply with this requirement within 30 days of receipt of this endorsement by **you**, there will be no cover under sections 2 and 3 for loss or damage by theft or attempted theft from **your home**.
2. Endorsement PY01 (Minimum standards of security) does not apply until:
 - i) 30 days after receipt of endorsement by **you**; or
 - ii) such time as **your home** is secured in accordance with **our** minimum standards of security;whichever is earlier.

PY13 PROOF OF VALUE

It is a requirement of this **policy** that **you** provide **us** with proof of value and ownership acceptable to **us** for any item specified on **your** policy schedule that would cost more than £10,000 to replace. If **you** do not comply with this requirement within 30 days of the start date of cover, there will be no insurance under this **policy** for the item(s).

OUR COMPLAINTS PROCEDURE.

We always aim to treat you with fairness, courtesy and respect for your insurance needs, and keep you informed. This commitment extends to dealing with any complaints you might have in a straightforward, helpful way, as quickly as possible.

IF YOU HAVE A COMPLAINT:

Please contact us quoting your policy or claim number.

You should address your complaint to the address or telephone number shown on your policy schedule or last renewal notice.

IF YOU REMAIN DISSATISFIED, YOU CAN COMPLAIN TO:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

0800 023 4567

0300 123 9123

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

Making a complaint will not affect your legal rights. For further information about your legal rights, please contact your local authority Trading Standards department or Citizens Advice Bureau.



USEFUL PHONE NUMBERS.

GENERAL HOME INSURANCE ENQUIRIES

Please call us on the phone number shown on your policy schedule or contact your insurance intermediary.

MAKING A CLAIM

Home insurance

Please call us on the phone number shown on your policy schedule or contact your insurance intermediary.



www.legalandgeneral.com/insurance

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