

Home insurance

Insurance product information document

Company: Policy Expert

Product: Policy Expert Home Select

Policy Expert have arranged this insurance with QIC Europe Limited, registered in Malta. Registration number C67694. QIC Europe Limited is authorised and regulated by the Malta Financial Services Authority. Policy Expert is a trading name of QMetric Group Limited, which is authorised and regulated by the Financial Conduct Authority. QMetric Group Limited's registered office is at 110 Bishopsgate, London, EC2N 4AY.

This document provides a summary of the key information relating to this home insurance policy. It does not form part of the contract between us. Complete pre-contractual and contractual information about the product is provided in the policy documents.

What is this type of insurance?

This policy is designed to provide cover for loss or damage to your property (buildings and/ or contents).



What is insured?

This policy covers loss or damage to your property caused by: fire, smoke, explosion, lightning, earthquake, flood, storm, escape of water or oil, theft, collision damage (for example by animals or vehicles), riot, malicious damage, subsidence and falling objects (for example trees).

The amount you specified to rebuild your home and/ or replace your contents is shown in your policy schedule.

Buildings (if you select this section)

- ✓ Loss or damage to the structure of your home (including garages and outbuildings).
- ✓ Accidental damage to glass and sanitary fittings.
- ✓ Accidental damage to mains services which you are legally responsible for.
- ✓ Sourcing a leak which is causing damage to your home, up to £10,000.
- ✓ Accidental loss of metered water or domestic heating oil, up to £500.
- ✓ Cost of alternative accommodation if the home can't be lived in following insured damage, up to £100,000.
- ✓ Replacing locks and keys to external doors and windows of your home, if the keys to the locks are stolen or the locks are damaged, up to £500.
- ✓ Property owners liability (for amounts you legally have to pay as the owner for injury to a third party or damage to their property), up to £2,000,000.

Contents (if you select this section)

- ✓ Loss or damage to contents in your property (including in garages and outbuildings on site).
- ✓ Accidental damage to mirrors or glass.
- ✓ Business equipment, up to £1,000.
- ✓ Damage to freezer and fridge contents, up to £500.



What is insured? (cont'd)

Contents (if you select this section)

- ✓ Pedal cycles in your home or in the open within the boundaries of your property, up to £1,000 (unless you choose to increase this limit).
- ✓ Contents in the open within the boundaries of your property, up to £350.
- ✓ Contents in outbuildings within the boundaries of your property, up to £1,000.
- ✓ Money, up to £250.
- ✓ Personal liability and your liability as occupier of the home (for amounts you legally have to pay as the owner of the contents and because you live in the home), up to £2,000,000.

Optional covers

- Additional accidental damage to your buildings.
- Additional accidental damage to your contents.
- Personal possessions away from your property.
- Higher limits on pedal cycles, anywhere within the United Kingdom (and worldwide, up to 30 days).



What is not insured?

- ✗ Storm or flood damage to contents in the open, gates, fences or hedges.
- ✗ Storm or flood damage to drives, patios, footpaths, terraces, gates, fences and hedges unless your home is damaged at the same time.
- ✗ Loss or damage by theft, unless force and violence was used to enter your home.
- ✗ Loss or damage by wear and tear, fall in value over time, gradual deterioration, wet or dry rot and pollution.
- ✗ Subsidence damage to outside areas (for example drives, patios, fences, walls), unless the main building is damaged at the same time.



Are there any restrictions on cover?

- ! You will need to pay an amount of each claim, known as the excess. You can select the voluntary excess. The excesses will be shown on your policy schedule.
- ! If your home has been left unfurnished or unoccupied (not lived in by you or your family for more than 30 days in a row), we will not cover loss or damage caused by: escape of water, theft, malicious damage or accidental damage.
- ! If you carry out any business activities at your property (other than office administration work) we will not insure you. You must not have business visitors at your home, or store any business stock.
- ! We will not pay for any loss, damage or liability that has been caused intentionally, illegally or maliciously by you or your family or anyone lawfully in your home.
- ! We will not cover the costs of any claim arising from you failing to maintain the buildings properly.
- ! We only cover items in unattended vehicles that are out of sight and where the vehicle is locked and the windows are closed.
- ! We will not cover losses unless you are covered under the relevant section of the policy.
- ! Your policy wording and schedule show limits for certain losses, with details of exclusions and any endorsements that may apply.



Where am I covered?

- ✓ At the home you are insuring (as long as it is within the United Kingdom).
- ✓ If you have selected to insure personal possessions, we will cover items away from your property anywhere in the United Kingdom and also worldwide (for up to 30 days a year), as detailed in the policy wording and schedule.



What are my obligations?

- When you take out, renew or make changes to your policy, you must take reasonable care to provide complete, accurate and up-to-date answers to all the questions we ask you.
- You must tell us of any changes to the answers you gave us or changes in your circumstances which happen before or during the period of insurance. For example if your address changes, if you intend to let your home or if your home will be unoccupied for more than 30 days in a row.
- You must take all necessary and reasonable steps to prevent or limit accident, injury, loss or damage to your buildings and contents or liability to others.
- You must make sure that your buildings are maintained in a good state of repair.
- You must pay the premium on time.
- You must tell us as soon as possible about any claim or loss. If you make a claim, you must provide us with all the information, evidence and help we need to investigate the claim.
- You must keep to all the terms and conditions of the policy, otherwise the contract may not be valid and you may not be able to make a claim.



When and how do I pay?

You can pay your premium as a one-off payment or in monthly instalments. If you pay monthly, a credit charge will apply.



When does the cover start and end?

Your period of insurance will be shown on the schedule that we issue to you. This will detail the start and end dates of your contract.



How do I cancel the contract?

If you decide that, for any reason, this policy does not meet your insurance needs, you may cancel it at any time by letting us know by telephone, email or post.

If you have made a claim then you will not be entitled to a refund.

Otherwise, we will keep an amount of premium in proportion to the time you have been on cover and will refund the rest to you.

If you cancel the policy after 14 days of the date of issue you will have to pay a cancellation fee.