

Summary of Cover

OWNER OCCUPIER

Home Insurance for Private Residences

A home insurance package designed for private residences.

RGA Underwriting Limited offers you comprehensive standard cover plus optional extras.

Inflation Protection

We take away the burden of keeping **your buildings sums insured** in line with inflation - **we** use recognised price indices to amend **your sums insured** to reflect inflation.

Expert Claims Management

We take on the burden of negotiating with third parties on **your** behalf.

Spreading Your Cost

You can take up the option to pay **your** annual premium by monthly direct debit - helping **you** to manage **your** cashflow. This will normally be provided by an independent third-party Premium Finance Company and there may be a charge associated with this. Please contact Customer Services for more details.

Policy Duration

This is an annually renewable **policy**; pro-rata options are available when **policy** is purchased as part of a portfolio. Please contact Customer Services for more details.

Sums Insured

Correct values at risk must be advised to **us**. If the **sums insured you** request are not adequate this may jeopardise **your** claim or cover.

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POLICY SUMMARY

This document is a summary of the insurance cover provided by the Homecare Insurance product and, as such, it does not contain the full terms and conditions of **your** insurance. **You** can find the full terms and conditions of the product in the **policy** wording. This summary is provided to **you** for information purposes only and does not form part of **your** insurance contract.

Type of insurance cover - **RGA Underwriting Ltd** offers comprehensive **home** insurance **buildings** and/or **contents** cover for private residences. Please refer to **your policy certificate** for full details of **your** cover.

The maximum amount **we** will pay is the **sum insured** or limit shown within **your policy** wording or on the **policy certificate**.

Accidental damage and personal possessions covers are also available as additions, please ask **your** insurance adviser for details; **your policy certificate** will show if **you** selected these options.

Please note that **contents** or **buildings sum insured** over a specified amount will carry a minimum security and/or alarm clause.

Please check **your certificate** to see if this applies to **your** insurance.

FEATURES AND BENEFITS

Where a heading is in **bold** in the **policy** summary, the full definition can

be found in **your policy** wording under the same heading. Cover applies within the **territorial limits**.

Buildings Standard Cover

- Loss or damage caused by storm, flood, escape of water (e.g. from burst pipes or tanks) or oil, subsidence, theft, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes, fire, smoke, explosion, lightning, earthquake, malicious persons, riot;
- Breakage of fixed glass in windows, fixed sanitary ware and bathroom fittings;
- Damage to underground pipes and cables and up to £5,000 towards the necessary costs in locating the source of the damage;
- Alternative accommodation up to 20% of the **buildings sum insured**;
- Property owner's liability up to £2,000,000.

Buildings Additional Cover - Accidental Damage

- **Accidental damage** to **buildings, outbuildings**, grounds that the **home** stands on and fixtures and fittings;
- **Accidental damage** to pipes and drains and fixed glass, sanitary ware and bathroom fittings.

Contents Standard Cover

- Limits of 5% of the contents **sum insured** for any one valuable;
- Loss or damage caused by fire, smoke, explosion, lightning, earthquake, storm, flood, theft, escape of water (e.g. from burst pipes or tanks) or oil, malicious persons, riot, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes. (Causes 1 – 11 in the **policy** wording);
- Breakage of or damage to fixed glass in furniture and **home** entertainment equipment;
- Loss of metered water and oil up to £500;
- Loss or damage to household goods, pedal cycles, valuables, personal effects, money - all contained within the home.
- Alternative accommodation up to 20% of the sum insured;
- Increase in **sum insured** over the months of November and December and 30 days leading up to a wedding;
- Loss or damage to food in fridges and freezers up to £500;
- Liability for **domestic** employees up to £10,000,000;
- Tenant liability up to 10% of the **sum insured**;
- Public liability insurance up to £2,000,000.

Contents Additional Cover - Accidental Damage

- **Accidental damage** to household goods, personal effects & valuables;
- **Accidental damage** to **home** entertainment equipment and mirrors and glasses.

Personal Possessions

- Loss or damage to personal possessions in Europe and anywhere in the world for up to 60 days;
- Cover includes personal effects, valuables, money, pedal cycles, mobile phones, **laptops**, specified and unspecified items.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS

Your policy excludes some situations. Please refer to the **policy** wording for full details and terms and conditions. The most significant or unusual exclusions are outlined below. **Your policy** excludes or limits

the following:

- The **excesses** and any increased amount **you** have agreed to pay;
- Watercraft (e.g. windsurfers and sailboards) and mechanically propelled vehicles (e.g. quad bikes and motorcycles) and any liability arising from them are not covered;
- Property primarily used for and liability arising from business purposes is not covered;
- Property must be maintained in a good state of repair;
- **You** must inform **us** if the property will be **unoccupied/empty** or **unfurnished** for more than 60 consecutive days;
- This insurance does not cover loss, damage or liability caused through or as a result of illegal activities;
- The **home** is otherwise insured as being of **standard construction**: built of brick, stone or concrete and roofed with slate, tiles or concrete;
- Riot or civil commotion outside of the United Kingdom, the Isle of Man or the Channel Islands, confiscation or sonic bangs, radioactive contamination, war risks, terrorism, reduction in market value, date change, pollution and contamination.

Additional Exclusions under Contents Standard Cover

- Loss or damage caused by wear and tear, rot, mildew, domestic pets, vermin, chewing, scratching, tearing or fouling by domestic animals;
- Damage caused by any gradually operating cause.

Additional Exclusions under Personal Possessions

- Theft from an unattended motor vehicle, unless the personal possessions are concealed from view and the vehicle is locked;
- Theft from an unlocked hotel room.

Other terms and conditions may apply, dependent on circumstance, please see the **policy** wording for full conditions and exclusions.

CANCELLATION

Your Rights

You are entitled to cancel **your** insurance **policy** at any stage during the **policy** term. **You** are entitled to a period of 14 days, from the day of inception, in which to consider the content of **your** insurance **policy**, and the extent of the cover therein. Cancellation of **your policy** within 14 days is therefore subject to a full refund.

After 14 days, cancellation of **your** insurance **policy** will be subject to the normal terms and conditions of the **policy** wording, and will be refunded pro rata, less 15% of the total cost of the insurance premium.

In the event of a total loss, if **you** are paying by instalments, **you** will either have to continue with the instalment payments until the **policy** renewal date or **we** may, at **our** discretion, deduct the outstanding instalments due from any claim payment made.

You may cancel this **policy** at any time by providing prior written notice to **your** insurance Adviser at the address shown in their correspondence or to **RGA Underwriting Ltd**, provided that there have been:

- No claims made under the **policy** for which **we** have made a payment;
- No claims made under the **policy** which is still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to **us**.

CLAIM NOTIFICATION

In the event that **you** need to make a claim under **your policy**, **you** should telephone the **RGA Underwriting Ltd** claims line on *0208 587 1060*. Claims must be submitted within 30 days of the incident. **We** will inform the insurer, without any unnecessary delay, and notify **you** of any request for information **we** receive from **your** insurer.

Where theft/attempted theft, malicious damage or fire has occurred, the police must be notified immediately - incidents involving personal possessions must be reported with 24 hours.

MAKING YOURSELF HEARD

Any complaint **you** may have should, in the first instance, be addressed to **your** insurance adviser, then claim office or helpline as applicable. If **you** are not satisfied with the way in which **your** complaint has been dealt with, **you** should write to **RGA Underwriting Ltd** Customer Services department.

If **you** are still not happy with the way **your** complaint has been dealt with **you** may write to: The Chief Executive of Equity Red Star, Library House, New Road, London, CM14 4GD.

After this action, **you** still remain unsatisfied, **you** may contact the Policyholder & Market Assistance department at Lloyd's to review **your** case. The address is the Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London, EC3M 7HA.

If the complaint is still not resolved, **you** can approach the Financial Ombudsman Service. The Ombudsman will only consider complaints if:

- **We** have provided **you** with written confirmation that **our** internal complaints procedure has been exhausted;
- **Your** business has a turnover of less than £1,000,000;

Referral to the Financial Ombudsman will not affect **your** right to take legal action. Full details of addresses and contact numbers can be found within the **policy** wording.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

RGA Underwriting Ltd is covered by the FSCS, which is triggered when an authorised firm goes out of business. In this unlikely event **you** may be entitled to compensation from the scheme. Compensation under the scheme for:

- Compulsory insurance is covered in full;
- The scheme will cover 90% of the claim with no upper limit.

Full details are available at www.fscs.org.uk.

FINANCIAL SERVICES AUTHORITY REGULATION

Equity Red Star and **RGA Underwriting Ltd**, are authorised and regulated by the Financial Services Authority (FSA). This can be checked on the FSA's website at www.fsa.gov.uk/register or by contacting the FSA on *0845 606 1234*.

This **policy** is underwritten by Equity Red Star which is managed by Equity Syndicate Management Ltd and is authorised and regulated by the Financial Services Authority. Equity Syndicate Management Limited is registered in England No. 426475. Registered Office: Library House, New Road, Brentwood, Essex CM14 4GD. Our registration number is 204851.

For further details about this cover, please refer to your agent, or contact the Quoteline on **0208 587 1060**, giving agent name and/or number