

# SPECIALIST INSURANCE AGENCY LTD - HOLIDAY HOME/LET INSURANCE

## SUMMARY OF COVER

The following summary does not contain the full terms and conditions of the contract which can be found in your policy documentation.

### Insurer

This Insurance is underwritten by certain underwriting syndicates at Lloyd's of London led by Syndicate 510, which are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Firm Reference Number(s) and other details can be found on the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk).

### About your policy

This is a household insurance policy. The main features and benefits are set out below.

**Buildings** are defined as: The private dwelling built of brick, stone or concrete and roofed with slates, tiles, asphalt, metal or concrete, its decorations and fixtures and fittings, garages, outbuildings, swimming pools, tennis courts, drives, patios, terraces, walls, gates, fences and fixed fuel tanks, which are your property or for which you are legally responsible.

**Contents** are defined as: Household goods and other items, within the home, which are your property or for which you are legally responsible. Please refer to the "Definitions" section of the policy documentation for full details.

**Buildings and Contents** are covered for loss or damage caused by:

- fire, lightning, explosion or earthquake
- aircraft and other flying devices or items dropped from them
- storm, flood, weight of snow
- escape of oil from fixed domestic oil-fired heating installations and smoke damage caused by a fault in any fixed domestic heating installation
- escape of water from and frost damage to fixed water tanks, apparatus or pipes
- theft or attempted theft
- collision by any vehicle or animal
- riots, strikes, violent disorder, labour disturbance, civil commotion and malicious damage
- subsidence or heave of the site or landslip
- falling trees, lamp posts or telegraph and other utility poles
- accidental damage to oil pipes, underground supply pipes, sewers, drains and cables.
- accidental damage

The Buildings and Contents sums insured are index linked to protect you against inflation (only if applicable).

**Buildings** cover also includes:

- damage caused by the breakage or collapse of fixed radio and television aerials and satellite dishes
- breakage of fixed glass, solar panels, sanitary ware and ceramic hobs
- loss of rent due to you and temporary accommodation costs up to 10% of the amount insured for buildings
- architect's and surveyor's fees, debris removal and additional costs as a result of local authority requirements
- increased domestic metered water charges up to £750 in all following an escape of water
- the cost of finding the source of an escape of water from any fixed water tanks, apparatus or pipes following loss or damage up to £2,500
- anyone buying your home until completion of sale
- your legal liability as owner up to £5,000,000 for any one accident or series of accidents arising out of one event.

**Contents** cover also includes:

- property in the open up to £750
- temporary removal to certain other premises in the United Kingdom for up to 20% of the sum insured for contents
- accidental damage to televisions, audio and video equipment including radios, video recorders, home computers and satellite decoders
- breakage of ceramic hobs, mirrors, fixed glass in furniture, double glazing and sanitary ware
- rent you have to pay or temporary accommodation costs up to 10% of the sum insured for contents

- fatal injury to you happening at the premises caused by fire or physical violence by intruders up to a maximum of £10,000 for each insured person
- replacement of locks following theft or loss of keys up to £750
- increased domestic metered water charges up to £750 in all following an escape of water
- your legal liability as occupier up to £5,000,000 for any one accident or series of accidents arising out of one event
- your legal liability for accidents to domestic staff up to £5,000,000 for any one accident or series of accidents arising out of one event

### Significant or unusual exclusions or limitations

#### Buildings Cover

We will not pay for:

- the first £1,000 of loss or damage while the home is insufficiently furnished for day to day living
- loss or damage to domestic fixed fuel tanks in the open, swimming pools, tennis courts, drives, patios and terraces, gates and fences caused by storm, flood or weight of snow
- accidental damage caused by infestation, corrosion, damp, wet or dry rot, mould or frost and for the cost of general maintenance

#### Contents Cover

Unless otherwise agreed by us, the following limitations apply to contents:

- money is insured up to a maximum of £500 in total
- deeds and registered bonds and other personal documents are insured up to a maximum of £2,000 in total
- stamps or coins forming part of a collection are insured up to a maximum of £2,000 in total
- gold, silver, gold and silver plated articles, jewellery and furs, in the home, are insured up to a maximum of £4,000 or 10% of the sum insured for contents whichever is the less
- domestic oil in fixed fuel oil tanks is insured up to a maximum of £1,500
- theft of contents from detached outbuildings is insured up to £1,000 or 3% of the sum insured, whichever is the greater.

#### Contents does NOT include:

- motor vehicles (other than garden machinery) caravans, trailers or watercraft or their accessories
- any living creature
- any part of the buildings
- any property held or used for business purposes
- any property insured under any other insurance.

#### Exclusions that apply to the whole of this insurance:

We will not pay for loss, damage or liability arising directly or indirectly by:

- a) nuclear reaction, nuclear radiation or radioactive contamination
- b) war
- c) computer viruses, erasure or corruption of electronic data or the failure of any equipment to correctly recognise the date or change of date
- d) biological or chemical contamination arising from
  - i. terrorism,
  - ii. steps taken to prevent terrorism
- e) wear and tear or any other gradually operating cause

We will not pay for:

- existing or deliberate damage
- any loss or damage that is not directly associated with the incident that caused you to claim, unless expressly stated in this contract of insurance
- any reduction in value of the property insured following repair or replacement

We will not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation

We will not pay any claim if any loss, damage or liability covered under this contract of insurance is also covered wholly or in part under any other insurance. However, if the other insurance has a higher excess, we will pay the difference between the excess on this insurance and the excess of the other insurance.

### Policy excess

The excess is the amount you will have to pay towards each separate claim. The standard policy excess is £250. For claims resulting from subsidence, landslip or heave the excess is £1,000. Any specific excesses that may be applied will be advised to you.

### Your duties

- a) You must take all reasonable steps to prevent loss, damage or an accident and keep the buildings in a good state of repair.
- b) You must tell your broker:
  - within fourteen (14) days of you becoming aware about any changes in the information you have provided to us which happens before or during any period of insurance;
  - at least fourteen (14) days before you start any conversions, extensions or other structural work to the buildings.

When we are notified of a change or of any planned structural work we will tell you if this affects your policy. For example we may amend the terms of your policy or require you to pay an additional premium. In certain circumstances we may cancel your policy in accordance with the "Cancelling This Insurance" section of the policy document. If you do not inform us about a change it may affect any claim you make or could result in your insurance being invalid.

### Period of insurance

The period covered by this insurance is normally for twelve (12) months. Renewal will be subject to the terms and conditions that apply at the time of renewal.

### Cancellation

You can cancel this insurance at any time by writing to your broker.

We can cancel this insurance by giving you thirty (30) days' notice in writing. We will only do this for a valid reason (examples of valid reasons are as follows):

- non payment of premium;
- a change in risk occurring which means that we can no longer provide you with insurance cover;
- non-cooperation or failure to supply any information or documentation we request; or
- threatening or abusive behaviour or the use of threatening or abusive language.

### Refund of premium

This insurance has a cooling off period of fourteen (14) days from either:

- the date you receive this insurance documentation; or
- the start of the period of insurance

whichever is the later.

If this insurance is cancelled then, provided you have not made a claim, you will be entitled to a refund of any premium paid, subject to a deduction for any time for which you have been covered. This will be calculated on a proportional basis. For example, if you have been covered for six (6) months, the deduction for the time you have been covered will be half the annual premium.

If you cancel this insurance outside the cooling off period, there will be an additional charge, as stated in the schedule, to cover the administrative cost of providing the insurance.

If we pay any claim, in whole or in part, then no return of premium will be allowed.

### Claims

If you wish to make a claim, you should notify the Claims Department at Specialist Agency Ltd on 02380 780 315 or send an email to [commercial@specialistinsure.com](mailto:commercial@specialistinsure.com) or write to Claims Department Specialist Agency Ltd, St James House, 158 Winchester Road, Southampton SO16 6UE without delay, giving full details of what has happened. Please refer to the "Things you must do" in the "How to make a claim" section of the policy documentation for further details.

### How We Settle Your Claim

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| Buildings - | We will pay the full cost to repair or replace the loss or damage providing the buildings have been maintained in a good state of repair and the sum insured is adequate to cover the full cost of rebuilding the home.  |
| Contents -  | Providing the sum insured is adequate, we will at our option pay either the full cost to repair or, in the event of total loss or destruction of any article, we will pay the cost of replacing the article as new as long as you have paid or we have authorised the cost of replacement. This basis of settlement does not apply to clothes or pedal cycles where we will take off an amount for depreciation. |

The maximum we will pay you in respect of any item/section will be the sum insured shown in the schedule attaching to the policy document.

### Complaints

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service. If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance, contact Specialist Agency Ltd, St James House, 158 Winchester Road, Southampton SO16 or by telephone on 02380 780 315.

In the event that you remain dissatisfied and wish to make a complaint, you can do so at any time by referring the matter to the Complaints team at Lloyd's. Their contact details are Complaints, Lloyd's Market Services, One Lime Street, London EC3M 7HA. Tel: 020 7327 5693, Fax: 020 7327 5225 or Email: [complaints@Lloyds.com](mailto:complaints@Lloyds.com).

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at [www.lloyds.com](http://www.lloyds.com) and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may refer your complaint to the Financial Ombudsman Service ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)).

### Compensation

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract of insurance. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk).

### Law and jurisdiction

Unless specifically agreed to the contrary this contract of insurance shall be governed by the laws of England and subject to the exclusive jurisdiction of the courts of England and Wales.