

Home Buildings and Contents Insurance including Residential Let Insurance Product Information Document

Company: CPD Underwriting Solutions Limited
Product: CPD HomeCare



This document provides a summary of the key information covered by this policy. It does not contain the full terms of the policy which can be found in the full policy documentation.

What is this type of Insurance?

This is a Household Building and Contents Insurance policy for Private Residences and Residential Lets covering loss or damage to the main structure of your home up to the stated limit in your Policy Schedule and loss or damage to contents which you own or are legally responsible for, up to the stated limit in your Policy Schedule.



What is insured?

PRIVATE RESIDENCES

- ✓ Buildings sums insured up to **£1,250,000**.
- ✓ Contents sums insured up to **£350,000**.
- ✓ **Loss or Damage** caused by, fire, smoke, explosion, lightning, earthquake, storm, flood, theft or attempted theft, escape of water or oil, malicious persons, riot or civil commotion, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes.
- ✓ **Valuables** (articles of Gold, Silver or other precious metal, jewellery, precious stones, watches, furs, pictures or other works of art, collections of stamps or coins).

The sum insured for any one claim for valuables will be 20% of the contents sum insured.

Cover for articles of gold, silver, precious metals, jewellery, precious stones and watches are limited to 12.5% of the contents sums insured.

The maximum sum insured for any one valuable is £10,000.

- ✓ **Alternative Accommodation** up to £75,000.
- ✓ **Trace & Access** up to £7,500.
- ✓ **Lock Replacement** up to £750.
- ✓ **Defective Premises** up to £2,000,000. (Please see policy wording section 'Legal Liability' for further information).
- ✓ **Emergency Entry** up to £1,000.
- ✓ **Accidental Damage** to underground pipes and cables.
- ✓ **Accidental Breakage** of fixed glass in windows, fixed sanitary ware and bathroom fittings.
- ✓ **Frozen Food** unlimited.
- ✓ **Money in the Home** up to £2,000.
- ✓ **Visitors Personal Possessions** up to £500.
- ✓ **Contents in the open** up to £2,000.
- ✓ **Removal of nests** included.
- ✓ **Plants in the Garden** up to £2,500.
- ✓ **Theft from Outbuilding** up to £3,500.
- ✓ **Temporary Removal** up to £10,000.
- ✓ **Office Equipment** up to £12,500.
- ✓ **Business Stock** up to £1,000.
- ✓ **Accidental Damage to Audio and Visual Equipment** included.
- ✓ **Accidental Damage to Mirrors or Glass** included.
- ✓ **Matching Sets and Suites** included.
- ✓ **Downloaded Audio/Video Files** £2,500.
- ✓ **Loss or Theft of Keys** up to £1,500.
- ✓ **Loss of Oil and Metered Water** up to £1,500.
- ✓ **Wedding/Recognised Religious Festivals** increase of 10% of Contents Sums Insured for 30 days before and after.
- ✓ **Shopping in Transit** up to £1,000.
- ✓ **Deeds and Documents** unlimited.
- ✓ **Students Contents** up to £5,000.
- ✓ **Property Owners Liability** up to £2,000,000.
- ✓ **Personal Liability** up to £2,000,000.
- ✓ **Employers Liability** up to £10,000,000.

Extended cover is available for **Accidental Buildings and Contents Damage - which includes Accidental Damage caused by Pets, Personal Possessions and Pedal Cycle** cover. Please speak to your broker if you are interested in buying extended cover.



What is not insured?

PRIVATE RESIDENCES

- ✗ Malicious acts, theft or attempted theft caused by you, your family, lodgers, guests, tenants or employees.
- ✗ Loss or damage while your home is unoccupied (not lived in for more than 60 days).
- ✗ Loss or damage caused by domestic pets.
- ✗ Contents in any garage or outbuilding unless force and violence have been used to get into or out of the buildings.
- ✗ Damage caused by frost.
- ✗ Damage to fences, hedges or gates caused by storm or flood.
- ✗ Property Owners Liability arising from any employment, trade or business of you or your family.
- ✗ Any reduction in value.
- ✗ Any legal liability resulting from any business, trade or profession.
- ✗ Any claim resulting from:
 - deliberate or criminal acts by you or your family;
 - gradual causes including deterioration or wear and tear;
 - mildew, fungus, climatic or atmospheric conditions, frost, wet or dry rot;
 - any process of cleaning, repair or alteration;
 - vermin, insects or chewing, scratching, tearing or fouling by pets;
 - electrical, electronic, or mechanical fault or breakdown;
 - faulty design materials or workmanship;
 - delay, confiscation or detention by customs or other officials;
 - aircraft travelling at supersonic speeds;
 - the failure of computer or electronically controlled equipment to recognise any date as the true calendar date;
 - computer viruses, hacking or phishing attacks;
 - ionising radiation, radioactivity, nuclear fuel, nuclear waste or equipment;
 - war, revolution or any similar event;
 - pollution or contamination which was:
 - the result of a deliberate act;
 - expected and not the result of a sudden, unexpected and identifiable incident.
- ✗ We will not pay for any claim arising directly or indirectly from an act of terrorism. In this case, an act of terrorism means preparing, threatening to use or actually using any item capable of producing biological, chemical or nuclear pollution or contamination.

Personal Possessions

Theft from unattended motor vehicles unless the vehicle was locked and the property was hidden in a glove compartment or luggage compartment.

Loss or damage caused by Theft or attempted Theft from an unlocked hotel room.

Pedal Cycles

Theft of a Pedal Cycle if left unattended away from your home unless locked to a permanent structure or in a locked building as stipulated in your Policy Wording.

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What is insured?

RESIDENTIAL LET

- ✓ Landlords Contents sums insured up to **£10,000**.
- ✓ Buildings sums insured up to **£1,250,000**.
- ✓ **Loss or Damage** caused by, fire, smoke, explosion, lightning, earthquake, storm, flood, theft or attempted theft, escape of water or oil, malicious persons, riot or civil commotion, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes.
- ✓ **Trace & Access** up to £7,500.
- ✓ **Lock Replacement** up to £750.
- ✓ **Property Owners Liability** up to £2,000,000.
- ✓ **Defective Premises** up to £2,000,000. (Please see policy wording section 'Legal Liability' for further information).
- ✓ **Emergency Entry** up to £1,000.
- ✓ **Accidental Damage** to underground pipes and cables.
- ✓ **Accidental Breakage** of fixed glass in windows, fixed sanitary ware and bathroom fittings.
- ✓ **Loss of Rent or Alternative Accommodation** for your tenants up to £75,000.
- ✓ **Re-letting costs** up to £500.
- ✓ **Removal of nests** included.
- ✓ **Malicious acts or vandalism** up to £7,500.
- ✓ **Employers Liability** up to £10,000,000.



What is not insured?

RESIDENTIAL LET

- ✗ Malicious acts, theft or attempted theft caused by you, your family, lodgers, guests, tenants or employees.
- ✗ Loss or damage while your home is unoccupied (not lived in for more than 30 days).
- ✗ Loss or damage caused by domestic pets.
- ✗ Damage caused by frost.
- ✗ Damage to fences, hedges or gates caused by storm or flood.
- ✗ Any reduction in value.
- ✗ The cost of replacing any undamaged item or part of any item just because it forms part of a set, suite or one of a number of items of a similar type, colour or design.
- ✗ Any legal liability resulting from any business, trade or profession.
- ✗ Any claim resulting from:
 - deliberate or criminal acts by you or your family;
 - gradual causes including deterioration or wear and tear;
 - mildew, fungus, climatic or atmospheric conditions, frost, wet or dry rot;
 - any process of cleaning, repair or alteration;
 - vermin, insects or chewing, scratching, tearing or fouling by pets;
 - electrical, electronic, or mechanical fault or breakdown;
 - faulty design materials or workmanship;
 - delay, confiscation or detention by customs or other officials;
 - aircraft travelling at supersonic speeds;
 - the failure of computer or electronically controlled equipment to recognise any date as the true calendar date;
 - computer viruses, hacking or phishing attacks;
 - ionising radiation, radioactivity, nuclear fuel, nuclear waste or equipment;
 - war, revolution or any similar event;
 - pollution or contamination which was:
 - the result of a deliberate act;
 - expected and not the result of a sudden, unexpected and identifiable incident.
- ✗ We will not pay for any claim arising directly or indirectly from an act of terrorism. In this case, an act of terrorism means preparing, threatening to use or actually using any item capable of producing biological, chemical or nuclear pollution or contamination.
- ✗ Malicious acts or vandalism - the first £250 in total of loss or damage occasioned by the tenant to Landlords Contents.
- ✗ An additional excess of £500 will apply when the property is unoccupied.
- ✗ An additional excess of £250 will apply during periods of repair or renovation.



Are there any restrictions on cover?

- ! We will decide whether to repair, replace, or pay for property which is lost or damaged. When we settle your claim we will deduct the excess as shown on your Schedule. The maximum amount which we shall be liable to pay is the relevant sum insured less any excess and subject to any limit applicable.
- ! The standard excesses that are applicable to your policy are as below (Please refer to your Policy Schedule for any additional excesses applicable to your policy):
 - o Compulsory: £50.
 - o Escape of water: £250.
 - o Subsidence: £1,000.
 - o Flood: £200.



Where am I covered?

- ✓ The British Isles.
- Personal Possessions (**Excluding Residential Let Cover**) are covered anywhere in the world for a period of not more than 60 days whilst in the custody or control of you or your family.



What are my obligations?

You are required to meet the conditions shown in your policy documentation such as having appropriate locks, alarms and any other security measures required under the policy documentation.

You are also required to:

- Provide honest, accurate and complete information to us or your insurance broker as required.
- Inform us of any changes in circumstances such as changes to your address, if someone lives in the home other than you, if the home becomes unoccupied, if your home is being used for business or is not in a good state of repair or if you plan to carry out any building works at your home.
- Pay your insurance premium.
- Inform us as soon as possible if you have had a loss, theft or accident.
- Pay any excess(es) documented in your policy documentation in the event of a claim.
- Undertake to maintain the property in a good state of repair.
- Do all you can to prevent and reduce any costs, damage, injury or loss.
- Inform us of any loss, damage or liability as soon as possible.
- Report any loss, theft, attempted theft or malicious damage to the Police immediately.

In addition, for Residential Let, you are also required to:

- Adhere to the un-occupancy conditions shown in the policy documentation.
- Ensure no cooking is undertaken at the property other than in areas which have been constructed and equipped as kitchens.
- Ensure that all gas and electrical appliances and installations at the property are regularly inspected as required by legislation and all records of such inspections / work undertaken must be kept to produce to the Insurers upon request.
- Ensure no portable heating appliances other than portable electrical heaters are used at the property.
- Ensure the Tenancy Agreement is in writing and for a minimum period of 6 months and arranged through a professional letting agency.
- Ensure Tenants are Employed and supply at least 2 written references.
- Inspect the property internally at least every 6 months.

You must fulfil your obligations taking reasonable care and comply with all terms and conditions, as far as possible; otherwise we may not be able to deal with your claim.



When and how should I pay?

You should make payment to your broker, this may be by making a one off payment or your broker may be able to arrange credit facilities if required.



When does the cover start and end?

Your policy covers you for 12 months from the date you request your policy to be started. The dates will be shown within your Policy Schedule.



How do I cancel the contract?

You are free to cancel this policy at any time by contacting your broker. In the event of cancellation we will give you a proportionate refund of premium provided you have not made a claim and will be subject to a minimum premium of £25.

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Home Buildings and Contents Insurance including Residential Let

Customer Information

Company: CPD Underwriting Solutions Limited

Product: CPD HomeCare



Making a Claim

In the Event of a claim please contact:

Broker Direct Plc, Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.

Claims Telephone number: 01204 600364

Complaints Process

Complaints Process: We are dedicated to providing you with the high standards of service you have the right to expect. If your complaint relates to your policy or claim, please contact your insurance broker who should be able to assist. If your insurance broker cannot resolve the complaint please contact Broker Direct on 01204 600200 or at Broker Direct Plc, Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.

If Broker Direct is unable to resolve the complaint to your satisfaction (and if eligible), you can ask the Financial Ombudsman to review your case. This is a free and unbiased service.

Telephone: 0800 023 4567 (Landlines) 0300 123 9123 (Mobile)

Email: enquiries@financial-ombudsman.org.uk

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Financial Services Compensation Scheme: Accredited Insurance (Europe) Limited (who underwrites the policy) is covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.