



**BASIC**

# Your home insurance policy wording

Version: 2026a



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If you would like this or other documents in large print or on audio tape, please contact us.

# Introduction and important information

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This **policy** is a contract of insurance between **you** and **us**, it is made up of:

- This **policy** booklet, which sets out the terms of **your** contract with **us**, including what **we** cover and what **we** don't cover (the exclusions).
- **Your schedule**, shows the cover that **you** have bought, including any **excesses, endorsements** and **your** premium.
- **Your** questions and answers document, which shows all the information that **you** have given **us**. **We** have based **your** cover on this information. It is important that **you** check this information and let **us** know if any of the information is incorrect.

**You** agree to pay the premium for the **period of insurance** and keep to all the terms and conditions of this **policy**. If **you** do not do this, the contract may not be valid, and **you** may not be able to make a claim.

## Your Insurers

This **policy** is a contract of insurance between **you** and **us**. **We** are authorised and regulated by the Financial Conduct Authority (FCA registration number 529506).

By taking out this **policy** **you** are entering into two separate agreements.

1. The first agreement is an intermediary agreement with **us**, Policy Expert. **We** are responsible for arranging and managing **your** home insurance. That agreement includes **our** services, fees and charges and can be viewed at [www.policyexpert.co.uk/terms-and-conditions](http://www.policyexpert.co.uk/terms-and-conditions).
2. The second agreement is the contract of insurance with the **authorised insurers**. The **authorised insurers** have agreed to cover **you**, according to the terms and conditions in this document, against any liability, loss or damage that arises in connection with **your home** during a **period of insurance**. See the Regulatory Information section on page 40 for information on **our authorised insurers**.

**You** only need to contact **us** about **your** insurance, and **we** will arrange everything with **our authorised insurers** on **your** behalf.

**We**, Policy Expert, have designed this policy booklet carefully to help **you** understand the cover **we** will provide. Please take the time to read the **policy** and make sure that the cover meets **your** needs. If **you** want to change anything or if there is anything that **you** do not understand, please contact **us**.

## About this policy

The **policy** is arranged in different sections. It is important that **you** are clear which sections **you** have asked for as the insurance relates only to the sections of the **policy** which are shown in the **schedule** as being included.

Throughout this **policy** certain words and phrases have specific meanings. These are defined in the definitions section of the **policy** on page 6 and are highlighted throughout the document in bold font. There are some general exclusions that apply to the whole contract of insurance and these are defined in the general exclusions section of the **policy** on page 17.

# Policy limits

Below is a summary of the limits of **our** policies. **Your schedule** will show which sections and limits apply to the level of cover **you** have bought. Please see the relevant section in this booklet for full detail of **your** cover and the exclusions that apply.

**You** bought a Policy Expert Basic home insurance policy. Other products are available and are shown below for illustrative purposes only.









	 BASIC	 BRONZE	 SILVER	 GOLD
Buildings insurance				
Maximum buildings rebuild cost	£600,000	£600,000	£1,000,000	£1,000,000
We will pay up to the amount shown below for the following. These amounts are deducted from the total rebuild cost above, and are not in addition to it.				
Outbuildings	×	✓	✓	✓
Tracing and accessing the source of a leak	£1,000	£5,000	£10,000	£20,000
Alternative accommodation	£50,000	£75,000	£100,000	£150,000
Contents insurance				
Total contents limit	£60,000	£60,000	£75,000	£100,000
We will pay up to the amount shown below for the following. These amounts are deducted from the total contents limit above, and are not in addition to it.				
Valuables	See your schedule	See your schedule	See your schedule	See your schedule
Contents in outbuildings	×	×	£2,500	£5,000
Theft from outbuildings	×	×	£2,000	£3,000
Contents in the open	×	×	£750	£1,000
Individual tree/plant	×	×	£500	£500

Table continued on next page

	 <b>BASIC</b>	 <b>BRONZE</b>	 <b>SILVER</b>	 <b>GOLD</b>
Theft from vehicle	×	×	£1,000	£1,000
Contents temporarily removed	×	£12,000	£15,000	£20,000
Student cover	×	×	£2,000	£5,000
Money	×	£250	£250	£1,000
Replacement locks and keys	×	£1,000	£1,000	£1,000
Freezer contents	×	£400	£500	£750
Loss of water/oil	×	£1,000	£1,000	£1,000
Title deeds	×	£1,000	£1,000	£2,500
Shopping in transit	×	×	×	£500
Alternative accommodation	£5,000	£15,000	£15,000	£25,000
Public liability	£1,000,000	£2,000,000	£2,000,000	£5,000,000
Employers' liability	×	×	×	£10,000,000
Employee property	×	×	×	£1,000
Tenants' liability	£5,000	£12,000	£15,000	£20,000
Maximum unoccupancy period	30 days	30 days	30 days	45 days
<b>Personal possessions (contents away from the home)</b>				
Personal possessions	See your schedule	See your schedule	See your schedule	See your schedule
Money	×	£250	£250	£250
Maximum cover period	30 days	30 days	30 days	45 days

# Definitions

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The following definitions have the same meaning wherever they appear in **your policy** or **your schedule**. They will always appear in bold font.

## Accidental damage

Sudden, unexpected and physical damage which:

- i. happens at a specific time; and
- ii. was not deliberate; and
- iii. was caused by something external and identifiable.

## Authorised insurers

The panel of insurers that **we** have arranged this insurance with. **You** only need to contact **us** about **your** insurance, and **we** will arrange everything with the **authorised insurers** on **your** behalf.

Details of our **authorised insurers** can be found in the Regulatory Information section of this booklet.

## Bedroom

Any room in **your home** that is currently used as a bedroom or was originally designed and built to be a bedroom even if it is now used for another purpose.

## Buildings

The following permanent structures within the boundaries of **your property**.

### This includes:

- the structure of **your home**;
- electric vehicle charging points that are fixed to **your property** and their charging cables when not in use;
- air and ground source heat pumps;
- permanently installed septic tanks, cesspits and domestic fixed central-heating gas or oil tanks;
- hedges, boundary and garden walls;
- the underground services, inspection hatches and covers supplying **your home** which **you** are responsible for.

**Buildings** also includes the permanent fixtures and fittings in or mounted upon the **buildings** that could not easily be removed and reused, such as fixed solar panels (that have been professionally installed), fixed sanitary fittings (for example, toilets, sinks and baths) and laminated, wood-effect or vinyl floor coverings.

All items must belong to **you**, or be **your** legal responsibility, and must be used for domestic or business administration purposes.

### **Buildings** does not include:

1. **outbuildings**;
2. drives, patios, footpaths and terraces;
3. wind turbines;
4. radio and television aerials, satellite dishes, their fittings and masts;
5. Plants, trees, flowers or shrubs;
6. marquees and their accessories;
7. swimming pools, hot tubs, jacuzzis and their fixtures and fittings, covers, enclosures and accessories;
8. hard tennis courts.

## Business equipment

Office equipment, including computers, laptops, software, phones, printers, fax machines, photocopiers and other equipment used for business purposes in relation to administration work carried out at **your home**.

**Business equipment** does not include:

1. any items belonging to **your** employer;
2. any stock, tools or materials belonging to the business or used for business purposes;
3. **money** or **credit cards** belonging to the business or used for business purposes; and
4. any property more specifically insured by any other insurance.

## Computer viruses

A set of corrupting, harmful or unauthorised instructions, malware or codes, which are introduced maliciously and are intentionally created to spread, damage, interfere with or otherwise negatively affect a computer system or network. For example, to make it stop, fail or work differently to how the manufacturer intended it to work.

**Computer viruses** includes but is not limited to 'Trojan Horses', 'worms' and 'time or logic bombs'.

## Consequential loss

Any loss, damage or expense which happens indirectly as a result of, or is a side effect from, the event which led to **your** claim.

## Contagious disease

Any disease which can be transmitted from any organism to another organism, where:

- i. the substance or agent of the disease includes, but is not limited to, a virus, bacterium, parasite or any other organism, whether living or not;
- ii. the method of transmission, whether direct or indirect, includes but is not limited to, through the air, through bodily fluids, from any surface, object, solid, liquid or gas, or between organisms; and
- iii. the disease, substance or agent can cause or threaten harm to human health or human welfare.

## Contents

All of **your** or **your family's** belongings or property which **you** or **your family** are legally responsible for, which are kept in **your home** including furniture, fixtures and fittings which can be easily removed and reused such as carpets and curtains, **personal belongings, valuables, pedal cycles, gadgets, business equipment** and **credit cards** and household goods.

If **you** are a tenant, **we** will insure the fixtures and fittings of the **buildings** which **you** become legally liable to pay under the terms of **your** tenancy agreement (including radio and television aerials, satellite dishes, their fittings and masts) as long as **you** do not own or are not responsible for insuring the **buildings**, and the fixtures and fittings are not insured under another insurance policy.

**Contents** does not include:

1. mechanically propelled or assisted vehicles (including adults' and children's motor vehicles, adults' and children's motorcycles, e-scooters, models, ride-on toys and off-road vehicles such as quad bikes) and their parts, spares, keys and accessories;
2. money;
3. watercraft (including sailboards and surfboards) and their parts, keys and accessories;
4. aircraft (including gliders and hang-gliders) or any other flying device (such as drones) and their parts, keys and accessories;
5. animals, birds, fish or any living thing;
6. business stock, tools or materials;

## Cost of rebuilding

The full cost of rebuilding the **buildings** in the same form, size, style and condition as when they were new, including the cost of keeping to any government or local authority requirements, fees and associated costs, including architects' and surveyors' fees, which **we** have agreed with **you** before **you** pay.

## Credit cards

Credit cards, cheque-guarantee cards, debit cards, charge cards, store cards or cash cards held for private purposes and issued in the British Isles.

## Electronic data

Facts, concepts and information converted to a form that can be communicated, interpreted or processed by electronic and electromechanical data processing or electronically controlled equipment. **Electronic data** includes programmes, software and other coded instructions for processing and manipulating data or directing and manipulating this equipment.

## Endorsement

A specific term, condition or variation to the **policy**.

**Endorsements** change the normal terms and conditions of **your policy**, reducing or extending **your** cover and possibly changing the **excess you** have to pay. If **endorsements** apply to **your policy**, **we** will tell **you** about them beforehand and include the details in **your schedule**. Please check **your schedule** to see if any **endorsements** apply to **you**.

## Excess

The first amount of any claim which **you** are responsible for. If **you** make a claim under more than one part of the **policy** for the same incident, **you** will only have to pay one **excess**.

## Family

As long as they permanently live with **you** in **your home** during the **period of insurance**, and they are not paying for their accommodation:

- **your** husband, wife, partner or civil partner;
- **your** children; and
- other members of **your** family.

## Gadgets

Personal and portable communication devices including mobile phones, tablets, laptops, handheld computers and games consoles.

**Gadgets** does not include **gadgets** used for business purposes.

## Heave

The upward movement of the site **your buildings** stand on as a result of the soil expanding.

## Home

The main building which **you** live in and garages which are part of or attached to the main building at the address shown on **your schedule**.

All of the **home** must be at the same address in the **United Kingdom** and must be used by **you** and **your family** for domestic or business administration purposes.

Unless **we** agree otherwise, the main building which **you** live in must be made of brick, stone or concrete and have a slate, tile or concrete roof.

**Home** does not include **outbuildings**.

## Landslip

Sudden movement of soil on a slope or gradual creep of a slope over a period of time.

## Money

Personal **money** which **you** or **your family** own for private purposes, including coins and banknotes used as legal tender, postage stamps (not in a collection), postal and money orders, cheques, including traveller's cheques, saving and trading stamps, saving certificates and premium bonds, luncheon vouchers, travel tickets and gift tokens.



## Outbuildings

Detached garages, sheds, greenhouses, summer houses and other permanent structures set apart from the main building which **you** live in and which are used for domestic or business administration purposes.

## Pedal cycles

Any bicycle, including electric bikes (ebikes) up to a maximum power output of 250 watts, and its tires and accessories.

## Period of insurance

The period shown in **your schedule** which **we** agree to provide cover for, as long as **you** have paid the full premium to **us**. If the **policy** is cancelled, the **period of insurance** ends on the cancellation date.

## Personal belongings

Personal items belonging to **you** or **your family** which **you** are likely to wear or carry with **you** when **you** leave **your home** including clothing, luggage, bags and glasses. **Personal belongings** does not include **valuables, gadgets, pedal cycles, money** or **credit cards** or anything used for professional purposes.

## Personal possessions

**Contents** which **you** or **your family** take outside of **your home** and are mainly used for private purposes.

**Personal possessions** does not include **pedal cycles** and **money**.

## Policy

The **policy** incorporates the policy booklet and the most recent **schedule** that **we** have issued to **you**. These documents together contain all the terms and conditions of **your** insurance contract with **us**.

## Preferred contractor

The contractor with which **we** have entered into a service level agreement at agreed rates to carry out rebuilding work, repairs and replacements.

## Property

The risk address shown in **your schedule** which **you** are legally responsible for, including the land and gardens and **outbuildings**.

## Schedule

The document which provides specific details of **your home**, the insurance cover in force, the **excess** which will apply if **you** need to make a claim on **your policy**, and details of any **endorsements** that have been issued to **you**.

## Storm

A period of violent weather defined as:

- a. a gale of Force 10 or above (as defined under the internationally recognised Beaufort Scale) reaching wind speeds of at least 55 mph; or
- b. torrential rain that falls at a rate of at least 25mm per hour; or
- c. snow that falls to a depth of at least 30cm in 24 hours; or
- d. hail so severe that it causes damage to hard surfaces or breaks glass.

## Subsidence

Downward movement of the ground **your buildings** stand on that is not a result of settlement.

## Sum insured

The maximum amount under each section of the **policy** that **we** will pay if **you** make any claim on this **policy**, as shown in **your schedule**.

## Unfurnished

Without enough furniture and furnishings for normal living purposes.

## United Kingdom

Great Britain, Isle of Man, Channel Islands and Northern Ireland.

## Unoccupied

**We** consider **your home** to be unoccupied when it is not lived in by **you** or **your family** for more than 30 days in a row. By lived in **we** mean that **you** or **your family** regularly carries out day to day activities such as cleaning, cooking, washing and sleeping at least three days a week in **your home**.

**We** consider **your home** to be unoccupied from the first day that the **home** was not lived in, which may be before the date this insurance starts.

**We** consider **your home** to be unoccupied even if it has squatters living in it. (A squatter is someone who lives in the **property** without permission.)

**You** must tell **us** beforehand if **you** know **your home** is going to be **unoccupied**. If **you** don't, **you** could be left without cover.

## Valuables

Items made from or containing precious metals or stones, jewellery, watches, audio-visual or photographic equipment, sports equipment, musical instruments, hearing aids and **works of art** which belong to **you** or **your family** or which **you** are legally responsible for.

### Important

**You** need to tell us about (to specify) any **valuables** which individually are worth more than £2,000. Any **valuables** which individually are worth more than this amount that **you** haven't told us about and aren't itemised in **your policy schedule** won't be insured.

The "worth" of a **valuable** is the cost of replacing that **valuable**.

## We, us, our

Policy Expert (a trading name of QMetric Group Limited), on behalf of **our authorised insurers**, and anyone we appoint to represent us.

## Works of art

Art and collectibles which are of particular value due to their age, style, artistic merit or collectability, including paintings, drawings, etchings, photographs, prints, manuscripts, maps, books, curios, tapestries, porcelain items, sculptures, statues, guns and collections of stamps or coins or medals.

## You, your

The person (or people) named in the **schedule** as the policyholder (or policyholders) who normally live in the **home** or, in the event of their death, their legally appointed representative.

# General conditions

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The following conditions apply to all sections of this policy.

## 1. Providing accurate and complete information

A copy of the questions and answers that **you** gave **us** is available in **your** account on **our** website or **you** can ask **us** for a printed copy. **You** must check this information carefully and let **us** know immediately if any of the information **you** have given **us** is incorrect.

Under the Consumer Insurance (Disclosure and Representations) Act 2012, when taking out or varying this **policy** **you** must take reasonable care to give accurate and complete answers to all questions **we** ask and make sure that all information **you** give **us** is true and correct.

It is important that the information **you** provide is correct. If **we** find that it is not correct, **we** may:

- cancel **your policy**;
- refuse to pay any claim;
- pay only part of a claim;
- reassess **your** premium;
- alter the level of **your** cover; or
- treat **your policy** as though it had never existed.

## 2. Changes in your circumstances we need to know about

**You** must tell **us** about any changes to the answers **you** gave **us** when taking out this **policy** and any changes in **your** circumstances which happen during the **period of insurance**.

It is important that **you** tell **us** about a change before it happens or as soon as **you** know about it.

Here are some examples of changes that **you** must tell **us** about.

1. If **your** address changes.
2. If **you** change occupation.
3. If **you** add items to, or take items off, **your policy**.
4. If the value of any specified jewellery items (over £2,000) change.
5. If **you** or **your family** have been declared bankrupt (sequestration in Scotland) or there have been bankruptcy proceedings against **you** or **your family**, or a County Court Judgement (CCJ), individual voluntary arrangement (IVA) or similar.
6. If **you** or **your family** have been convicted of any offence other than a driving offence.
7. If **your home** will be **unoccupied** or **unfurnished** for more than 30 days in a row (losses are more likely to happen in **unoccupied** or **unfurnished** properties). The unoccupancy period starts from the first day that **you** are not in **your home**.
8. If **you** are having any building work done.  
**You** must tell **us** before the start of any building work, conversions, renovations, demolitions and extensions at **your property**.  
**You** must tell **us** about the work at least 30 days before it starts.  
(**You** do not need to tell **us** if the work is for redecoration only, is routine maintenance or is to replace or refit existing kitchen or bathroom fittings and does not involve making any structural changes to walls, ceilings or floors.)  
**You** must also tell **us** if the building work alters the number of **bedrooms** or bathrooms.
9. If **you** or **your family** intend to let or sublet **your property** or if **your property** is no longer occupied only by **you** or **your family**.
10. If **your property** is to be used for any other purpose than:
  - i. domestic purposes; or
  - ii. business administration purposes.
11. If the property is no longer **your** main home.

This is not a complete list and **you** should contact **us** if **you** are not sure whether a change of circumstances may affect **your policy**.

When **you** tell **us** about a change **we** will let **you** know if it will affect **your** insurance. For example, **we** may change the terms of **your** insurance, **you** may have to pay more for **your** insurance, or **we** may cancel **your** insurance in line with the Cancellation section on page 37.

If **you** don't tell **us** when **you** realise that information **you** have provided is inaccurate, or if **you** fail to tell **us** about any changes to **your** circumstances, **we** will not pay **your** claim, **we** may cancel the **policy** in line with the Cancellation section on page 37 or **we** may treat this **policy** as if it had never existed.

### 3. Using your property for business purposes

The **property** must not be used to carry out any business activities other than office administration work on behalf of **your** business or the business of **your** employer.

**You** must not carry out any form of manufacturing, packaging of goods or manual work, including using machinery or tools, in **your property**.

**You** must not have visitors entering **your property** for the purpose of carrying out business, and **you** must not have any employees working at **your property** for the purpose of carrying out business. **You** must not store any business stock at **your property**.

**We** have the right to declare **your policy** void if these conditions are not met.

### 4. Contracts (Rights of Third Parties) Act

Any person, company or business who is not named on this **policy** will not have any rights to enforce any terms or conditions of this **policy**. This will not affect any other rights that person, company or business has apart from under this Act.

### 5. Fraud

**You** must not act in a fraudulent way.

This means that **you** (or anyone acting for **you**) must not, for example:

- mislead **us** or **your authorised insurers** in any way in order to get insurance from **us**, to get a better deal or to reduce **your** premium;
- make a claim under this policy knowing the claim is false or exaggerated in any way;
- give **us** a document to support a policy or claim, knowing the document is forged or false in any way; or
- make a claim that relates to any loss or damage caused by something **you** have deliberately done or been involved in.

If **you** make a fraudulent claim **we** can:

- refuse to pay the claim;
- recover from **you** any amounts **we** have paid relating to the claim;
- treat the policy as having been cancelled from the time of the fraudulent claim;
- refuse to pay any other claim under this policy which relates to an event that happened after the fraudulent claim;
- not return any of the premiums **you** have paid under the policy; and
- report the matter to the police.

**We** have the right to recover from **you** our (or our representatives') costs in investigating any fraudulent claim.

If **you** deliberately give **us** false information when taking out, renewing or amending **your** policy, **we** can:

- treat the policy as if it never existed or the amendment as if it had not been made;
- refuse all claims;
- recover from **you** the amount of any claims **we** have already paid under this policy;
- keep any premium **you** have paid; and
- report the matter to the police.

## 6. Joint policyholders

The most **we** will pay is the relevant **sum insured**. If there is more than one policyholder, the total amount **we** will pay will not be more than the amount **we** would have to pay to any one of **you**.

## 7. Law that applies

This **policy** will be governed by the laws of England and Wales and be subject to the jurisdiction of the courts of England and Wales.

## 8. Other insurance

**We** will not pay any claim that would be covered under any other insurance policy if this **policy** did not exist. However, if the other insurance cover has all been used up, **we** will pay the amount that is over the cover available under that other insurance. If there is more than one insurance policy in place, the total amount **you** receive will not be more than the amount **we** would have to pay **you** if only this **policy** was in place.

## 9. Premium payments

If **we** have not been able to collect a premium payment or **your** credit agreement is cancelled, **we** will contact **you** to ask for the payment by a specified date. **We** will give **you** at least 14 days' notice, in writing, if **we** intend to cancel **your** insurance because **we** have not received a payment.

If **you** do not pay by that date, **we** will cancel **your policy** immediately and tell **you we** have done this.

**We** will not pay any claim made under this **policy** unless **you** have paid the premium due to **us**.

If **you** pay **your** annual premium by monthly direct debit and **we** do not receive **your** monthly payments when they are due, **you** will not be able to make a claim.

## 10. Reasonable care and preventing loss

- **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 keep the **contents** covered by this **policy** in good condition.
- If any security measures are installed to protect the **buildings** (for example, window locks), **you** must use these whenever the **buildings** are left unattended, as well as when everyone in the **home** has gone to bed for the night.

If **you** make a claim under this **policy** and **we** decide that the loss, damage, liability, cost or expense that led to the claim was caused or made worse by **you** failing to meet **your** obligations under this clause, **we** may refuse to pay the claim or **we** may reduce the amount of any payment **we** make for the claim, pay only part of the claim or **we** may cancel **your policy**.

## 11. Renewal

During the month before **your policy** is due to end **we** will let **you** know by phone, letter or email if **we** are able to continue offering **you** insurance.

If **your policy** is not renewed, cover will stop at the end of the **period of insurance** shown in the **schedule**.

If **we** offer to renew **your** current **policy**, **we** may be able to arrange this using the payment details **we** already hold for **you** (unless **you** have told **us** otherwise). **We** refer to this as 'automatic renewal'.

**We** will always tell **you** whether or not **we** intend to renew **your** cover automatically. **We** will do this before **we** take full payment. This does not affect **your** right to cancel this **policy** in line with **our** cancellation policy. **You** can opt out of automatically renewing **your** cover with **us**. **You** will need to tell **us** if **you** want to do this before the day **your** policy renews. Please be aware that if **you** opt out of automatic renewal, **we** cannot ensure **your** continual cover.

**Our** renewal offer will include the premium and any changes in the terms and conditions for the next period. If **you** do not want to renew **your** insurance, please let **us** know before the renewal date of **your** **policy**.

If **we** are unable to offer to renew **your policy**, **we** will write to **you** at the last address **we** have on file for **you**. **We** strongly advise **you** to review **your policy** each year to make sure **you** have suitable cover in place. The value of some of **your personal belongings** and **valuables** is likely to vary over time. **We** recommend that **you** review the valuation of any specific items regularly (at least every two years) and get professional advice if necessary. Please let **us** know if the value of any of these items changes, otherwise **you** may find yourself overinsured or underinsured.

## 12. Sanctions

**We** shall not provide cover nor be liable to pay any claim or provide any benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

# Claims procedures and conditions

The following conditions apply to all sections of this policy.

If **you** need to make a claim under this **policy**, **you** must:

1. Contact **our** claims team to provide full details of **your** claim. Do this as soon as possible and always within 30 days.

The best and quickest way to make a claim is to go online: [www.policyexpert.co.uk/claims](http://www.policyexpert.co.uk/claims)



Alternatively you can call us on: 0330 0600 633

Or you can write to us at:

Trinity Claims  
PO Box 568  
Tonbridge  
Kent  
TN9 9LT

2. Tell the police straight away if:
  - i. **your** claim relates to theft, attempted theft, malicious damage, violent disorder, riots or civil commotion; or
  - ii. **you** have accidentally lost any specified watch or item of jewellery away from **home**.Please get a crime reference number and tell **us** within seven days of the event.
3. Take all steps that are necessary to reduce further loss, damage or injury.
4. At **your** own expense, **we** may ask **you** to provide **us** with all the information, evidence and help **we** need to investigate the claim, including written estimates, reports and proof of ownership and value, which may include original receipts, invoices, bank or credit card statements.
5. **You** may carry out any temporary repairs that are necessary to reduce any further loss or damage, but do not carry out any permanent repairs without first getting **our** written permission.
6. **You** must not, under any circumstances, admit any liability or responsibility or negotiate or settle any part of any claim without first getting **our** permission in writing.
7. **You** must not destroy or get rid of any damaged items without **our** agreement, as **we** may need to inspect them.
8. Immediately tell **us** and provide full details in writing if someone is holding **you** or **your family** responsible for damage to their property or for injury to them. **You** must send **us** any letter of claim, claim form, writ, summons or other legal document as soon as reasonably possible. Do not answer these and do not admit liability.

9. **You** must co-operate with **us** (and **our** appointed representatives if this applies) in investigating and assessing any claim or circumstances which may lead to a claim. This may include confirming the information **you** gave **us** when **you** applied for this insurance and when **you** renew **your** policy. **You** must make any claim honestly. **We** will not have to pay any claim if **you** use any false, fraudulent or stolen documents or devices or make any false or misleading statements in connection with that claim.

If **you** fail to meet one or more of these conditions, **we** will refuse to pay the claim or pay only part of the claim.

When we receive a claim, we will do the following.

1. Enter any buildings following loss or damage. **We** will always arrange this with **you** beforehand. Please note **our** staff may wear bodycams.
2. Carry out any work that is needed to reduce any further loss or damage and secure the site to prevent unauthorised entry, especially if the site may be a risk to health and safety.
3. Negotiate, defend or settle any claim made against **you**.
4. Prosecute or start court proceedings against any other person or business in **your** name for **our** benefit in respect of any claim **we** may have to pay.
5. Arrange the rebuilding work, repairs or replacements, and dispose of any damaged items appropriately. **We** have the right to choose which contractors to instruct to carry out the work.



# General exclusions

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The following exclusions apply to all sections of this policy.

Any additional exclusions are shown in the sections they apply to.

## ✗ We don't cover the following.

### 1. **Radioactive contamination**

Loss, damage, cost, expense, legal liability or any other amount directly or indirectly caused by, or contributed to by, or arising from any nuclear energy or radioactivity of any kind, including but not limited to any of the following. (This exclusion applies regardless of any other cause or event.)

- a. Ionising radiation from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- b. The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component.
- c. Any weapon or device which uses atomic or nuclear fission or fusion or other similar reaction or radioactive force or matter.

### 2. **War**

Loss or damage directly or indirectly caused by, resulting from or in connection with war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, violent uprising against a government, military or usurped power, or your belongings being confiscated, nationalised, taken, destroyed or damaged under the order of any government, or other authority.

### 3. **Confiscation**

Loss, damage or liability caused by or resulting from **your** or **your family's** property being confiscated, taken, damaged or destroyed under the order of any government, public or local authority or other body, including any compulsory purchase order.

### 4. **Terrorism**

Loss, damage, or liability directly or indirectly caused by or in connection with any act of terrorism, regardless of any other cause or event.

The definition of terrorism follows the interpretation as set out in the Terrorism Act 2000, or any amendments to that Act, and includes anything the Government or a UK court considers to be an act of terrorism.

### 5. **Riot or civil commotion**

Loss, damage or liability which is caused by or happens because of a riot or civil commotion outside the **United Kingdom**.

### 6. **Pollution**

Loss or damage due to contamination, pollution, impurity, soot, dust contamination, chemical fallout poisoning, pandemic, epidemic and disease or due to not being able to use certain objects because of a risk to health.

### 7. **Deliberate acts**

Loss, damage or liability caused intentionally or maliciously by:

- **you** or **your family**; or
- anyone acting on **your** behalf; or anyone lawfully in **your home**.

8. **Illegal acts**

Loss, damage or liability directly or indirectly caused by any illegal activity by:

- **you** or **your family**; or
- anyone acting on **your** behalf; or
- anyone lawfully in **your home**

9. **Existing damage**

Loss or damage which happens before **your** insurance **policy** starts.

10. **Sonic pressure**

Loss or damage caused by pressure waves from aircraft or other flying devices travelling at or above the speed of sound.

11. **Consequential loss**

**Consequential loss** as a result of any claim under this **policy**.

12. **Any gradual or maintenance-related loss or damage**

Loss or damage as a result of gradual causes including:

- wear and tear;
- fall in value over time;
- gradual deterioration (whether **you** were aware of it or not);
- exposure to sunlight or atmospheric conditions;
- normal settlement;
- warping or shrinkage;
- rusting or corrosion;
- wet or dry rot (regardless of the cause);
- fungus, mildew or mould;
- infestation (for example by vermin); and
- costs that arise from using or maintaining **your buildings** and **contents** normally.

13. **Poor workmanship**

Loss or damage caused by poor workmanship, use of faulty materials (including latent defects) or poor design (a latent defect is a fault which exists but which only causes a problem at a later stage under certain conditions).

14. **Computer viruses, malfunction and user error**

- a. Loss, damage, destruction, distortion, erasure, corruption or alteration to any equipment or **electronic data** directly or indirectly caused by **computer viruses** or other attacks such as hacking, malfunction, or the fault of the user.  
Equipment includes computers and anything else insured by this **policy** that has a microchip in it. This exclusion will not apply to physical damage caused by the covers insured in this **policy**, such as fire and explosion.
- b. Legal liability directly or indirectly arising from **computer viruses**.

15. **Any other insurance**

Any claim more specifically covered by any other insurance policy.

# Section 1 - Buildings cover

## Buildings cover is included if it is shown in your schedule.

We cover **your buildings** up to the **sum insured** shown in **your schedule** against loss or damage directly caused by the following covers. The loss or damage must take place at **your home** during the **period of insurance**. Policy Expert Basic home insurance does not cover loss or damage to **outbuildings**, drives, patios, footpaths and terraces (see definition of **Buildings**).

We do not cover the amount of the **excess**, as shown in **your schedule**.

The most **we** will pay for any loss or damage to **buildings** which happens at **your property** is the **buildings sum insured** shown on **your schedule**.

Please see the relevant cover below for full details of any limits and exclusions that apply.

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

#### ✗ We don't cover:

- a. loss or damage from smoke caused by smog, emissions from agricultural or industrial operations or anything that happens gradually from repeated exposure.

### 2. **Flood**

We will cover loss or damage caused by flood.

A flood is a substantial and abnormal build-up of water from an external source. It does not include water which has escaped from pipes, tanks and other fixed water apparatus at **your property**.

#### ✗ We don't cover:

- a. loss or damage caused by frost;
- b. loss or damage to drives, patios, footpaths, terraces, gates and fences unless **your home** has been damaged at the same time and by the same cause;
- c. loss or damage to radio and television aerials or satellite dishes, and their fittings and masts;
- d. loss or damage caused by rising water table levels (the level below which the ground is completely saturated with water); and
- e. anything that happens gradually.

### 3. **Storm**

We will cover loss or damage caused by **storm**.

#### ✗ We don't cover:

- a. loss or damage caused by frost;
- b. loss or damage to drives, patios, footpaths, terraces, gates and fences;
- c. loss or damage to radio and television aerials or satellite dishes, and their fittings and masts; and
- d. anything that happens gradually.

Properties are designed to withstand all but the most extreme weather conditions. Damage caused by normal weather conditions is not covered by this **policy**, as normal weather conditions should not cause damage to a well-maintained property.

4. **Escape of water or oil**

**We** will cover loss or damage caused by:

- a. escape of water from any:
  - i. fixed domestic water installation;
  - ii. heating system (including radiators and boilers);
  - iii. washing machine, dishwasher, fridge or freezer;in **your home**; or
- b. water freezing in tanks, apparatus and pipes in **your home** or
- c. escape of oil from any fixed domestic oil installation in **your home**.

Trace and access (finding the problem)

**We** will also pay up to £1,000 per incident for reasonable and necessary costs to remove any part of the building to find the source of damage to **your home** caused by:

- a. water escaping from any fixed water or heating installation, apparatus or pipes; or
- b. oil escaping from any fixed oil-fired heating installation, apparatus or pipes.

**We** will also pay to make good any damage to the **building** after the leak has been fixed, as long as this cost is covered by the £1,000 limit referred to above.

**✗ We don't cover:**

- a. loss or damage to the apparatus or pipes the water or oil has escaped from;
- b. loss or damage caused by a gradual water or oil leak;
- c. loss or damage arising from leaks from swimming pools or fixed hot tubs;
- d. loss or damage caused by subsidence, **landslip** or **heave** as a result of escape of water;
- e. loss or damage caused by sealant or grout failing to work properly or by an inappropriate sealant or grout being used;
- f. loss or damage caused by water overflowing as a result of taps being left on in sinks, baths and other sanitary fittings;
- g. loss or damage while the **buildings** are **unoccupied** or **unfurnished**; and
- h. water freezing in tanks, apparatus and pipes in **outbuildings**.

5. **Theft or attempted theft**

**We** will cover loss or damage:

- a. caused by theft or attempted theft following forced and violent entry to **your home**; or
- b. where deception has been used to gain entry to **your home**.

**✗ We don't cover:**

- a. theft or attempted theft by any person who is lawfully in **your home**; and
- b. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

**We** may require **you** to have minimum security precautions in place. Please check **your schedule** for any specific **endorsement**.

6. **Collision damage**

**We** will cover loss or damage caused by being hit by:

- a. an animal, vehicle or train; or
- b. aircraft or other flying device (or any items dropped from these).

**✗ We don't cover:**

- a. loss or damage caused by domestic pets.

7. **Riot**

**We** will cover loss or damage caused by civil commotion, labour disputes or political disturbances.

8. **Malicious damage or vandalism**

**We** will cover loss or damage caused by malicious people or vandals.

**✗ We don't cover:**

- a. malicious damage or vandalism by any person who is lawfully on **your property**; or
- b. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

9. **Subsidence, heave, landslide**

**We** will cover loss or damage caused by:

- a. **subsidence** and **heave** of the site **your buildings** stand on; or
- b. **landslip**.

**✗ We don't cover:**

- a. the first £1,000 of every claim, unless **your schedule** says otherwise;
- b. loss or damage caused by erosion of any coast or riverbank;
- c. loss or damage to septic tanks, cesspits, domestic fixed fuel-oil tanks in the open, drives, patios, footpaths, terraces, gates, fences, swimming pools, hot tubs, hard tennis courts, boundary and garden walls, unless the main building which **you** live in is damaged at the same time and by the same cause;
- d. loss or damage caused by alterations, extensions, renovations, demolitions or structural repairs;
- e. normal settlement, shrinkage or expansion;
- f. loss or damage that was caused before this **policy** started;
- g. costs to repair the original cause of the **subsidence** (for example, removing trees);
- h. loss or damage that is covered under a guarantee or a National House Building Council (NHBC) warranty;
- i. loss or damage to solid floors and caused by the movement of solid floors, unless the foundations beneath the external walls of the main building which **you** live in are damaged at the same time and by the same cause; and
- j. loss or damage to **buildings** caused by the action of chemicals, or by the reaction of chemicals with any material which forms part of the **buildings**.

10. **Falling objects**

**We** will cover loss or damage caused by:

- a. falling telegraph poles, lamp posts, fixed aerials, satellite dishes, fixed solar panels and masts; or
- b. falling trees and branches.

**We** will also pay the cost of removing the fallen item which has caused the loss or damage.

**✗ We don't cover:**

- a. loss or damage caused by maintenance to trees;
- b. loss or damage to the items themselves;
- c. the cost of removing any part of a tree that remains below ground;
- d. the cost to remove the item unless damage has been caused to **your home** by its fall; and
- e. loss or damage to gates, and fences.

11. **Emergency access**

**We** will provide cover for damage to **your home**, land and gardens caused when the fire, police or ambulance services have to force their way into the **buildings** as a result of an emergency or suspected emergency, or to prevent damage to property insured under this **policy**.

## 12. **Accidental damage to mains services**

**We** will pay the costs of repairing **accidental damage** to underground pipes, tanks, cables and services (including their inspection covers) that reach from the **buildings** to the public supply and septic tanks, which **you** are legally responsible for.

**✗ We don't cover:**

- a. loss or damage due to wear and tear or gradual deterioration;
- b. loss or damage caused by gradual deterioration which means an installation has reached the end of its useful life;
- c. cleaning blocked drains or sewer pipes unless the blockage is caused by damage to the drains themselves; and
- d. damage to pitch fibre pipes caused by delamination (separation of the layers) or as a result of pressure applied to them by the weight of soil or other covering materials.

## Optional, upgraded cover

The following cover is included only if shown in **your schedule**.

## 13. **Additional accidental damage to the buildings**

a) **We** will pay for **accidental damage** to **your buildings**.

**✗ We don't cover:**

- a. loss or damage caused by domestic pets, including chewing, scratching, tearing or fouling;
- b. loss or damage caused by vermin, insects, parasites, woodworm, fungus, wet rot, dry rot or atmospheric conditions;
- c. loss or damage caused by frost;
- d. loss or damage as a result of any alterations, extensions, renovations or repairs to the **buildings**, including settlement or shrinkage of **buildings**;
- e. the cost of normal maintenance or routine decoration;
- f. loss or damage as a result of mechanical or electrical breakdown or failure;
- g. loss or damage which is specifically excluded from covers 1 to 10 under this Section 1; and
- h. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

b) **We** will pay the costs of any repairs or replacements which are necessary due to **accidental damage** to fixed glass (including double glazing), ceramic hobs in fitted kitchen units, fixed sanitary fittings (for example, baths, sinks and toilets) and solar panels that form part of the **buildings you** are responsible for.

**✗ We don't cover:**

- a. loss or damage caused by chipping, denting or scratching;
- b. damage to window frames and door frames;
- c. damage to property which was not maintained in a good state of repair;
- d. malicious damage caused by **you**, **your family** or anyone who is lawfully in **your home**; and
- e. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

# More cover

The following cover is provided as standard when **you** buy **buildings** insurance.

## 14. **Alternative accommodation**

**We** will pay up to £50,000 for the reasonable and necessary costs for alternative accommodation for **you, your family**, and **your** pet dogs and cats if **you** cannot stay in **your home** because **your home** has become unfit for living in following loss or damage that is insured by this section..

How much **we** will pay for alternative accommodation will depend on **your family's** needs and **you** must agree the costs with **us** before **you** pay.

This cover is included under both Section 1 – Buildings cover and Section 2 – Contents cover. If both sections are in force, **we** will only pay under one section.

### ✗ **We don't cover:**

- a. losses **you** suffer more than 12 months after the date that the **buildings** became unfit for living in.

## 15. **Buildings fees and clearing debris**

Following a successful claim for loss or damage under Section 1 - Buildings, **we** will pay:

- a. the cost to remove debris from the site or prop up parts of the **buildings**;
- b. the cost to keep to government or local authority requirements (but not if they told **you** about these requirements before the loss or damage happened); and
- c. architects', surveyors', legal and engineers' fees which are necessary for **us** to rebuild **your home**. (**We** have the right to choose who does this work.)

### ✗ **We don't cover:**

- a. any fees charged to help **you** prepare **your** claim; and
- b. any fees which **we** have not agreed in advance or do not consider necessary to reinstate the **buildings**.

## 16. **Purchaser's interest**

If **you** have entered into a contract to sell the **buildings** covered under this section, the person buying them will have the right to benefit from covers 1 to 13 of Section 1 – Buildings cover of this **policy** between the date contracts (or missives in Scotland) are exchanged and the date the sale completes, as long as they complete the purchase. Any optional cover which **you** have bought does not apply to this cover 16.

### ✗ **We don't cover:**

- a. any payment if the **building** being sold is covered under other insurance;
- b. loss or damage that would not be covered by the normal terms and conditions of this **policy**; and
- c. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

## 17. **Property owner's liability**

This cover applies if **you** own **your property**, regardless of whether there is an outstanding mortgage on the **property** or whether **you** own the property outright.

**We** will pay up to £1,000,000 for any one claim or series of claims arising from any one event towards the following.

- a. Amounts **you** legally have to pay as the owner of the **property** for:
  - i. compensation for accidental death or injury to any person that happens during the **period of insurance**;
  - ii. compensation for accidental loss of or damage to someone else's property that happens during the **period of insurance**; and
  - iii. any costs and expenses **you** have to pay in connection with defending any claim, provided that **you** get **our** written permission beforehand.

Any liability that arises from **you** occupying **your home** is not covered under this section, but is included in Section 2 – Contents if **you** have bought that cover.

- b. **Your** legal liability for buildings **you** owned in the past. This includes any amounts that **you** are liable for under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975, in connection with an accident which happens during the **period of insurance** and was caused by faulty work carried out by or for **you**, or for **your family** on any home you previously lived in within the **United Kingdom**.

### **✗ We don't cover:**

- a. any cost or expense **we** have not agreed in writing;
- b. death or injury (including illness or disease) to any person who is working for **you** or is a member of **your family**;
- c. any claim arising directly or indirectly from passing on a **contagious disease** or virus;
- d. loss of or damage to property which **you** or **your family** own or are responsible for;
- e. any claim arising out of using **your property** for any trade, profession, employment or business;
- f. loss or damage arising out of any lift which **you** are responsible for maintaining;
- g. any claim where **you** are entitled to cover under any other insurance;
- h. the cost of putting right any fault or alleged fault; and
- i. any liability **you** have under an agreement if **you** would not have that liability if the agreement did not exist.



# Settling claims under buildings covers

(See also general exclusions and general conditions.)

## 1. How much we will pay

For loss or damage to the **buildings**, we will pay up to the full **cost of rebuilding**, as long as the **buildings** are regularly maintained, in a good state of repair and they are insured for the full **cost of rebuilding**.

When settling **your** claim, if **we** decide that **we** can offer rebuilding work, repairs or replacements, **we** will ask **you** to choose one of the following options.

- a. **We** will choose a contractor (**our preferred contractor**) and instruct them to carry out the rebuilding work, repairs or replacements in accordance with the terms of our service level agreement with them.
- b. **We** will pay **you** a cash settlement for the same amount it would have cost **us** to use **our preferred contractor** in accordance with the terms of our service level agreement with them.

If for whatever reason **we** decide that **we** cannot offer rebuilding work, repairs or replacements through **our preferred contractor** in accordance with the terms of our service level agreement with them, **we** will pay **you** the lowest of:

- a. the decrease in market value of **your buildings** due to the damage, or
- b. the cost of the work had it been completed by **our preferred contractor** without delay, or
- c. the cost of the work based on the most competitive estimate from **your** nominated contractors if the work had been carried out without delay.

For any claim made under this policy, **we** will not pay more than:

- a. the **sum insured** for the **buildings**, as shown in **your schedule**; or
- b. any limit shown in the **policy** or in **your schedule**.

It is **your** responsibility to make sure that, at all times, the **buildings sum insured** reflects the full value of the **buildings** insured. The full value is the estimated **cost of rebuilding** if the **buildings** were destroyed (this is not the same as the market value). It must be enough to include the cost of removing debris from the site, rebuilding expenses and associated costs.

If **you** fail to keep the amount insured at the full value, **we** may reduce the amount **we** pay for each claim in proportion to the assessed shortfall in insurance.

**We** will not reduce the **sum insured** under this section following a claim, as long as **you** agree to carry out any recommendations **we** make to prevent further loss or damage.

All repairs to **your buildings** will need to be carried out without delay to prevent further damage occurring. If **you** do not carry out or arrange suitable repairs that **we** recommend and **you** make another claim that is caused fully or in part by **you** failing to carry out suitable repairs, **we** have the right to refuse to pay the claim or to reduce the amount of any payment **we** make for the claim.

## 2. Settling liability claims

In dealing with a liability claim under the terms of this **policy**, either before or after **we** pay **your** claim, **we** may do the following.

- a. Defend or settle any claim and choose the solicitor who will represent **us** and **you** in any legal action. If **we** do this, **we** will pay any fees involved.
- b. Take any legal action in **your** name or in the name of any other person covered by this **policy**. Once legal action has started, **we** will have complete control of the matter.

### 3. Pairs, sets and suites

If **you** have made a successful buildings claim for an item which forms part of a matching set or suite, we will make a cash contribution of 50% of the cost of replacing or changing any associated undamaged item from the matching set or suite when a replacement of, or reasonable match for, the lost or damaged item cannot be found. By 'reasonable match' **we** mean this may be similar but not an exact match. When **we** settle **your** claim, if **we** ask, **you** must give **us** any damaged or undamaged items which form part of the claim.

### 4. Removing debris

Under the buildings section we will also pay to remove debris following an insured claim.

### 5. Maintenance

A well-maintained building should withstand all but the most severe weather conditions. It is important to remember that **you** are responsible for maintaining **your home** in a good state of repair. If the **buildings** have not been maintained in a good state of repair, when assessing a claim, **we** will take into account the condition of **your** property and **we** may refuse to pay the claim or **we** may reduce the amount of any payment **we** make for the claim.

**We** will not cover the costs of repairs or replacements, where the costs arise through **you** failing to regularly maintain the **buildings** properly.

### 6. Repair guarantee

All repairs carried out by **our** approved suppliers as a result of an insured claim under this section of **your policy** are guaranteed for 12 months.

## Section 2 - Contents cover

### Contents cover is included if it is shown in your schedule.

We will pay up to the **sum insured** for any **contents** shown in **your schedule** which belong to **you** or **your family**, or which **you** or **your family** are legally responsible for, against loss or damage directly caused by the following covers. The loss or damage must take place at **your home** during the **period of insurance**.

We do not cover the amount of the **excess**, as shown in **your schedule**.

The amounts shown below are the most **we** will pay.

#### Sums insured

- i. **Contents** – we will pay up to the **contents sum insured** shown in **your schedule**;
- ii. Unspecified **valuables** (**valuables** which individually are worth £2,000 or less) – we will pay up to the amount shown in **your schedule**;
- iii. Specified **valuables** (**valuables** which individually are worth more than £2,000 and which **you** have told **us** about) – we will pay up to the amount shown in **your schedule**.

#### Important

**You** need to tell **us** about (to specify) any **valuables** worth more than £2,000. Any **valuables** which individually are worth more than this amount that **you** haven't told **us** about and aren't itemised in **your policy schedule** won't be insured.

The "worth" of a **valuable** is the cost of replacing that **valuable**. If **you** are unsure of the replacement cost, **you** should seek an independent expert valuation.

**You** can add specified **valuables** (**valuables** which are worth more than £2,000) to **your policy** at any time. To do so please contact **us**.

#### Policy limitations

**Your** Policy Expert Basic home insurance only provides cover for **your content** in **your home**. It does not cover:

- a. Loss or damage to **contents** not inside **your home**, including:
  - i. **contents** in **outbuildings**;
  - ii. **contents** in the open (in **your** garden or on your driveway);
  - iii. **contents** temporarily kept at another location;
  - iv. **contents** in student accommodation;
- b. Loss or damage to visitors' belongings in **your home**;
- c. Loss or damage to the **contents** of your fridge or freezer;
- d. Replacement title deeds;
- e. Loss of **money**;
- f. Loss of metered water or oil.

Please see the relevant cover below for full details of any limits and exclusions that apply.

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

**✗ We don't cover:**

- a. loss or damage from smoke caused by smog, emissions from agricultural or industrial operations or anything that happens gradually from repeated exposure.

2. **Flood**

**We** will cover loss or damage caused by flood.

A flood is a substantial and abnormal build-up of water from an external source. It does not include water which has escaped from pipes, tanks and other fixed water apparatus at **your property**.

**✗ We don't cover:**

- a. **contents** in the open;
- b. loss or damage caused by frost;
- c. loss or damage to radio and television aerials or satellite dishes, and their fittings and masts;
- d. loss or damage caused by rising water table levels (the level below which the ground is completely saturated with water); and
- e. anything that happens gradually.

3. **Storm**

**We** will cover loss or damage caused by **storm**.

**✗ We don't cover:**

- a. **contents** in the open;
- b. loss or damage caused by frost;
- c. loss or damage to radio and television aerials or satellite dishes, and their fittings and masts; and
- d. anything that happens gradually.

4. **Escape of water or oil**

**We** will cover loss or damage caused by:

- a. escape of water from any:
  - i. fixed domestic water installation;
  - ii. heating system (including radiators and boilers);
  - iii. washing machine, dishwasher, fridge or freezer;at **your property**; or
- b. water freezing in tanks, apparatus and pipes at **your property**; or
- c. escape of oil from any fixed domestic oil installation at **your property**.

**✗ We don't cover:**

- a. loss or damage to the apparatus or pipes the water or oil has escaped from;
- b. loss or damage caused by a gradual water or oil leak;
- c. loss or damage caused by sealant or grout failing to work properly or by an inappropriate
- d. sealant or grout being used;
- e. loss or damage caused by water overflowing as a result of taps being left on in sinks, baths and
- f. other sanitary fittings; and;
- g. loss or damage while **your home** is **unoccupied** or **unfurnished**.

5. **Theft or attempted theft**

**We** will cover loss or damage to **your contents** while they are in **your home** if:

- a. this was caused by theft or attempted theft following forced and violent entry to **your home**; or
- b. deception has been used to gain entry to **your home**.

**✗ We don't cover:**

- a. loss or damage caused by theft or attempted theft by any person who is lawfully in **your home**;
- b. loss or damage to **contents** in **outbuildings**;
- c. loss or damage while **your home** is **unoccupied** or **unfurnished**.

**We** may require **you** to have minimum security precautions in place. Please check **your schedule** for any specific **endorsement**.

6. **Collision damage**

**We** will pay for loss or damage to **your contents** after being hit by:

- a. an animal, vehicle or train; or
- b. aircraft or other flying device (or any items dropped from these).

**✗ We don't cover:**

- a. loss or damage caused by domestic pets.

7. **Riot**

**We** will cover loss or damage caused by civil commotion, labour disputes or political disturbances.

8. **Malicious damage or vandalism**

**We** will cover loss or damage caused by malicious people or vandals.

**✗ We don't cover:**

- a. malicious damage or vandalism by any person who is lawfully in **your home**; and
- b. loss or damage while **your home** is **unoccupied** or **unfurnished**.

9. **Subsidence, heave, landslide**

**We** will cover loss or damage caused by:

- a. **subsidence** and **heave** of the site **your buildings** stand on; or
- b. **landslide**.

**✗ We don't cover:**

- a. loss or damage caused by erosion of any coast or riverbank;
- b. loss or damage caused by alterations, extensions, renovations, demolitions or structural repairs;
- c. normal settlement, shrinkage or expansion;
- d. loss or damage that was caused before this **policy** started;
- e. costs to repair the original cause of the **subsidence** (for example, removing trees);
- f. loss or damage caused by the movement of solid floors, unless the foundations beneath the external walls of the main building which **you** live in are damaged at the same time and by the same cause; and
- g. loss or damage to **contents** caused by the action of chemicals or by the reaction of chemicals with any material which forms part of the **buildings**.

## 10. Falling objects

**We** will cover loss or damage caused by:

- a. falling telegraph poles, lamp posts, fixed aerials, satellite dishes, fixed solar panels and masts; or
- b. falling trees and branches.

**We** will also pay the cost of removing the fallen item which has caused the loss or damage.

### ✗ **We don't cover:**

- a. loss or damage caused by maintenance to trees;
- b. loss or damage to the items themselves;
- c. the cost of removing any part of a tree that remains below ground; and
- d. the cost to remove the item unless damage has been caused to **your contents** by its fall.

## 11. Emergency access

**We** will provide cover for damage to **your contents** caused when the fire, police or ambulance services force entry into **your buildings** as a result of an emergency or suspected emergency, or to prevent damage to property.

# Optional upgraded cover

## 12. Additional accidental damage to your contents

- a) **We** will pay for **accidental damage to contents** while they are in **your home** (but not in **outbuildings**).

### ✗ **We don't cover:**

- a. **contents** not inside **your home**;
- b. loss or damage to **money**, clothing, food and drink;
- c. loss or damage to contact or corneal lenses;
- d. any loss or damage caused to hearing aids while **you** are swimming or bathing;
- e. loss or damage which happens gradually or is caused by normal wear and tear, or loss of value;
- f. loss or damage caused by domestic pets, including chewing, scratching, tearing or fouling;
- g. loss or damage caused by vermin, insects, parasites, woodworm, fungus, wet rot or dry rot;
- h. loss or damage caused by frost, corrosion, effects of sunlight, atmospheric or climatic conditions;
- i. loss or damage as a result of dyeing, cleaning, restoring or dismantling an item or carrying out repairs, alterations or renovations;
- j. loss or damage as a result of mechanical or electrical breakdown or failure;
- k. loss or damage to **pedal cycle** tyres caused by cuts, bursts or punctures;
- l. loss of or damage to **pedal cycle** accessories or removable parts unless they are stolen with the **pedal cycle** or unless the **pedal cycle** is damaged at the same time;
- m. damage caused by **you** not following the manufacturer's guidelines on using or storing the item or using suitable accessories;
- n. loss or damage specifically excluded under covers 1 to 10 in this Section 2; and
- o. loss or damage while **your home** is **unoccupied** or **unfurnished**.

- b) **We** will pay for **accidental damage** to mirrors, fixed glass in furniture and ceramic hobs while in **your home** (but not in **outbuildings**).

### ✗ **We don't cover:**

- a. loss or damage caused by chipping, denting or scratching;
- b. damage to property which was not maintained in a good state of repair;
- c. malicious damage caused by you, your family or anyone who is lawfully in your home; and
- d. loss or damage while **your home** is **unoccupied** or **unfurnished**.

# More cover

The following cover is provided as standard when you buy contents insurance.

## 13. Alternative accommodation

We will pay up to £5,000 for:

- the reasonable and necessary costs for alternative accommodation for **you, your family**, and **your** pet dogs and cats; and
- any rent which **you** may have to pay;

if **you** cannot stay in **your home** because **your home** has become unfit for living in following loss or damage that is insured by this section.

How much **we** will pay for alternative accommodation will depend on **your family's** needs and **you** must agree the costs with **us** before **you** pay.

This cover is included under both Section 1 – Buildings cover and Section 2 – Contents cover. If both sections are in force, **we** will only pay under one section.

### ✗ We don't cover:

- losses **you** suffer more than 12 months after the date that **your home** became unfit for living in.

## 14. Personal liability and your liability as occupier of the home

We will pay up to £1,000,000 for any one claim, or series of claims arising from any one event, towards amounts **you** and **your family** legally have to pay as the owner of the **contents**, the occupier of your property or a private individual for:

- compensation for accidental death or injury to any person that happens during the **period of insurance**;
- compensation for accidental loss of or damage to someone else's property that happens during the **period of insurance**; and
- any costs and expenses **you** have to pay in connection with defending any claim, provided that **you** get our written permission beforehand.

### ✗ We don't cover:

- any cost or expense **we** have not agreed in writing;
- death or injury (including illness and disease) to any person who is working for **you** or is a member of **your family**;
- any claim arising directly or indirectly from passing on a **contagious disease** or virus;
- loss of or damage to property which **you** or **your family** own or are responsible for;
- any claim arising out of any trade, profession, employment or business;
- any claim arising out of owning, possessing or using:
  - any mechanically propelled or assisted vehicles (which includes adults' and children's motor vehicles, adults' and children's motorcycles, models, ride-on toys and off-road vehicles such as quad bikes), other than domestic garden equipment while it is being used within the boundaries of **your property** and golf trolleys which are controlled by someone on foot;
  - any watercraft, aircraft or other flying device (such as drones); or
  - a caravan;
- any claim arising out of owning:
  - any animal other than cats or dogs;
  - any cats or dogs that are not normally kept as pets in the **United Kingdom**;
  - any dogs listed as dangerous under the Dangerous Dogs Act 1991, the Dangerous Dogs (Northern Ireland) Order 1991, the Control of Dogs (Scotland) Act 2010, or any amendments to these acts; or
  - any dog that is dangerously out of control under the Dangerous Dogs Act or for which legal action has already been taken;

- h. any claim arising out of pollution or contamination;
- i. any claim brought in a court outside the **United Kingdom**;
- j. any claim where **you** are entitled to cover under any other insurance; and
- k. any liability **you** have under an agreement if **you** would not have that liability if the agreement did not exist.

#### 15. **Tenant's liability (applies if the buildings are rented)**

If **you** are legally responsible as a tenant **we** will pay up to £5,000 for:

- a. Loss of or damage to the **home**, fixtures, fittings and **contents** which belong to the landlord
- b. **Accidental damage** to fixed glass, sanitary fittings, cables, pipes, septic tanks and drain inspection covers in the **home**.

**You** must be legally liable under the terms of your tenancy agreement, as a tenant of **your home**, not as the owner or the landlord.

#### ✗ **We don't cover:**

- a. loss or damage which is excluded under any of covers 1 to 12 described under Section 1 - Buildings cover within this **policy**;
- b. anything which happens gradually as a result of damage caused by smoke;
- c. the cost of normal maintenance or routine decoration;
- d. loss or damage to gates, fences, boundary and garden walls;
- e. loss or damage caused by any person acting maliciously; and
- f. loss or damage while the **buildings** are **unoccupied** or **unfurnished**.

#### 16. **Selling your home**

If **you** are moving to a new address, the **contents sum insured** can be split between **your** current **home** and **your** new home (which must be a private residence in the **United Kingdom**) for up to seven days as long as **you** have told **us** beforehand that the **contents** will be moved to the new address.

#### ✗ **We don't cover:**

- a. loss or damage caused by theft unless force and violence is used to enter a locked building or locked room;
- b. loss or damage to **contents** in a furniture deposit or other storage facility;
- c. loss or damage caused by **storm**, flood, frost or malicious damage to **contents** which are not within any building; and
- d. **contents** in **outbuildings**.

#### 17. **House removal**

**We** will pay for loss or **accidental damage** to **contents** while they are being moved by professional removal contractors from **your** current **home** to **your** new home (which must be a private residence) in the **United Kingdom** including while they are being stored for up to seven days in a furniture storage unit.

#### ✗ **We don't cover:**

- a. loss or damage to **valuables**, **money** and **credit cards**;
- b. loss or damage if **you** have taken out insurance with the removal firm;
- c. loss or damage while **contents** are being transported by sea;
- d. loss or damage caused by mechanical or electrical breakdown or failure;
- e. cracking, scratching or breakage of pictures, china, glass or other fragile items, unless they are packed and loaded by professional removal contractors; and
- f. theft, unless violent and forced entry is involved.



## 18. Credit card liability

**We** will pay up to £1,000 per incident to cover any liability **you** or a member of **your family** has under the terms of any personal **credit cards** following unauthorised use after they are lost or stolen. **We** will provide cover anywhere in the **United Kingdom** and for up to 30 days elsewhere in the world during a temporary visit during the **period of insurance**.

### ✗ We don't cover:

- any loss if **you** have not kept to the terms and conditions that apply to the **credit cards**;
- any loss **you** do not report to the card-issuing company and the police within 24 hours of discovering the card is missing;
- any loss as a result of unauthorised use by a member of **your family** or a person living with you;
- loss caused by a mistake, neglect or accounting error;
- fall in currency value; and
- any **credit cards** that are not for social and domestic purposes.

## Optional cover for your contents

The following covers are included only if they are shown in **your schedule**.

### Option A - personal possessions away from your home

**We** will cover loss or damage to **personal possessions** caused under covers 1 to 10 and also cover 12, while the **personal possessions** are away from **your home**, anywhere within the **United Kingdom**.

**We** will also provide cover worldwide for up to 30 days in any one **period of insurance**.

**We** will pay up to the **sum insured** shown in **your schedule**.

The total **sum insured** for this section is included within the total **contents sum insured** policy limit and is not in addition to it. The **personal possessions** section can include an amount of cover for unspecified items such as **personal belongings, gadgets or valuables** which are worth £2,000 or less.

**You** will need to specify any **personal belongings, gadgets or valuables** that are individually worth £2,001 or more. If **you** have not specified these items, they will not be insured.

The amounts shown below are the most **we** will pay for the following.

- Unspecified **personal possessions**:  
If **you** have bought this cover, the limit will shown in **your schedule**.  
The most **we** will pay for any single unspecified **personal possession** is £2,000.
- Specified **personal possessions**:  
If **you** have specified any **personal possessions** (including **personal belongings, gadgets or valuables**), these limits will be shown in **your schedule**.
- Loss from an unattended vehicle:  
Up to £1,000 for any one loss.

### ✗ We don't cover:

- the **excess** shown in **your schedule**;
- loss of **money**;
- loss or damage to:
  - contact or corneal lenses;
  - hearing aids while **you** are swimming, involved in any other water sports, or bathing;
  - musical instruments while they are being transported unless they are placed in a suitable protective container;
  - documents or securities;

- sports equipment while it is being used;
- pedal cycles;
- items not in the care, custody or control of **you** or **your family**; and
- any property which is more specifically insured under another insurance policy;
- d. loss or damage which happens gradually or is caused by normal wear and tear, or loss of value;
- e. loss or damage caused by domestic pets, including chewing, scratching, tearing or fouling;
- f. loss or damage caused by vermin, insects, parasites, woodworm, fungus, wet rot or dry rot;
- g. loss or damage caused by frost, corrosion, effects of sunlight, atmospheric or climatic conditions;
- h. loss or damage as a result of dyeing, cleaning, restoring or dismantling an item or carrying out repairs, alterations or renovation;
- i. loss or damage as a result of mechanical or electrical breakdown or failure;
- j. damage caused by **you** not following the manufacturer's guidelines on using or storing an item or using suitable accessories; and
- k. theft from unattended road vehicles unless:
  - i. the vehicle is securely locked and all doors, windows and other openings of the vehicle are left closed and properly fastened; and
  - ii. access to the vehicle was following forced and violent entry; and
  - iii. the insured items were hidden from view in:
    - a locked boot; or
    - a closed glove compartment.

If all of conditions i, ii and iii are met, the most **we** will pay for any such theft claim is £1,000.

## Option B - pedal cycles

**We** will pay for the cost of repairing or replacing **pedal cycles** following loss or damage caused under covers 1 to 10 and also cover 12, anywhere within the **United Kingdom** (including while the **pedal cycles** are at **your property**).

**We** will also provide cover worldwide for up to 30 days in any one **period of insurance**.

The amounts shown below are the most **we** will pay for the following.

- a. Limit per **pedal cycle** is the amount shown in **your schedule** for each specified **pedal cycle**.
- b. Loss from an unattended vehicle – up to £1,000 for any one loss.

### **X We don't cover:**

- a. the **excess** shown in **your schedule**;
- b. loss or damage to items not in the care, custody or control of **you** or **your family**;
- c. loss or damage which happens while the **pedal cycle** is being used for racing, pacemaking, testing of any kind or taking part in trials or competitions;
- d. loss or damage while the **pedal cycle** is being hired out or is being used for business purposes;
- e. loss of or damage to accessories or removable parts unless the **pedal cycle** is stolen or damaged at the same time;
- f. loss or damage which happens gradually or is caused by normal wear and tear (including scratching, denting or other damage to the appearance), or loss of value;
- g. loss or damage caused by domestic pets, including chewing, scratching, tearing or fouling;
- h. loss or damage caused by vermin, insects or parasites;
- i. loss or damage caused by frost, corrosion, effects of sunlight, or atmospheric or climatic conditions;
- j. loss or damage to **pedal cycle** tyres caused by cuts, bursts or punctures;
- k. loss or damage as a result of cleaning, restoring, maintaining or dismantling an item or carrying out repairs, alterations or renovations;
- l. loss or damage caused by **you** not following the manufacturer's guidelines on using the **pedal cycle** or using suitable accessories;
- m. loss or damage as a result of mechanical breakdown or failure;

- n. **pedal cycles** that **you** do not usually keep at **your property** when they are not in use;
- o. theft unless, at the time of the theft, the pedal cycle is:
  - i. securely locked to a solid object which cannot be moved, using a specifically designed bicycle lock; or
  - ii. in a locked building; and
- p. theft from an unattended road vehicles unless:
  - i. the vehicle is securely locked and all doors, windows and other openings of the vehicle are left closed and properly fastened; and
  - ii. access to the **pedal cycle** was following forced and violent entry; and
  - iii. the **pedal cycle** was stolen from:
    - a locked luggage boot or a concealed luggage compartment; or
    - a properly fixed vehicle roof rack or a properly fixed vehicle pedal cycle rack (with the **pedal cycle** secured through its frame by a specifically designed bicycle lock).

If all of conditions i, ii and iii are met, the most **we** will pay for any such theft claim is £1,000.

## Settling claims under content covers

(See also general exclusions and general conditions.)

### 1. How much we will pay

For any claim made under this **policy**, **we** will not pay more than:

- a. the **sum insured** for **your contents**, as shown in **your schedule**; or
- b. any limit shown in the **policy** or in **your schedule**.

Unless **we** tell **you** otherwise, each limit shown in this **policy** and in **your schedule** applies to each claim **you** make.

**We** will not reduce the **sum insured** under this section following a claim, as long as **you** agree to carry out any recommendations **we** make without delay to prevent further loss or damage.

It is **your** responsibility to make sure that, at all times, the **contents sum insured** reflects the full value of the property insured. This is how much it would currently cost to replace each item as new (except for **works of art** when the full value is the current market value). **You** must keep the **sum insured** up to date when **you** buy new items.

If **you** fail to keep the amount insured at the full value (or current market value for **works of art**), **we** may reduce the amount **we** pay for each claim in proportion to the assessed shortfall in insurance. For example, if the limit of **your** contents cover is equal to 75% of the amount needed to replace all the **contents**, **we** will only pay 75% of **your** claim.

### 2. Settling claims (does not apply to liability claims)

**We** can choose to settle **your** claim by:

- a. repairing or reinstating the item; or
- b. replacing the item as new; or
- c. paying **you** the cash equivalent.

Where possible, **we** will repair your item.

If not, **we** will replace it with an item of the same make, model and memory size or an item with an equivalent specification.

If **we** agree to replace the item as new, the new item will be as close as possible to, but not an improvement on, the original item when it was new.

If an item cannot be repaired or replaced, **we** will make a cash settlement and **our** payment will be based on a qualified opinion of the item's value immediately before the loss or damage. **We** will only pay **you** what it would have cost **us** to repair or replace the item with **our** own preferred suppliers and as if the repair work had been carried out without delay.

For **works of art**, if **we** agree to make a cash settlement, the amount will be based on the market value of the item on the date the loss happened.

**We** will replace the damage **contents** as new without making a deduction for wear and tear, as long as the **sum insured** is at least equal to the cost of replacing all the property.

### 3. Settling liability claims

In dealing with a liability claim under the terms of this **policy**, either before or after **we** pay your claim, **we** may do the following.

- a. Defend or settle any claim and choose the solicitor who will represent **us** and **you** in any legal action. If **we** do this, **we** will pay any fees involved.
- b. Take any legal action in **your** name or in the name of any other person covered by this **policy**. Once legal action has started, **we** will have complete control of the matter.

### 4. Pairs, sets and suites

If **you** have made a successful contents claim for an item which forms part of a matching set or suite, we will make a cash contribution of 50% of the cost of replacing or changing any associated undamaged item from the matching set or suite when a replacement of, or reasonable match for, the lost or damaged item cannot be found. By 'reasonable match' **we** mean this may be similar but not an exact match. When **we** settle **your** claim, if **we** ask, **you** must give **us** any damaged or undamaged items which form part of the claim.

### 5. Removing debris

Under the contents section **we** will also pay to remove debris following an insured claim.

### 6. Maintenance

**We** will not cover the costs of **your** claim, where the costs arise through **you** failing to maintain the **buildings** properly.

### 7. Proof of value and ownership

It is **your** responsibility to prove any loss, so **we** recommend that **you** keep photographs, guarantee cards, instruction booklets and a full description of **your** valuable items, including serial and model numbers, to make it easier to identify them.

Keep relevant proof of purchase and evidence of value, as **we** may ask **you** for these if **you** make a claim under this **policy**.

The value of items such as jewellery, watches, works of art, curios and collections often varies independently of inflation. **You** should make sure that these items are insured for the correct amount at all times. If **you** have specified any items, please refer to any **endorsement** issued for details of how often these items should be valued.

### 8. Repair guarantee

All repairs carried out by **our** approved suppliers as a result of an insured claim under this section of **your policy** are guaranteed for 90 days.

# Cancellation

You can cancel this **policy** for any reason, at any time, by contacting **us**.

Phone	0330 0600 632
Email	<a href="mailto:home@policyexpert.co.uk">home@policyexpert.co.uk</a>
In writing	Policy Expert Exchange House 450 Midsummer Boulevard Milton Keynes MK9 2EA

You will need to include **your** name, address, policy number, the date of cancellation and the reason why **you** wish to cancel.

## Our refund policy

If **you** cancel this **policy**:

- before it starts, **you** will receive a full refund.
- after it starts, and **you** haven't made a claim, **you** will receive a pro-rata refund.
- after **you** have made a claim, **you** will not receive a refund.

See **our** cancellation fees below for any charges that may apply.

If **you** pay monthly and cancel **your policy** after **you** have made a claim **you** will have to pay **us** the outstanding premium for the **period of insurance**.

## Our right to cancel your policy

**We** have the right to cancel **your policy** for any valid reason. If **we** cancel **your policy**, **we** will give **you** seven days' written notice telling **you our** reason for cancelling. If **you** have committed fraud the **policy** will end without notice from the time of the fraudulent act.

If **you** have made a claim or if **your policy** is cancelled due to fraud **you** will not receive a refund, and if **you** pay monthly **you** will need to pay **us** any outstanding premium for the **period of insurance**.

Any additional products (e.g home emergency cover) will be cancelled at the same time.

Here are some of the reasons why **we** can cancel **your policy**:

- a. **you** purposefully haven't given **us** the correct information during **your** application or renewal.
- b. **you** have abused or threatened **us**.
- c. **you** haven't followed the conditions of this **policy**.
- d. **you** tell **us** about a change in **your** circumstances which results in **us** no longer wanting to provide cover.

## Our cancellation fees

**You** will be charged a cancellation fee if **your policy** is cancelled for any reason. Cancellation fees are lower if **your policy** is cancelled within the first 14 days (the cooling off period). All cancellation fees are listed on **our** website at [www.policyexpert.co.uk/terms-and-conditions/](http://www.policyexpert.co.uk/terms-and-conditions/).

# How to make a complaint

We aim to give **you** the best possible service but if **you** have any concerns about this insurance or the way in which **we** have handled **your** claim, **you** should follow the complaints procedure set out below.

Please quote **your** policy number whenever **you** contact **us** to help **us** provide a quick and efficient response.

If **your** complaint is about the policy, the way it was sold to **you** or **our** service, please contact **us**:

Write	Customer Relations Policy Expert 1st Floor, Exchange House 494 Midsummer Boulevard Milton Keynes MK9 2EA.
Phone	0330 0600 601
Email	<a href="mailto:home-complaints@policyexpert.co.uk">home-complaints@policyexpert.co.uk</a>

If **your** complaint is about the way **we** have handled **your** claim, please contact Trinity Claims:

Write	Customer Services Manager Trinity Claims PO Box 568 Tonbridge Kent TN9 9LT
Phone	0330 0600 682
Email	<a href="mailto:customer.relations@trinityclaims.co.uk">customer.relations@trinityclaims.co.uk</a>

More information on next page

**We** aim to deal with all complaints within three working days of receiving them. If this is not possible, **we** will acknowledge **your** complaint within five working days. **We** will try to send **you** a final response within four weeks of receiving **your** complaint, but if **we** are not able to do this, **we** will send **you** an update and send **you** a final response within eight weeks.

If **you** are not satisfied with the way **we** have dealt with **your** complaint, or more than eight weeks have passed since **we** received your original complaint, **you** can refer **your** complaint to the Financial Ombudsman Service (FOS). The FOS is an impartial complaints service, which is free for customers to use. Taking **your** complaint to the FOS does not affect **your** right to take **your** dispute to the courts. For more details on how the FOS can help **you**, visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**You** can contact the Financial Ombudsman Service at:

Write	The Financial Ombudsman Service Exchange Tower Harbour Exchange London E14 9SR
Phone	0800 023 4567
Email	<a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>

**You** have six months from the date of **our** final response to refer your complaint to the FOS.

The FOS can only consider **your** complaint if **you** have already given us the opportunity to deal with it.

The above complaints procedure does not affect **your** legal rights as a consumer. For more information about **your** legal rights, contact **your** local authority's trading standards service or Citizens Advice.

## Office of the Arbiter for Financial Services

**You** may also be able to refer **your** complaint to:

Office of the Arbiter for Financial Services, Triq l-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010, Malta, telephone (+356) 212 49245, if **you** are not satisfied with **our** final response or **we** have not responded within fifteen (15) days. **You** will have to pay EUR 25.00 at the time of making **your** complaint to the Arbiter to use this service.

## About the Office of the Arbiter for Financial Service

The Office of the Arbiter for Financial Services considers that a "complaint" refers to a statement of dissatisfaction addressed to an insurance undertaking by a person relating to the insurance contract or the service he/she has been provided with. The term "person" does not specify that this is limited to individuals and therefore any policyholder, insured person, beneficiary and injured third party (irrespective of the country of residence or where the risk is situated) is eligible to make a complaint. For more information on the Office of the Arbiter for Financial Services and its complaints process, please visit [www.financialarbiter.org.mt](http://www.financialarbiter.org.mt).

# Regulatory information

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## Your insurers

We have arranged this insurance with the following **authorised insurers**.

### Accredited Insurance (Europe) Limited - UK Branch

Authorised and regulated by the Malta Financial Services Authority. Authorised by the Prudential Regulation Authority and with deemed variation of permission. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. The nature and extent of consumer protection may differ from those for firms based in the UK.

Accredited Insurance (Europe) Limited - UK Branch (UK Establishment Number: BR021362; FRN: 608422) is the UK Branch of Accredited Insurance (Europe) Limited which is incorporated in Malta (Company number: C59505) with limited liability and with its Registered Office and principal place of business at Development House, St Anne Street, Floriana, FRN 9010 Malta

Accredited Insurance (Europe) Limited - UK Branch has a principal place of business at 70 Fenchurch Street, London, EC3M 4BR. UK Companies House registered no. BR21362.

### Bridgehaven Specialty UK Limited

Bridgehaven Specialty UK Limited is authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority (FRN: 978895). Bridgehaven Specialty UK Limited's registered office is at 70 Gracechurch Street, London, EC3V 0HR. UK Companies House registered number: 12782688.

### Insurer liabilities

Each of **our authorised insurers** is liable for only the proportion of liability they have underwritten. None of **our authorised insurers** is responsible for any liability underwritten by any other of **our authorised insurers** under any circumstances.

## Financial Services Compensation Scheme

**Our authorised insurers** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if they cannot meet their obligations. This depends on the type and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim.

**You** can get more information about the compensation scheme arrangements from the FSCS ([www.fscs.org.uk](http://www.fscs.org.uk)).

## Protecting your personal information

The details provided here are a summary of how **we** and **our authorised insurers** collect, use and store **your** information.

If **you** would like to read **our** full privacy policy, please visit **our** website at [www.policyexpert.co.uk/privacy-policy](http://www.policyexpert.co.uk/privacy-policy). Or **you** can contact **our** Data Protection Officer at QMetric Group Limited, 110 Bishopsgate, London, EC2N 4AY.

If **you** would like to read Accredited Insurance (Europe) Limited - UK Branch's full privacy policy, please visit [www.accreditedinsurance.com/privacy-notice-europe-uk](http://www.accreditedinsurance.com/privacy-notice-europe-uk). Or you can contact their Data Protection Officer at 70 Fenchurch Street, London, EC3M 4BR.

If **you** would like to read Bridgehaven Specialty UK Limited's full privacy policy, please visit [www.bhvn-ins.com/privacy-policy](http://www.bhvn-ins.com/privacy-policy). Or you can contact their Data Protection Officer at 70 Gracechurch Street, London, EC3V 0HR.



## Collecting your information

When **you** ask **us** about or buy insurance cover, or make a claim, **we** will ask **you** to provide personal information to **us** and **our authorised insurers**. **We** also collect information about **you** from other sources, including information about how **you** interact with **our** websites, and publicly available information about **you** (and **your** family, if provided).

## Using your information

The main reason **we** collect **your** personal information is because **we** need to provide the appropriate insurance cover to **you**.

**We** will process **your** information fairly for the purposes of carrying out a contract, keeping to certain legal obligations **we** have, and for legitimate business reasons allowed by data-protection law, including managing **your** policy, managing claims, preventing fraud and to allow **us** to provide selected marketing communications.

## Sharing your information

**We** may share the information **you** provide with a number of other interested organisations. This may include other insurers, regulators, industry bodies, public authorities, and fraud-prevention and credit-reference agencies.

## Keeping and storing your information

**We'll** only keep **your** information for as long as is necessary to provide **our** products and services and to meet **our** legal and regulatory obligations. **Our authorised insurers** may sometimes use providers and organisations outside the UK or European Economic Area (EEA) to help manage insurance policies.

Although some countries outside the EEA do not provide the same level of data protection as the UK, **our authorised insurers** will always make every reasonable effort and take any required legal steps to make sure **your** personal information is properly protected.

**We** may monitor and record communication with **you** (such as phone calls and emails) for quality-control, training and fraud-prevention purposes, and to make sure **we** are keeping to all regulations that apply.

## Your rights

**You** have a number of rights relating to the information **we** hold about **you**. These include accessing **your** information, updating **your** information, restricting the processing of **your** information and unsubscribing from marketing communications.

Full details of **your** rights are set out in **our** privacy policy and the privacy policies of **our authorised insurers**.

**You** also have the right to complain directly to the Information Commissioners Office (ICO) whose details can be found at [www.ico.org.uk](http://www.ico.org.uk)

## Claims and Underwriting Exchange Register (CUE)

Insurers and their agents share information with each other through the Claims and Underwriting Exchange Register, run by the Motor Insurance Bureau (MIB).

When **we** deal with **your** request for insurance, **we** may search the register. When **you** tell **us** about an incident which may or may not lead to a claim, **we** will pass information about the incident to the register. The aim is to help **us** to check information provided and to prevent fraudulent claims.

It is a condition of buying and renewing **your** policy that **you** agree to **us** giving the MIB information from **your** application form about any incidents **you** tell **us** of.

Key contact numbers

Customer services	0330 0600 632	If you have any questions or want to tell us about any changes to your policy.
Claim line	0330 0600 633	To tell us about any loss or damage to insured property or of any incident that may lead to a claim, or to discuss an existing claim.

We may record and monitor calls. Call charges will vary.

Important notice

Although this policy provides insurance for a wide range of covers, it does not provide cover for the general maintenance or wear and tear of your property. Wear and tear happens naturally and is an unavoidable part of the ageing process.

We provide cover for unforeseeable events. This is not a maintenance contract or service policy and so does not cover the general upkeep or repair of your property (for example, loose roof tiles), which you are responsible for.



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