

Residential Property Owners Insurance

Insurance Product Information Document

Insurer: Ageas Insurance Limited

Product: Heritage Property Owners - Let/Unoccupied Policy

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039.

This Insurance Product Information Document provides a summary of the key information for this product. Complete pre-contractual and contractual information on the product is provided in the policy documentation. The policy, along with your personalised schedule will provide you with exact details of what is and isn't covered, along with important duties and conditions that you must comply with in order to ensure your cover remains effective.

What is this type of insurance?

This policy covers buildings that you own but do not occupy and can include cover for your contents that you have furnished it with. Cover is for loss or damage from specific events (for example - fire, storm or leaking water). The policy also includes your legal liability to others as owner of the property. Your policy schedule will confirm which covers have been selected and included.



What Is Insured?

(For a full list of what is and isn't covered please refer to the policy booklet. Your schedule will confirm the operative sections)

- ✓ A range of sudden and unforeseeable events, such as fire, explosion, theft, escape of water, flood or subsidence to your insured property
- ✓ **Buildings** (including outbuildings, domestic garages, walls, gates and fences) - The maximum amount you can claim for is shown in your policy schedule. This amount should represent the cost of rebuilding the property insured, including applicable professional costs and fees.
- ✓ Damage to additional items such as solar panels, sanitary ware, domestic and underground pipes and cables.
- ✓ Increased domestic water charges following an escape of water claim (limited to £750 any one period of insurance).
- ✓ Up to 12 months loss of rent contractually due to you that is unrecoverable following an insured event (limited to 20% of the building sum insured).
- ✓ Costs of locating the source of damage caused by an escape of water at the property (limited to £5,000 in any one period of insurance).
- ✓ Damage to the property, lawns or gardens caused by the attendance of the emergency services (limited to £1,000 in any one period of insurance).
- ✓ Accidental Damage to buildings, which covers unintentional one-off events – **your schedule will confirm if this optional cover has been included.**
- ✓ **Contents** (including tv/radio aerials, household goods within the property) – Reference is to be made to the policy for the full contents definition and to your schedule to see the maximum amounts you can claim for.
- ✓ **Property owner's liability** – covers your legal liability as property owner for any amounts you become legally liable to pay as damages for bodily injury or damage up to £2 million (unless the schedule shows a different limit) any one accident or series of accidents.



What Is Not Insured?

(For a full list of what is and isn't covered please refer to the policy booklet)

- ✗ Depending on the type of incident, you may be required to pay the first amount of any claim made and this is called the excess. Please refer to your policy and schedule for full details.
- ✗ Your property's maintenance costs.
- ✗ Existing damage or damage that was caused deliberately by you or any other person lawfully on the premises.
- ✗ Damage arising from war, wear and tear, faulty design or specification.
- ✗ Damage caused by contractors working on the premises or liability arising from any major works they are carrying out.
- ✗ Any reduction in value of the property following repair or replacement.
- ✗ Subsidence damage to solid floors within the property, unless the building is damaged at the same time and by the same event.
- ✗ Subsidence damage whilst the property undergoes structural repairs, alterations or extensions.
- ✗ Cover for damage where the property is insured elsewhere.



Are there any restrictions on cover?

(A full list of the restrictions that apply are found in the policy booklet, with any additional restrictions being highlighted on the schedule)

- ! Some insured events may not be covered whilst the property is unoccupied (defined in the policy as no one residing in the property for 30 consecutive days or more).
- ! Cover excludes damage caused by domestic pets, insects or vermin.
- ! Cover excludes escape of water due to failure of, or lack of sealant or grout.
- ! Cover excludes theft or malicious damage caused by lodgers, tenants or persons lawfully at the premises.
- ! Excludes liability arising out of any criminal or violent acts to another person.
- ! Excludes liability arising out of any occupation or business activity.
- ! Excludes liability arising out of owning or using any vehicle, aircraft or boat, or any animal (except for cats, horses or dogs not designated as Dangerous Dogs).



Where am I covered?

- ✓ Buildings and Contents – At the premises specified on your schedule



What are my obligations?

(A full list of your obligations, duties and conditions are contained within your policy wording, with any additional ones shown on your schedule)

- Insurers rely on the information you have provided to them to make their decision to offer you a policy with attached terms. You must always be honest and give accurate answers to questions asked when you take out the policy, make changes to the policy, or renew it.
- You must take all steps to prevent any loss, damage or injury and ensure the agreed protections for securing your property are maintained and working properly.
- You must tell your broker immediately if the occupation of your property changes, if any structural alterations or renovations are to be made, or if any details previously disclosed change at any time before, during and after the policy begins.
- You must notify Insurers in the event of a claim as soon as possible and obtain a police crime reference number where the claim involves theft or any malicious act. You must co-operate fully with Insurers and do not dispose of any damaged items without their approval.
- You must immediately confirm to your broker if your property is to be demolished or becomes subject to a compulsory purchase order.
- You must comply with all regulations regarding the letting of properties, which will confirm the maximum number of persons allowed to reside in the property, rules around fire protection devices, gas appliances and boilers.
- You must tell your broker immediately if the property becomes illegally occupied.
- You must immediately inform your broker if the property becomes unoccupied and not re-let within 30 consecutive days.
- Where the property is unoccupied, you must ensure regular inspections of the property are carried out, turn the water off at the mains and clear all loose material from the property.



When and how do I pay?

You can pay for your policy in full or you may be able to spread the cost over an agreed instalment plan. Please contact your broker for details.



When does the cover start and end?

This policy runs for 12 months, beginning on the date shown on your policy schedule and ending at the expiry date. You will receive a notice when your policy is approaching renewal



How do I cancel the contract?

Cancellation within 14 days – Cooling off period

If you cancel your policy within 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later), you will be entitled to receive a full refund of premiums paid, subject to any applicable administration fees charged by your broker and on the provision that you have not made a claim.

Cancellation after 14 days

You can still cancel the policy any time after the cooling off period and if you have not made any claims during the policy period, you will be entitled to a return premium, however the amount will depend on how long the policy has been in force. Any return premiums will be subject to any applicable administration charges made by your broker.

Important: Information About Your Policy

How to Make a Claim

In the event of a claim or potential claim under this policy, please contact **our** claims team:

Ageas Insurance Limited per Davies Managed Systems Limited, P.O. Box 2801, Stoke on Trent, Staffordshire, ST4 9DN. Telephone: **0344 371 2390**. The claims helpline is open 24 hours a day, 365 days a year.

When contacting **our** claims team, please ensure **you** have **your** policy reference number available. **We** may record or monitor calls for training purposes or to improve the quality of **our** service.

What to do if you have a Complaint - Enquiries and Complaints Procedure

If you wish to make a complaint about your policy administration and documents, you should contact your broker.

If **you** wish to make a complaint about a claim please contact;

Ageas Insurance Limited per Davies Managed Systems Limited,

P.O. Box 2801, Stoke on Trent, Staffordshire, ST4 9DN

Telephone: **0344 371 2390**

We promise to:

- acknowledge **your** complaint within five days of receiving it;
- have **your** complaint reviewed by a senior member of staff;
- tell **you** the name of the person managing **your** complaint; and
- respond in full to **your** complaint within 8 weeks. If it is not possible for any reason, **we** will write to **you** to explain why **we** have not been able to settle the matter quickly. **We** will also let **you** know when **we** will contact **you** again.

In the event of contacting **your broker** or Davies Managed Systems Limited **you** remain dissatisfied, then **you** may refer **your** case to:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: **08000 234 567** Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you exercise your right to refer your complaint to the Financial Ombudsman, you must do so within 6 months of the date of the Insurer's final response.

Please note, taking your complaint to the Financial Ombudsman does not affect your statutory rights.

Financial Services Compensation Scheme (FSCS)

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.

Your entitlement to compensation will depend on the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS at:

Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

Tel: **0800 678 1100** and **020 7741 4100**

E-mail: enquiries@fscs.org.uk

Website: www.fscs.org.uk