

# household policy

igo4 limited™

igo4 insurance is a trading brand of igo4 Limited an Introducer  
Appointed Representative of BDML Connect Limited.

igo4 value™

igo4 insurance™

igo4 more™

## Your contract

Welcome to your home insurance policy.

The information **you** have supplied forms part of the contract of insurance with the **insurer** as arranged and administered by **us. Your policy**, together with the policy summary, schedule and any applicable **endorsements**, is evidence of that contract. **You** should read it carefully and keep it in a safe place.

There is a choice of law for this insurance but unless **we** agree otherwise English law applies.

In return for having accepted **your** premium, the **insurer** will, in the event of injury, loss or damage happening within the **period of insurance**, provide insurance as described in the following pages and referred to in **your** schedule. If after reading these documents **you** have any questions please contact **us**.

On behalf of the **insurer**.



Mark Townsend Managing Director  
(Authorised Signatory) BDML Connect Ltd

### Statement of Demands and Needs

This product meets the demands and needs of those who wish to protect their buildings and/or contents against a range of specified events such as fire, theft and weather related losses throughout the duration of the policy.

The decision to take this product is entirely the customer's and therefore **we** cannot offer **you** a personal opinion or recommendation to take it.

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## What the terms mean

Where we explain what a word means that word will have the same meaning wherever it is used in the policy or schedule. These words are highlighted by the use of **bold print**.

### Accidental damage

Damage caused as direct result of a single unexpected event.

### Buildings

The structure of the **home** including landlord's fixtures and fittings and the following if they form part of the property: oil and gas tanks, cesspits, ornamental ponds, fountains, permanent swimming pools, tennis hard courts, walls, gates, fences, hedges, terraces, patios, drives, paths, car ports, garages and domestic outbuildings.

### Business Equipment

Computer equipment, facsimile machines, photocopiers, typewriters, word processors, telecommunication equipment, office furniture and stock (not held for sale). It does not include tools or stock used for business or trade.

### Contents

Household goods, tenant's fixtures, fittings and interior decorations, **valuables**, **money**, and **business equipment** within the **home**, all belonging to **you** or **your family** and for which **you** or **your family** are legally responsible.

### Endorsement(s)

A change to the terms of the **policy** as shown under **Endorsements** in the schedule.

### Europe

Republic of Ireland, England, Wales, Scotland, Northern Ireland, The Channel Islands, Isle of Man, The Faroe Islands, Iceland, France, Germany, Switzerland,

Austria, Holland, Belgium, Liechtenstein, Czech Republic, Slovakia, Hungary, Romania, Bulgaria, Poland, Albania, Italy, Vatican City, San Marino, Monaco, Cyprus, Malta, Spain, Portugal, Andorra, The Azores, Canary Islands, Balearic Islands, Gibraltar, Croatia, Slovenia, Yugoslavia (Serbia and Montenegro), Macedonia, Bosnia Herzegovina, Norway, Sweden, Finland, Denmark, Estonia, Latvia and Lithuania.

### Domestic partner

**Your** spouse or civil partner

### Excess

The amount **you** are required to pay as the first part of certain claims made under the **policy**. In the event of a claim being made under more than one Part of the **policy** for the same incident, **you** are only responsible for one **excess**.

### Family/Family's

**Your** domestic partner and each member of **your family** permanently residing with **you**.

### Home

The private residence shown in the schedule including its garages and domestic outbuildings if they form part of the property at the address shown in the schedule.

### Insurer/Their/They

The authorised **insurer** or Lloyd's syndicate shown on the current schedule

### Money

Coins, bank notes in current use, postal orders, postage stamps which are not part of a collection, trading stamps, premium bonds, saving stamps or certificates, luncheon vouchers, record, book or similar tokens, money orders, travel tickets including season tickets, petrol coupons, gift tokens, phone cards, pre-booked event and entertainment tickets and electronic money cards

**Pedal Cycles**

Non mechanically propelled or assisted cycles.

**Period of Insurance**

The dates shown in the schedule.

**Personal Effects**

Clothes and articles of a strictly personal nature likely to be worn, used or carried and also portable radios, portable televisions, sports equipment and **pedal cycles**.

**Policy**

**Your policy** booklet and most recent schedule, which include any **endorsement** that applies.

**Unfurnished**

Without sufficient furniture and furnishings for normal living purposes.

**Unoccupied**

Not lived in by **you** or **your family** for more than 30 consecutive days or is occupied by squatters.

**Valuables**

Jewellery (including costume jewellery), articles of or containing gold, silver or other precious metals, cameras (which includes video cameras and camcorders), binoculars, watches, furs, paintings and other works of art, collections of stamps, coins and medals.

**We/Us/Our**

BDML Connect Ltd;  
The Connect Centre;  
Kingston Crescent;  
Portsmouth  
PO2 8QL

Registered in England:  
Company No. 2785540,  
BDML Connect Ltd is authorised and regulated by the Financial Services Authority (FSA).

**You/Your**

The person or persons named in the schedule as the policyholder.

**Your policy** is designed to help **you** understand the extent of cover provided.

**You** will find on many of the pages these headings:

**What is covered**

These sections give detailed information on the insurance provided and must be read with '**What is not covered**' at all times

**What is not covered**

These sections draw **your** attention to what is not included in the scope of **your policy**

**If you have any problems****Complaints Procedure**

**We** are committed to treating our customers fairly. However, occasionally disputes or misunderstandings can happen. If **you** have any enquiry or complaint about **us** or **your policy** or a claim under it, **you** should first phone Customer Service on the telephone number shown at the back of this **policy**;

or write to:

**The Quality Manager;  
BDML Connect Ltd  
The Connect Centre  
Kingston Crescent  
Portsmouth  
PO2 8QL**

**Email: [enquiries@bdml.co.uk](mailto:enquiries@bdml.co.uk)**

Details of **your policy** and the **policy** or claim number along with **your** name and address will help **us** to deal with **your** enquiry.

If **we** are unable to resolve the matter or if **your** complaint is against **your** insurer **you** may write to the **insurer** identified in **your** current schedule. If the **insurer** is a Lloyd's syndicate **you** can write to

**Policyholder & Market Assistance  
Department;  
Lloyd's  
One Lime Street  
London  
EC3M 7HA**

**Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Tel: +44 (0)20 7327 5693  
Fax: +44 (0)20 7327 5225**

If **we** or the **insurer** have given **you** a final response and **you** remain dissatisfied **you** may refer **your** case to the Financial Ombudsman Service (FOS).

Financial Ombudsman Service;  
South Quay Plaza;  
183 Marsh Wall;  
London  
E14 9SR

**Tel: 0845 0801 800**

Please note **you** have 6 months from the date of the final response in which to refer **your** complaint to the FOS. Referral to the FOS will not affect **your** rights to take legal action against **us** or the **insurer**.

### **The Financial Services Compensation Scheme**

The Administrators and the **insurer** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if **we** cannot meet **our** obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS on [www.fscs.org.uk](http://www.fscs.org.uk).

## **General conditions**

**You** and **your family** must comply with the following conditions to have the full protection of **your policy**.

1. If **you** or **your family** do not comply with them **we** or the **insurer** may at **our** or **their** option cancel the **policy** or refuse to deal with **your** claim or reduce the amount of any claim payment.
2. **Keeping your sums insured at the correct level.**  
**You** must at all times keep the sums insured at a level that represents the full value of the property insured.

Full value means:

- for the **buildings**: the estimated cost of rebuilding if the **buildings** were completely destroyed. This is not the market value;
- for the **contents**: (other than clothes, furs and household linen) the current cost as new;
- for clothes, furs and household linen: the current cost as new less an appropriate allowance for wear and tear.

### **3. Changes in your circumstances**

- You** must notify **us** as soon as possible of any change which may affect this insurance and in particular any of the following:
- change of address
  - structural alteration to **your home**
  - if **you** or **your family** intend to lend, let or sub-let **your home**
  - if **you** or **your family** intend to use **your home** for any reason other than private residential purposes
  - if **your home** will be **unoccupied** for more than 30 consecutive days
  - **you** must also notify **us** as soon as possible if **you** or **your family** have received a conviction or a Police caution for, or been charged with but not yet tried, for any offence other than driving offences.

**We** will then advise **you** of any change in terms. If **you** are in any doubt please contact **us**.

#### 4. Taking care of your property

**You** and **your family** must take all reasonable precautions to avoid injury, loss or damage and take all practicable steps to safeguard all the property insured from loss or damage. **You** must maintain the insured property in good repair.

#### 5. Cancelling your cover

The **administrator** or **we** may cancel **your policy** by giving **you** 7 days' notice by letter to **your** last known address.

**We** reserve the right to cancel this **policy** immediately in the event of non-payment of the premium or default by **you** under a monthly instalment scheme. No refund will be made to **you** of any instalment paid.

If **you** wish to cancel this **policy**, **you** must either write to **us** or call **our** Customer Service Department.

#### 14-day cooling-off period

If **you** do this within the first 14 days of receiving **your policy** documents **you** will receive a proportionate refund of the premium paid for the unexpired portion of the **period of insurance**, less any agreed charges detailed in the **administrator's** terms of business.

#### Cancellation after 14 days

If **you** cancel this **policy** more than 14 days after receiving **your policy** documents, and provided that **you** have not claimed in the current **period of insurance**, and **you** have paid the premium in full, **we** will give **you** a proportionate refund of the premium paid for the unexpired portion of the **period of insurance**, less any agreed charges detailed in the **administrator's** terms of business.

If a claim has been submitted or there has been any incident likely to give rise to a claim during the current **period of insurance** no premium refund will be given.

If the premium is paid under a monthly instalment scheme and a claim has been settled during the current **period of insurance**, **you** must continue with the instalment payments. Alternatively **we** will deduct outstanding instalments from any claim payment that may be due to **you**. No refund of premium will be made under a monthly instalment scheme.

#### 6. Premiums paid and up to date

The cover provided is dependent on all premiums due in the **period of insurance** being paid in full.

#### So for:

Annual premiums – amounts to have been paid and cleared by **us**.

Payment by Direct Debit – if the premiums are paid monthly these will be collected on the cover start date of the insurance shown on the schedule and on the same day of each following month.

If one or more instalments have been paid, non-payment of a subsequent instalment will cancel this **policy** with effect from the due date of the unpaid instalment.

#### 7. Renewal

If **you** pay **your** premium by instalments **your policy** and policy add-on products renew automatically on an annual basis for **your** convenience. **We** will confirm this by sending **you your** renewal documents detailing the premium payable and the terms and conditions applicable to the renewal **policy**. If **you** do not wish **your policy** to renew, **you** should cancel **your** direct debit or continuous credit card mandate.

## Claims conditions

These conditions do not apply to Family Legal Protection where separate conditions apply.

**You** and **your family** must comply with the following Claims Conditions to have the full protection of **your policy**. If **you** or **your family** do not comply with them, the **insurer** may at **their** option cancel the **policy** or refuse to deal with **your** claim or reduce the amount of any claim payment.

### The first thing you must do.

If property is lost or theft or malicious damage is suspected, **you** must immediately inform the Police and obtain a crime or lost property reference number. Failure to do so may invalidate **your** claim.

### We recommend that you check your policy cover.

Check that the loss or damage is covered. The **policy** contains details of what is covered and how claims are settled.

### You should always immediately:

- contact **us** by phone on the number shown on the back of **your policy** booklet;
- take all reasonable steps to recover missing property;
- take all reasonable steps to prevent further damage.

### Claims process

If you telephone **us**, **we** will:

- i. take details of the loss;
- ii. notify the loss to the **insurer**;
- iii. where necessary arrange for someone to call or contact **you** by 'phone as soon as possible to discuss **your** claim.

This person may be one of the **insurer's** own claims staff or an independent Chartered Loss Adjuster.

### What you must do after making your claim

- Tell **us** and provide full details in writing immediately if someone is holding **you**

or **your family** responsible for damage to their property or bodily injury to them, and send to **us** immediately any writ, summons, letter of claim or other document;

- If requested send written details of **your** claim to **us** within 30 days;
- Supply at **your** own expense all reports, certificates, plans, specification, information and assistance that **we** may require;
- For any one **valuable** item over £2,500 if **you** have not already provided evidence of value or proof of purchase, the **Insurer** will reserve the right not to pay a claim until such evidence is provided.

### What you must not do

- Admit or deny any claim made by someone else against **you** or **your family** or make any agreement with them. **We** or the **insurer** have the right to negotiate, settle or defend any such claim in **your** name and on **your** behalf and take possession of the property insured and deal with salvage
- Abandon any property to **us** or the **insurer**
- Dispose of damaged items as **we** or the **insurer** may need to see them.

To do so may invalidate **your** claim.

### Fraud

**You** or **your family** must not act in a fraudulent manner. If **you** or anyone acting for **you**:

- make a claim under the **policy** knowing the claim to be false or fraudulently exaggerated in any respect;
- make a statement in support of a claim knowing the statement to be false in any respect or submit a document in support of a claim knowing the document to be forged or false in any respect;
- make a claim in respect of any loss or damage caused by **your** wilful act or with **your** connivance;

then the **insurer**:

- will not pay the claim;
- will not pay any other claim which has been or will be made under the **policy**;
- may at **their** option declare the **policy** void;
- will be entitled to recover from **you** the amount of any claim already paid under the **policy** since the last renewal date;
- will not make any return of premium;
- may inform the police of the circumstances.

If **you** have any query please contact **us**.

## How the Insurer settles claims

### Lost property

Where property has been lost the **insurer** will replace with the closest possible match.

### Damaged property

Where possible, damaged property will be repaired. Where repair is not possible the property will be replaced. Where repair or replacement is not possible, the **insurer** will pay in cash the amount of the loss or damage. Where repair or replacement is possible but under the circumstances the **insurer** considers it appropriate to make a cash settlement, the sum payable will reflect any discounts the **insurer** might have received if **they** had replaced the property.

### Cash payment

Wherever cash payments are made, the sum payable reflects the lost or damaged property at today's prices.

### Replacement

Where replacement of property is arranged, the **insurer's** settlement cheque will be sent directly to the supplier.

### Matching items or areas and carpets

Where loss or damage occurs and an exact repair or replacement is not possible, the **insurer** will endeavour to provide the closest match. If the lost or damaged item or area matched others in the **home**, the **insurer** will only pay for the lost or damaged item or area.

An individual item of a matching set of articles or suite of furniture or sanitary ware or other bathroom fittings is regarded as a single item.

Where carpeting is damaged beyond repair, only the damaged carpet will be replaced and not undamaged carpet in adjoining rooms or areas.

### Underinsurance

If **you** are underinsured, which means the cost of rebuilding the **buildings** or the cost of replacing the **contents** at the time of loss or damage is more than **your** sum insured for the **buildings** or **contents**, then **we** will only pay a proportion of the claim. For example, if **your** sum insured only covers one half of the cost of rebuilding the **buildings** or the cost of replacing or repairing the **contents** **we** will only pay one half of the cost of repair or replacement.

### Will a deduction be made for wear and tear?

**Contents** – There will be a deduction for clothes, furs and household linen. There will be no deduction for all other **contents** provided they have been maintained in good repair and the sum insured represents the full value of the property (see General Conditions on page 4 and Claims Conditions on page 6).

**Buildings** – If repair or reinstatement is carried out there will be no deduction provided that the sum insured represents the full value of the property and it has been maintained in good repair.

### Other insurance policies

If any injury, loss or damage is covered by any other insurance the **insurer** will not pay more than its proportion.

## General exclusions

### These exclusions apply throughout your policy

#### The Insurer will not pay for:

##### Riot/Civil commotion

any loss, damage or liability occasioned by or happening through riot or civil commotion outside the United Kingdom, the Isle of Man or the Channel Islands.

##### Sonic bangs

any loss or damage by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

##### Reduction in market value

any reduction in market value of any property resulting from its repair or reinstatement.

##### Confiscation

any loss or damage or liability occasioned by or happening through confiscation or detention by customs or other officials or authorities.

##### Radioactive contamination

any loss or damage to any property or any loss or expense resulting or arising therefrom or any legal liability, directly or indirectly caused by or contributed to by or arising from:

- ionising radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or of its nuclear component.

### War risks

any loss, damage or liability occasioned by or happening through war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

### Pollution/Contamination

any loss, damage, liability or bodily injury arising directly or indirectly from pollution or contamination unless caused by:

- a sudden and unforeseen and identifiable incident;
- leakage of oil from a domestic oil installation at **your home**.

### Date change

- 1 any loss or damage to any computer or other equipment, data processing service product, microchip, micro processor, integrated circuit, embedded chip or similar device, computer software program or process or any other electrical or electronic system directly or indirectly caused by:
  - failure to correctly recognise data representing any calendar date in such a way that it does not work properly or at all;
  - computer viruses.
- 2 any legal liability directly or indirectly arising from:
  - any computer or other equipment, data processing service product, microchip, micro processor, integrated circuit, embedded chip or similar device, computer software program or process or any other electrical or electronic system failing to correctly recognise data representing any calendar date in such a way that it does not work properly or at all.
  - computer viruses

Subsequent loss or damage or legal liability for which cover is in force under this **policy** is not affected.

## Inflation protection

To help protect **you** against the effect of inflation the sum insured for **contents/** personal possessions and **buildings** may be increased at the end of each month based on changes in the following indexes:

### Contents/Personal possessions

The Consumer Durables section of the Retail Price Index compiled by the Office of National Statistics.

### Buildings

The House Rebuilding Cost Index compiled by the Building Cost Information Service of the Royal Institution of Chartered Surveyors.

If an index becomes unavailable, the **insurer** will use a suitable alternative index. If an index should fall, the sums insured and monetary limits will be maintained.

There is no charge for this inflation protection at the time of the monthly increase but at the next renewal of **your policy** the premium will be based on the increased sums insured. Although **you** have the benefit of inflation protection, **you** should not rely on this alone to keep the **buildings** and **contents** sum insured at the correct level. The value of **your buildings** or **contents** may be growing faster than inflation – perhaps because of a new extension or acquired items. It is a condition of **your policy** to insure for the correct sum – see page 4.

## Part A – Contents standard cover

**Your schedule will show if this Part has been chosen.**

### What contents are not covered?

- (a) Watercraft (which includes sailboards and windsurfers) aircraft, caravans, trailers and mechanically propelled

vehicles (which includes motor cycles and children's motor cycles and motor cars, quad bikes and children's quad bikes) but lawnmowers, garden implements, wheelchairs, models and toys are covered.

- (b) Parts, accessories, tools, fitted radios, cassette players and compact disc players for the things in (a) above
- (c) Plants or any living creature
- (d) Property more specifically insured by any other insurance
- (e) Documents other than as shown in cover 20
- (f) Lottery tickets and raffle tickets
- (g) Any part of the structure of the buildings other than fixtures and fittings for which **you** are responsible as occupier.
- (h) Any loss, damage, legal liability, cost or expense of any kind for any property, which **you** hold in trust or use in connection with any business, trade or profession (other than **business equipment**).

### What is the most the insurer will pay?

The **insurer** will not pay more in total than the sum insured shown for **contents** in **your** schedule for any one claim under causes 1 - 11 and covers 12, 13, 28 and 29. The **insurer** will pay in addition amounts due under covers 14 - 27 up to the limits shown.

The following limits apply:

- for any one **valuable** £2,500
- for any one claim for **valuables** 1/3 of **contents** sum insured
- for **money** £500
- for **credit cards** £1,000
- for frozen food £1,000
- any limit more specifically referred to in this Part of the **policy**.
- for any one **pedal cycle** £500

These are the standard limits; if **you** have increased any of them the revised limits that apply to **your policy** will be shown in **your** schedule.

Inflation Protection applies.

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
Loss or damage to <b>your</b> or <b>your family's contents</b> while they are in the <b>home</b> by the following causes:	The amount of the <b>excess</b> shown in the schedule except for covers 25, 26 and 27.
1 Fire, smoke, explosion, lightning, earthquake.	Smoke damage arising gradually or out of repeated exposure.
2 Storm or flood	Loss or damage caused by: a frost b rising ground water levels.
3 Theft or attempted theft.	<ul style="list-style-type: none"> <li>a Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b></li> <li>b Loss where property is obtained by any person using any form of payment which proves to be counterfeit, false, fraudulent, invalid, uncollectable, irrecoverable or irredeemable for any reason.</li> <li>c The <b>insurer</b> will not pay for the following unless there has been forcible and violent entry to or exit from the <b>home</b> <ul style="list-style-type: none"> <li>i theft of <b>pedal cycles</b></li> <li>ii theft of <b>money</b></li> <li>iii loss or damage from the <b>home</b> if any part is let, lent or sub let, or occupied by anyone but <b>you</b> or <b>your family</b></li> <li>iv loss or damage from any part of the <b>home</b> which is used for any business, trade, profession or employment purposes.</li> </ul> </li> <li>d Loss or damage caused by any person lawfully in <b>your home</b>.</li> <li>e Loss or damage to <b>contents</b> in a garage or outbuilding not within the boundaries of the <b>home</b>.</li> </ul> <p>The <b>insurer</b> will not pay more than £5000 for any one claim for <b>contents</b> in a garage or outbuildings.</p>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>4 Escape of water from:</p> <p>i a fixed:</p> <ul style="list-style-type: none"> <li>a water installation</li> <li>b drainage installation</li> <li>c heating installation</li> </ul> <p>ii a plumbed-in washing machine, plumbed-in dishwasher, water bed, refrigerator or deep freeze cabinet.</p>	<p>Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p>
<p>5 Escape of oil from a fixed oil-fired heating installation including smoke and smudge damage by vaporisation due to a defective oil-fired heating installation.</p>	<p>Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p>
<p>6 Malicious persons or vandals.</p>	<p>a Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p> <p>b Loss or damage caused by <b>you</b> or <b>your family</b> or any person lawfully in <b>your home</b>.</p>
<p>7 Riot, civil commotion, strikes, labour and political disturbances.</p>	
<p>8 Subsidence or ground heave of the site on which the <b>buildings</b> stand, or landslip.</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> <li>a resulting from coastal or riverbank erosion</li> <li>b caused by compaction of infill</li> <li>c caused by settlement, shrinkage or expansion of the <b>building</b></li> <li>d arising from defective design, defective materials or faulty workmanship</li> <li>e occurring whilst the <b>home</b> is undergoing demolition, structural alteration or structural repair</li> <li>f caused by the action of chemicals on or with any materials from which the <b>home</b> is built.</li> </ul>
<p>9 Collision by:</p> <ul style="list-style-type: none"> <li>i aircraft</li> <li>ii aerial devices</li> <li>iii road or rail vehicles</li> <li>iv animals</li> </ul> <p>or anything dropped from them.</p>	<p>Loss or damage caused by</p> <ul style="list-style-type: none"> <li>a domestic pets.</li> <li>b insects.</li> </ul>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
10 Falling trees or branches.	<ul style="list-style-type: none"> <li>a The cost of removal of the fallen tree or branch</li> <li>b Loss or damage caused during tree felling, lopping or topping.</li> </ul>
11 Breakage or collapse of: <ul style="list-style-type: none"> <li>i satellite dishes</li> <li>ii TV or radio aerials, aerial fittings or masts</li> <li>iii lamp posts</li> <li>iv telegraph poles</li> <li>v electricity pylons, poles or overhead cables.</li> </ul>	Loss or damage of the items themselves.
12 Mirrors and glass Accidental breakage of: <ul style="list-style-type: none"> <li>i mirrors</li> <li>ii fixed glass in and glass tops of furniture</li> <li>iii ceramic hobs and ceramic tops of movable cookers</li> <li>iv glass oven doors.</li> </ul>	Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b> .
13 Replacement of locks if keys are lost or stolen  The <b>insurer</b> will pay for the cost of replacing keys and locks or lock mechanism to: <ul style="list-style-type: none"> <li>i external doors and windows of the <b>home</b></li> <li>ii a safe within or an alarm protecting the <b>home</b> following the loss of their keys.</li> </ul>	<ul style="list-style-type: none"> <li>a The cost of replacing keys and locks to a garage or outbuilding.</li> <li>b Thefts not reported to the police</li> </ul> <p>This cover can be found under both the Buildings and Contents Parts of the <b>policy</b>. Where both Parts are in force the <b>insurer</b> will only pay under one Part.</p> <p>The <b>insurer</b> will not pay more than £500 for any one claim.</p>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>14 Liability for Credit Card</p> <p><b>You</b> or <b>your family's</b> liability under the terms of any credit card, cheque card or cash dispenser card agreement as a direct result of its theft from the <b>home</b> and following its unauthorised use by any person not related to or residing with <b>you</b>.</p>	<p>a Any loss unless <b>you</b> or <b>your family</b> have complied with the terms and conditions of the issuing authority.</p> <p>b Any loss or claim due to accounting errors or omissions.</p> <p>The <b>insurer</b> will not pay more than £1,000 for any one claim.</p>
<p>15 Accidental loss of oil and metered water.</p> <p>The <b>insurer</b> will pay for accidental loss of domestic heating oil and metered water.</p>	<p>Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p> <p>The <b>insurer</b> will not pay more than £1,000 for any one claim.</p>
<p>16 Contents in the garden</p> <p>Loss or damage by causes 1–11 to <b>contents</b> while in the open within the boundaries of the land belonging to the <b>home</b>.</p>	<p>Loss or damage to:</p> <p>a <b>valuables</b> or <b>money</b>.</p> <p>b plants and trees.</p> <p>c while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p> <p>The <b>insurer</b> will not pay more than £1,000 for any one claim.</p>
<p>17 Temporary removal</p> <p>Loss or damage by causes 1–11 to <b>contents</b> temporarily removed from the <b>home</b> to:</p> <p>i any bank or safe deposit</p> <p>ii any occupied private dwelling</p> <p>iii any building where <b>you</b> or <b>your family</b> are working or temporarily residing while anywhere in Europe.</p>	<p>Loss or damage:</p> <p>a by theft unless it involves forcible and violent entry to or exit from a building.</p> <p>b from a caravan, mobile home or a motorhome.</p> <p>c outside the United Kingdom, the Isle of Man or the Channel Islands by riot, civil commotion, strikes, labour and political disturbances or malicious persons.</p> <p>The <b>insurer</b> will not pay more than 20% of the sum insured for <b>contents</b> for any one claim.</p>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>18 Alternative accommodation</p> <p>While the <b>home</b> cannot be lived in because of loss or damage covered by this <b>policy</b>, the <b>insurer</b> will pay for:</p> <ul style="list-style-type: none"> <li>i rent payable for which <b>you</b> are legally liable; or</li> <li>ii the reasonable cost of comparable alternative accommodation for <b>you</b> and <b>your family</b> and <b>your</b> domestic pets.</li> </ul>	<p>This cover can be found under both the Buildings and Contents Parts of the <b>policy</b>. Where both Parts are in force the <b>insurer</b> will only pay under one Part.</p> <p>The <b>insurer</b> will not pay more than 20% of the sum insured for <b>contents</b> for any one claim.</p>
<p>19 Documents</p> <p>Loss or damage by causes 1–11 to documents (other than <b>money</b>) whilst:</p> <ul style="list-style-type: none"> <li>i within the main building of the <b>home</b> or</li> <li>ii deposited for safe custody in any bank safe deposit, bank or solicitor's strongroom anywhere in the world.</li> </ul>	<ul style="list-style-type: none"> <li>a Property more specifically covered by any other insurance</li> <li>b Property used for business, trade, profession or employment purposes</li> </ul> <p>The <b>insurer</b> will not pay more than £250 for any one claim.</p>
<p>20 Visitors' personal effects</p> <p>Loss or damage by causes 1–11 to visitors' personal effects while they are in the <b>home</b>.</p>	<p>The <b>insurer</b> will not pay more than £1,000 for each visitor for any one claim.</p>
<p>21 Automatic 10% increase in sum insured for gifts and provisions:</p> <p>The <b>contents</b> sum insured is automatically increased by 10% for gifts and provisions:</p> <ul style="list-style-type: none"> <li>i during the period of 1st December to 15th January</li> <li>ii during the period 30 days before and 30 days after <b>your</b> wedding day or that of a member of <b>your family</b>.</li> </ul>	

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>22 Frozen food</p> <p>Loss or damage to food in the cold compartment of any refrigerator or deep freeze cabinet which is made unfit for human consumption by:</p> <ul style="list-style-type: none"> <li>i a change in temperature</li> <li>ii contamination by refrigerant or refrigerant fumes.</li> </ul> <p>The refrigerator or deep freeze cabinet must be:</p> <ul style="list-style-type: none"> <li>a in the <b>home</b></li> <li>b owned by or the responsibility of <b>you or your family</b></li> </ul>	<p>Loss or damage resulting from:</p> <ul style="list-style-type: none"> <li>a the deliberate act of <b>you or your family</b> or any electricity supplier</li> <li>b strike, lock-out or industrial dispute</li> <li>c property more specifically covered by any other insurance.</li> <li>d property used for business trade profession or employment purposes.</li> </ul> <p>The <b>insurer</b> will not pay more than £1,000 for any one claim.</p>
<p>23 Business equipment</p> <p>The <b>insurer</b> will pay up to £5,000 in total for loss or damage to <b>business equipment</b> within <b>your home</b>.</p> <p>The most the <b>insurer</b> will pay for any one item is £2,000.</p>	<p>Loss or damage specifically excluded under Part A Contents Standard Cover.</p>
<p>24 Liability to domestic staff</p> <p>Any amount that <b>you or your family</b> become legally liable to pay as compensation (including claimant's costs and expenses) for bodily injury or illness (including death or disease) of any domestic staff under a contract of service at the insured address with <b>you</b> solely for private domestic duties within the United Kingdom, the Channel Islands and the Isle of Man.</p>	<ul style="list-style-type: none"> <li>a Legal liability to pay compensation for bodily injury (including death or disease) or damage to property sustained by any domestic staff when domestic staff are: <ul style="list-style-type: none"> <li>i carried in or upon a vehicle; or</li> <li>ii entering or getting on to or alighting from a vehicle; where such injury or damage is caused by or arises out of the use by <b>you or your family</b> of a vehicle. For the purpose of this exception the expressions, "use" and "vehicle" have the same meaning as in the Road Traffic Act 1988 or similar legislation.</li> </ul> </li> <li>b any claim or other proceedings against <b>you or your family</b> lodged or prosecuted in a court outside the United Kingdom, Isle of Man and the Channel Islands.</li> </ul>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>24 continued</p>	<p>24 continued</p> <p>c legal liability to pay any compensation or costs arising from</p> <ul style="list-style-type: none"> <li>i the transmission of any communicable disease.</li> <li>ii the ownership, possession or use of an animal of a dangerous species or specially controlled dog, as defined in the Animals Act 1971 or any other legislation (including subsequent legislation of similar intent if applicable) and any dog specified under the Dangerous Dogs Act (1991) or the Dangerous Dogs (Northern Ireland) Order 1991 or any amending legislation.</li> </ul> <p>The <b>insurer</b> will not pay more than £10,000,000 in respect of all compensation (which includes costs and expenses agreed by <b>us</b> in writing) for any claim or series of claims arising from any one event or one source or original cause.</p>
<p>25 Tenant's liability</p> <p>Any amount up to 20% of <b>contents</b> sum insured for any claim or series of claims arising from any one event or one source or original cause that <b>you</b> or <b>your family</b> become legally liable to pay as tenant of the <b>home</b> in respect of:</p> <ul style="list-style-type: none"> <li>i damage to the <b>buildings</b> by any cause specified under Buildings Standard Cover of this <b>policy</b>.</li> <li>ii <b>accidental damage</b> to any cable, pipe (including any drain inspection cover) or underground sewage tank providing a service to the <b>home</b>.</li> <li>iii Accidental breakage of: <ul style="list-style-type: none"> <li>fixed glass in: <ul style="list-style-type: none"> <li>– windows</li> <li>– doors</li> <li>– fanlights</li> <li>– skylights</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>a Loss or damage to gates, hedges and fences.</li> <li>b Loss or damage if the <b>home</b> has been left <b>unoccupied</b> or <b>unfurnished</b>.</li> </ul>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
<p>25 continued</p> <ul style="list-style-type: none"> <li>– greenhouses</li> <li>– conservatories</li> <li>– verandas</li> </ul> <p>iv fixed ceramic hobs or hob covers</p> <p>v fixed sanitary ware and bathroom fittings.</p>	
<p>26 Liability to the public</p> <p>Any amount that <b>you</b> or <b>your family</b> become legally liable to pay as compensation (including claimant's costs and expenses) occurring in respect of accidental:</p> <ul style="list-style-type: none"> <li>i death, bodily injury or illness of any person not an employee of either <b>you</b> or <b>your family</b></li> <li>ii damage to property not belonging to or in the custody or control of <b>you</b> or <b>your family</b> and arising from: <ul style="list-style-type: none"> <li>1 the occupation of the <b>home</b> (but not its ownership) or</li> <li>2 the private pursuits of <b>you</b> or <b>your family</b></li> </ul> </li> </ul>	<p>Legal liability to pay compensation or costs arising directly or indirectly from:</p> <ul style="list-style-type: none"> <li>a any business, trade, profession or employment</li> <li>b the transmission of any communicable disease or virus</li> <li>c any mechanically propelled or assisted vehicle (other than motorised gardening equipment and wheelchairs)</li> <li>d lift, caravan, aircraft or watercraft (except models toys or any hand or foot propelled watercraft under 5 metres in length, sailboards or surfboards) owned by or in the custody or control of <b>you</b> or <b>your family</b></li> <li>e the ownership, possession or use of an animal of a dangerous species or specially controlled dog, as defined in the Animals Act 1971 or any other legislation (including subsequent legislation of similar intent if applicable) and any dog specified under the Dangerous Dogs Act (1991) or the Dangerous Dogs (Northern Ireland) Order 1991 or any amending legislation</li> <li>f any action for damages brought in a court outside the United Kingdom, the Isle of Man and the Channel Islands.</li> <li>g death and or bodily injury (including disease and illness) to <b>you</b> and <b>your family</b>.</li> <li>h a contractual obligation</li> <li>i the use of firearms other than sporting guns used for sporting purposes</li> </ul>

## Part A – Contents Standard Cover continued.

What is Covered	What is not covered
26 continued	<p>26 continued</p> <ul style="list-style-type: none"> <li>j the use of horses for racing, steeplechasing or hunting</li> <li>k the ownership, use or possession of any caravan or trailer whilst being towed</li> <li>l criminal acts</li> <li>m an assault, alleged assault or a deliberate, wilful or malicious act.</li> </ul> <p>The <b>insurer</b> will not pay more than £2,000,000 (including costs) for any claim or series of claims arising from any one event or one source or original cause.</p>

## Part B – Accidental Damage to the Contents

Your schedule will show if this extension has been chosen

What is Covered	What is not covered
27 Accidental loss or damage to <b>contents</b> whilst in the <b>home</b> .	<p>Accidental loss or damage:</p> <ul style="list-style-type: none"> <li>a specifically excluded under Part A – Contents Standard Cover</li> <li>b more specifically covered elsewhere in this <b>policy</b></li> <li>c by any gradually operating cause</li> <li>d by wear and tear</li> <li>e by chewing, scratching, tearing or fouling by domestic pets</li> <li>f by rot, fungus, insects or vermin</li> <li>g caused by or in the process of cleaning, maintenance, repair, dismantling, restoring, altering, dyeing or washing</li> <li>h by the action of light or any atmospheric or climatic condition</li> <li>i by mechanical, electronic or electrical breakdown or failure</li> <li>j arising directly or indirectly from depreciation in value</li> </ul>

## Part B – Contents additional cover continued.

What is Covered	What is not covered
<p>27 continued</p>	<p>27 continued</p> <ul style="list-style-type: none"> <li>j arising directly or indirectly from depreciation in value</li> <li>k arising from the cost of remaking any film disc or tape or the value of any information contained on it</li> <li>l to computers or computer equipment:               <ul style="list-style-type: none"> <li>i by erasure or distortion of data</li> <li>ii by accidental erasure or mislaying or misfiling of documents or records</li> <li>iii by viruses</li> <li>iv by contamination</li> </ul> </li> <li>m to food, drink and plants</li> <li>n to contact lenses</li> <li>o while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</li> </ul>
<p>28 Home entertainment equipment</p> <p><b>Accidental damage</b> to:</p> <ul style="list-style-type: none"> <li>i television sets and their aerials</li> <li>ii radios</li> <li>iii record players, compact disc players and tape recorders</li> <li>iv video recorders (VCR's)</li> <li>v DVD players</li> <li>vi home computers</li> <li>vii cable/satellite/digital television receivers.</li> </ul>	<ul style="list-style-type: none"> <li>a Mechanical, electronic or electrical breakdown or failure</li> <li>b Loss arising from the cost of remaking any film, disc or tape or the value of any information contained on it</li> <li>c Damage caused by or in the process of cleaning, maintenance, repair, dismantling, altering or dyeing</li> <li>d Loss or damage by chewing, scratching, tearing or fouling by domestic pets</li> <li>e Damage caused by wear and tear</li> <li>f Damage caused by rot, fungus, insects or vermin</li> <li>g Damage caused by the action of light or any atmospheric or climatic condition</li> <li>h Damage caused by any gradually operating cause</li> <li>i <b>Accidental damage</b> or contamination to computers or computer equipment by:               <ul style="list-style-type: none"> <li>i erasure or distortion of data</li> <li>ii accidental erasure or mislaying or misfiling of documents or records</li> <li>iii viruses</li> </ul> </li> <li>j Damage to records, discs, cassettes and tapes</li> <li>k Damage to equipment not in or on the <b>home</b></li> </ul>

## Part B – Contents additional cover continued.

What is Covered	What is not covered
28 continued	28 continued l Damage to equipment designed to be portable whilst being transported carried or moved (e.g. laptops, computers, portable compact disc players and portable televisions).
29 House removal  Accidental loss or damage to <b>contents</b> whilst in the course of removal by professional removal contractors from the <b>home</b> to any new private residence within the United Kingdom or the Channel Islands or the Isle of Man.	Accidental loss or damage: a to <b>money</b> b to china, glass, porcelain or any other item of earthenware unless packed by professional removal contractors c to jewellery d during sea transit e whilst the <b>contents</b> are in storage f by mechanical, electronic or electrical breakdown or failure

## Part C – Personal possessions

### Your schedule will show if this extension has been chosen

#### Inflation protection applies

#### What are personal possessions?

**Personal effects, valuables, pedal cycles, credit cards and money**, provided that they belong to **you** or **your family** or **you** or **your family** are legally responsible for them and they are mainly used for private purposes.

#### What is the most the insurer will pay?

The **insurer** will not pay more in total than the sum insured shown for **personal possessions** in **your** schedule for any one claim under this Part of the **policy**.

NB: The sum insured under this Part is included within the sum insured for **Contents Standard Cover** and is not in addition to it.

The following limits apply:

- for **money** £500
- for credit cards £1,000
- for any one **pedal cycle** £500
- for any one **valuable** £2,500

These are the standard limits. If **you** have increased any of them, the revised limits that apply to **your policy** will be shown by **endorsement** in **your** schedule.

## Part C – Personal Possessions continued.

What is Covered	What is not covered
<p>1 Loss or damage to <b>valuables, money</b> and <b>personal effects</b> belonging to <b>you</b> or <b>your family</b> whilst:</p> <ul style="list-style-type: none"> <li>i anywhere in Europe, Jordan, Madeira, the Canary and/or Mediterranean Islands and those countries bordering the Mediterranean or</li> <li>ii anywhere in the world for up to 60 days during any <b>period of insurance</b>.</li> </ul>	<p>The amount of the <b>excess</b> shown in the schedule.</p> <p>The <b>insurer</b> will not pay for loss or damage:</p> <ul style="list-style-type: none"> <li>a arising from the cost of remaking any film, disc or tape or the value of any information contained on it</li> <li>b caused by or in the process of cleaning, maintenance, repair, dismantling, restoring, altering, dyeing or washing</li> <li>c caused by chewing, scratching, tearing or fouling by domestic pets</li> <li>d caused by rot, fungus, insects or vermin</li> <li>e caused by any gradually operating cause or wear and tear</li> <li>f caused by theft from unattended road vehicles unless contained in locked concealed luggage boot, concealed luggage compartment or glove compartment following forcible and violent entry to a securely locked vehicle, with a maximum limit of £1,000 any one loss.</li> <li>g to items not in the care, custody or control of <b>you</b> or <b>your family</b> or an authorised person</li> <li>h caused by theft or attempted theft from an unlocked hotel room</li> <li>i arising directly or indirectly from depreciation in value</li> <li>j by mechanical, electronic or electrical breakdown or failure</li> <li>k to watercraft (which includes sailboards and windsurfers) aircraft, caravans, trailers, <b>pedal cycles</b> valued over £500 and mechanically propelled vehicles (which includes motorcycles and children's motorcycles and motor cars, quad bikes and children's quad bikes) but lawnmowers garden implements and wheelchairs, models and toys are covered</li> <li>l to parts, accessories, tools and fitted radios, cassette players and compact disc players for the things excluded in (k) above</li> </ul>

## Part C – Personal Possessions continued.

What is Covered	What is not covered
<p>1 continued</p>	<ul style="list-style-type: none"> <li>m to any property used for business trade or profession or employment purpose</li> <li>n by theft of any unattended <b>pedal cycle</b> unless in a locked building or secured by a suitable locking device to a permanent structure or a motor vehicle</li> <li>o to plants or any living creature</li> <li>p to documents</li> <li>q to contact lenses</li> <li>r where property is obtained by any person using any form of payment which proves to be counterfeit, false, fraudulent, invalid, uncollectable, irrecoverable or irredeemable for any reason</li> <li>s specifically provided for elsewhere in this <b>policy</b></li> <li>t to computers or computer equipment: <ul style="list-style-type: none"> <li>i by erasure or distortion of data</li> <li>ii by accidental erasure or mislaying or misfiling of documents or records</li> <li>iii by viruses</li> <li>iv by contamination</li> </ul> </li> <li>u to personal possessions left in <b>your home</b> after the <b>home</b> is left <b>unoccupied</b> or <b>unfurnished</b></li> <li>v to property more specifically covered by any other insurance</li> <li>w to lottery tickets and raffle tickets.</li> <li>x to sports equipment while in use</li> <li>y to <b>pedal cycles</b> used for races, time trials and competitions and while practising for them</li> <li>z for thefts not reported to the police</li> </ul>
<p>2 <b>Your</b> or <b>your family's</b> liability under the terms of any credit card or cash dispenser card agreement as a result of its unauthorised use by any person not related to or residing with <b>you</b> or <b>your family</b>.</p>	<p>2 Any loss or claim:</p> <ul style="list-style-type: none"> <li>a unless <b>you</b> and <b>your family</b> have complied with the terms and conditions of the issuing authority</li> <li>b due to accounting errors or omissions.</li> </ul>

## Part D – Buildings Standard Cover

**Your schedule will show if this Part of the policy has been chosen.**

What is the most the **insurer** will pay?

The **insurer** will not pay more in total than the sum insured shown for **buildings** in **your policy** schedule for any one claim under causes 1–11 and covers 13, 14, 17 and 19. The **insurer** will pay in addition amounts due under covers 12, 15, 16, 18 and 20 up to the limits shown.

Inflation protection applies.

What is Covered	What is not covered
Loss or damage to the <b>buildings</b> by the following causes:	The amount of the <b>excess</b> shown in the schedule (increased for cause 4). Not applicable to cover 20
1 Fire, smoke, explosion, lightning, earthquake.	Smoke damage arising gradually or out of repeated exposure.
2 Storm or flood.	Loss or damage: <ul style="list-style-type: none"> <li>a by subsidence, ground heave or landslip</li> <li>b to gates, hedges, fences, drives or paths</li> <li>c to radio or television aerials</li> <li>d by frost</li> <li>e caused by rising ground water levels.</li> </ul>
3 Theft or attempted theft.	<ul style="list-style-type: none"> <li>a Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b></li> <li>b Loss or damage by any person lawfully in <b>your home</b></li> </ul>
4 Escape of water from: <ul style="list-style-type: none"> <li>i a fixed: <ul style="list-style-type: none"> <li>a water installation</li> <li>b drainage installation</li> <li>c heating installation</li> </ul> </li> <li>ii a plumbed-in washing machine, plumbed-in dishwasher, water bed, refrigerator or deep freeze cabinet.</li> </ul> <p>The <b>insurer</b> will also pay the necessary reasonable costs that <b>you</b> incur in locating the source of the damage including the reinstatement of any wall, floor or ceiling removed or damaged during the search for the leak but the <b>insurer</b> will not pay more than £5,000 for any one claim.</p>	Loss or damage <ul style="list-style-type: none"> <li>a while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b></li> <li>b by subsidence, ground heave or landslip</li> <li>c by rot of any kind.</li> </ul> <p>Damage caused by the escape of water is covered but damage to the items themselves is only covered if an insured cause is operative.</p>

## Part D – Buildings Standard Cover continued.

What is Covered	What is not covered
<p>5 Escape of oil from a fixed oil-fired heating installation including smoke and smudge damage by vaporisation due to a defective oil-fired heating installation.</p> <p>The <b>insurer</b> will also pay the necessary reasonable costs that <b>you</b> incur in locating the source of the damage including the reinstatement of any wall, floor or ceiling removed or damaged during the search for the leak but the <b>insurer</b> will not pay more than £5,000 for any one claim.</p>	<p>Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p> <p>Damage caused by the escape of oil is covered but damage to the items themselves is only covered if an insured cause is operative.</p>
<p>6 Malicious persons or vandals.</p>	<p>a Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</p> <p>b Loss or damage caused by <b>you</b> or <b>your family</b> or any person lawfully in <b>your home</b>.</p>
<p>7 Riot, civil commotion, strikes, labour and political disturbances.</p>	
<p>8 Subsidence or ground, heave of the site on which the <b>buildings</b> stand, or landslide.</p>	<p>The first £1,000 of any damage.</p> <p>Loss or damage:</p> <ul style="list-style-type: none"> <li>a caused by normal settlement, shrinkage, expansion or bedding down of new structures, settlement or movement of made-up ground</li> <li>b resulting from coastal or riverbank erosion</li> <li>c arising from construction, structural alteration or repair or demolition or ground works or excavation</li> <li>d arising from defective design, defective materials or faulty workmanship</li> <li>e to boundary and garden walls, terraces, gates, hedges and fences, paths and drives, patios, tennis hard courts, and swimming pools unless the <b>home</b> has been damaged at the same time by the same cause.</li> <li>f to or resulting from movement of solid floor slabs and non-load-bearing walls</li> </ul>

## Part D – Buildings Standard Cover continued.

What is Covered	What is not covered
8 continued	8 f continued unless the foundations beneath the load bearing walls of the <b>home</b> are damaged at the same time and by the same cause. g to the <b>buildings</b> caused by the action of chemicals on or with any materials which form part of the <b>buildings</b> .
9 Collision by: i aircraft ii aerial devices iii road or rail vehicles iv animals or anything dropped from them.	Loss or damage caused by a domestic pets b insects.
10 Falling trees or branches.	a The cost of removal if the fallen tree or branch has not caused damage to the <b>buildings</b> b Loss or damage caused during tree felling, lopping or topping.
11 Breakage or collapse of: i satellite dishes ii TV or radio aerials, aerial fittings or masts iii lamp posts iv telegraph poles v electricity pylons, poles or overhead cables.	Loss or damage of the items themselves. Certain items may be covered under Part A – Contents standard cover.
12 Debris removal and building fees Necessary expenses for rebuilding or repairing the <b>buildings</b> as a result of damage covered by <b>Buildings</b> standard cover for: i architect's, surveyor's, consulting engineers and legal fees; ii the cost of clearing debris from the site or demolishing or shoring up the <b>buildings</b> ; iii the cost to comply with government or local authority requirements.	i Fees for preparing any claim  ii Costs for complying with requirements you were notified of before the loss or damage.  The <b>insurer</b> will not pay more than 12.5 % of the sum insured for <b>buildings</b> for any one claim.

## Part D – Buildings Standard Cover continued.

What is Covered	What is not covered
<p>13 Service pipes and cables</p> <p><b>Accidental damage</b> to:</p> <ul style="list-style-type: none"> <li>i cables</li> <li>ii drain inspection covers</li> <li>iii underground drains, pipes or tanks providing services to or from the <b>home</b> and for which <b>you</b> are legally responsible.</li> </ul> <p>The <b>insurer</b> will also pay the necessary and reasonable costs that <b>you</b> incur in locating the source of the damage including the reinstatement of any wall, drive, fence or path removed or damaged during the search but the <b>insurer</b> will not pay more than £5,000 for any one claim.</p>	<p>If it is discovered that the cause is not <b>accidental damage</b> then unless one of the other causes is operative there will be no cover.</p>
<p>14 Glass and sanitary ware</p> <p>Accidental breakage of:</p> <ul style="list-style-type: none"> <li>i fixed glass in: <ul style="list-style-type: none"> <li>– windows</li> <li>– doors</li> <li>– fanlights</li> <li>– skylights</li> <li>– greenhouses</li> <li>– conservatories</li> <li>– verandas</li> </ul> </li> <li>ii fixed ceramic hobs or hob covers</li> <li>iii fixed sanitary ware and bathroom fittings.</li> </ul>	<ul style="list-style-type: none"> <li>a Loss or damage while the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</li> <li>b Damage to property that does not form part of the <b>home</b>.</li> <li>c Malicious damage caused by <b>you</b> or <b>your family</b> or any person lawfully in <b>your home</b>.</li> </ul>
<p>15 Replacement of locks if the keys are lost or stolen</p> <p>The <b>insurer</b> will pay for the cost of replacing keys and locks or lock mechanism to:</p> <ul style="list-style-type: none"> <li>i external doors and windows of the <b>home</b></li> <li>ii a safe within or an alarm protecting the <b>home</b> following the loss of their keys.</li> </ul>	<ul style="list-style-type: none"> <li>a The cost of replacing keys and locks to a garage or outbuilding.</li> <li>b Thefts not reported to the Police.</li> </ul> <p>This cover can be found under both the Buildings and Contents Parts of this policy. Where both Parts are in force the <b>insurer</b> will only pay under one Part.</p> <p>The <b>insurer</b> will not pay more than £500 for any one claim.</p>

## Part D – Buildings Standard Cover continued.

What is Covered	What is not covered
<p>16 Alternative accommodation</p> <p>While the <b>home</b> cannot be lived in because of loss or damage covered under this <b>policy</b> the <b>insurer</b> will pay for:</p> <ul style="list-style-type: none"> <li>i the reasonable increased cost of alternative comparable accommodation for <b>you, your family</b> and <b>your</b> domestic pets; or</li> <li>ii the amount of rent <b>you</b> and <b>your family</b> lose.</li> </ul>	<p>This cover can be found under both the Buildings and Contents Parts of this <b>policy</b>. Where both Parts are in force the <b>insurer</b> will only pay under one Part.</p> <p>The <b>insurer</b> will not pay more than 20% of the sum insured for <b>buildings</b> for any one claim.</p>
<p>17 Emergency entry</p> <p>Loss or damage to the <b>buildings</b> caused if the fire, police or ambulance service has to force an entry to the <b>buildings</b> because of an emergency involving <b>you</b> or <b>your family</b>.</p>	
<p>18 Occupation by squatters</p> <p>The <b>insurer</b> will pay the cost of reasonable comparable alternative accommodation for <b>you, your family</b> and domestic pets while <b>your home</b> is occupied by squatters</p> <p>Legal fees necessarily incurred in repossessing <b>your home</b> may also be covered if <b>you</b> have selected <b>Family Legal Protection (Part F)</b>. This will show on <b>your</b> schedule.</p>	<p>The <b>insurer</b> will not pay more than £10,000 for any one claim</p>
<p>19 Contracting purchaser</p> <p>If <b>you</b> have contracted to sell the <b>home</b> the purchaser shall have the full protection of <b>your policy</b> in respect of the <b>buildings</b> up to the date of completion of the purchase as long as the <b>home</b> is not covered by any other insurance.</p>	

## Part D – Buildings Standard Cover continued.

What is Covered	What is not covered
<p>20 Property owner's liability</p> <p>Any amount that <b>you</b> or <b>your family</b> become legally liable to pay as compensation (including claimant's costs and expenses) arising from <b>your</b> ownership (but not occupation) of the premises which causes accidental bodily injury (including death or disease) to any person or damage to property:</p> <ul style="list-style-type: none"> <li>i solely as owner (not as occupier) of the <b>buildings</b>;</li> <li>ii in connection with any previous private residence which <b>you</b> owned and occupied, and incurred by reason of Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975, provided that <b>you</b> had disposed of all legal title and interest at the time of any such occurrence.</li> </ul> <p>If <b>you</b> cancel or do not renew Part D of <b>your policy</b> following sale of <b>your home</b>, the cover provided by paragraph (ii) for <b>your</b> present <b>home</b> will continue for seven years after this Part expires.</p> <p>The <b>insurer</b> will not pay more than £2,000,000 (including costs and expenses agreed by <b>us</b> in writing) for any claim or series of claims arising from any one event or one source or original cause.</p>	<p>Your legal liability to pay compensation arising directly or indirectly from:</p> <ul style="list-style-type: none"> <li>a an agreement which imposes a liability on <b>you</b> which <b>you</b> would not be under in the absence of such agreement</li> <li>b the use or occupation of the <b>home</b> for any business, trade, profession or employment</li> <li>c death or bodily injury, illness or disease to any person who is a member of <b>your family</b> residing with <b>you</b> or any person under a contract of service</li> <li>d damage to property belonging to or under the control of <b>you</b> or a member of <b>your family</b> permanently residing with <b>you</b></li> <li>e death, bodily injury or damage caused by lifts, hoists or mechanically propelled or assisted vehicles (other than motorised gardening equipment and pedestrian controlled vehicles) motor cycles, children's motor cycles, quad bikes and children's quad bikes.</li> <li>f the cost of rectifying any fault or alleged fault.</li> </ul> <p>If <b>you</b> are entitled to indemnity under another insurance <b>policy</b>.</p>

## Part E – Accidental Damage to the Buildings

Your schedule will show if this extension has been chosen

What is Covered	What is not covered
<p><b>Accidental damage</b> to the <b>buildings</b>.</p>	<p><b>Accidental damage:</b></p> <ul style="list-style-type: none"> <li>a specifically excluded under Part D – Buildings Standard Cover</li> <li>b more specifically covered elsewhere in this <b>policy</b></li> <li>c by frost</li> <li>d by wear and tear or gradually developing deterioration, settlement or shrinkage of the <b>buildings</b></li> </ul>

## Part E – Accidental damage to the Buildings continued

What is Covered	What is not covered
	<p><b>Accidental damage</b> to the <b>buildings</b> continued</p> <ul style="list-style-type: none"> <li>e by vermin, insects, fungus, wet or dry rot</li> <li>f by chewing, scratching, tearing or fouling by domestic pets</li> <li>g by mechanical or electronic or electrical breakdown or failure</li> <li>h arising from the alteration or extension of the <b>buildings</b> or the cost of maintenance or routine decoration</li> <li>i arising from faulty workmanship, defective design or use of defective materials</li> <li>j whilst the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b>.</li> <li>k occurring whilst the <b>buildings</b> or any part of them are let or lent.</li> <li>l Any <b>excess</b> as outlined in the <b>policy</b> schedule.</li> </ul>

## Part F1 - IGO4 Familyplus Legal Expenses Policy

AccessBI

This insurance policy has been arranged by Qdos Broker & Underwriting Services Limited and AccessBI Limited and is administered by Motorplus Limited (trading as Familyplus) on behalf of:

Groupama Insurance Company Limited, Registered in England No. 995253. Registered Office: Groupama House, 24 – 26 Minorities, London, EC3N 1DE. Qdos Broker & Underwriting Services Limited, AccessBI Limited, Motorplus Limited and Groupama Insurance Company Limited are authorised and

regulated by the Financial Services Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

In return for the premium *You* have paid, *We* agree to insure *You* in accordance with the terms and conditions of this policy.

### Important Information

This is a contract of insurance between *You* and Qdos Broker & Underwriting Services Limited. The insurance provided covers *Legal Costs* subject to the terms, limits of indemnity, exclusions and conditions contained herein, in respect of an insured event which occurs within the *Territorial Limits* and during the *Period of Insurance* for which *You* have paid or agreed to pay the premium.

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

### Telephone Legal Advice Helpline

Available 24 hours a day throughout the year to provide *You* with confidential telephone advice about any personal legal problem in the UK, Isle of Man or Channel Islands.

To help *Us* monitor *Our* service standards, telephone calls may be recorded.

When phoning, please tell *Us* that *You* are a member of the Familyplus scheme. Please do not phone the Helpline to report a general insurance claim.

*We* will not accept responsibility if the Helpline services are unavailable for reasons *We* cannot control.

To contact the helpline, phone:  
**01603 420033**, quoting the reference 'Familyplus'.

### Making a Claim

In the event of a claim please do not appoint *Your* own solicitor as this will invalidate the cover provided by this policy.

Note that all Claims must be reported to *Us* within 180 days of the *Date of Event*.

If *You* need to notify a potential claim, please immediately write to *Our* Claims Department at the following address:

Familyplus Claims  
Kircam House  
5 Whiffler Road  
Norwich NR3 2AL

Claims may be emailed to [fpclaims@ulr.co.uk](mailto:fpclaims@ulr.co.uk) or notified by telephone on **0800 008 6709** quoting the reference 'Familyplus'.

The claims line is open 24 hours a day throughout the year.

Please provide *Your* Policy Number and a description of the Claim circumstances. A claim form will then be provided which *You* should complete and return without delay.

### Complaints Procedure

It is the intention to give *You* the best possible service but if *You* do have any questions or concerns about this insurance or the handling of a Claim *You* should in the first instance contact the Chief Executive Officer of Motorplus Limited at the following:

Motorplus Limited  
Kircam House  
Whiffler Road  
NORWICH  
NR3 2AL

Tel: 01603 420000  
Fax: 01603 420010

In the event *You* remain dissatisfied and wish to make a complaint *You* can do so by contacting the following:

The Claims Manager  
Qdos Broker & Underwriting Services  
Limited  
Qdos Court  
Rossendale Road  
Earl Shilton  
Leicestershire LE9 7LY

Tel: 01455 850000  
Fax: 01455 841000

Please ensure *Your* reference number is quoted in all correspondence to assist a quick and efficient response.

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

If it is not possible to reach an agreement, *You* have the right to make an appeal to the Financial Ombudsman Service. This also applies if *You* are insured in a business capacity but have a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million. *You* may contact the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Tel: 0845 080 1800  
Fax: 0207 964 1001

Please note *You* have six months from the date of *Our* final response in which to refer *Your* complaint to the FOS. Referral to the FOS will not affect *Your* right to take legal action against *Us*.

### Compensation Scheme

Groupama Insurance Company Limited is 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 of business and the circumstances of the Claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the Claim. *You* can get more information about compensation scheme arrangements from the FSCS.

### Definitions

Words shown in *italics* have the same meaning wherever they appear in this policy.

### Appointed Lawyer

The solicitor, solicitors' firm, barrister or other suitably qualified person appointed by *Us* to act for *You*.

### Civil Proceedings

Civil court, civil tribunal or civil arbitration proceedings which are issued in the courts or tribunals of the United Kingdom .

### Date of Event

The date of any event which may lead to a claim; where there is more than one such event, the date of the first of these.

### Insured

The person who has taken out this Policy, providing that they reside within the *Territorial Limits*.

### Legal Costs

Professional legal fees which *You* are bound to pay, including reasonable fees or expenses incurred by the *Appointed Lawyer* whilst acting for *You* in the pursuit of *Civil Proceedings*.

### Period of Insurance

The period beginning with the date of inception of this Familyplus legal expenses policy and ending on the next expiry date of the household buildings or contents policy to which this Familyplus legal expenses policy is annexed or 12 calendar months, whichever is the less.

### Territorial Limits

The United Kingdom.

### You/Your

The *Insured*, together with any of the following who reside permanently with the *Insured* and have the *Insured's* permission to make a claim:

- a) the *Insured's* spouse or partner;
- b) the *Insured's* parents or parents-in-law;
- c) the *Insured's* children under the age of 21.

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

### We/Our/Us

Qdos Broker & Underwriting Services Limited and AccessBI Limited and/or their agent Motorplus Ltd trading as Familyplus and/or ULR.

### This Policy Will Cover

Subject to the terms, conditions, exclusions and limitations in this Policy, *We* will pay *Legal Costs* to a maximum of £50,000 (fifty thousand pounds) for any of the following insured incidents, in order to pursue *Civil Proceedings* directly arising from one or more of the following events or causes, occurring within the *Territorial Limits* where the *Date of Event* is within the *Period of Insurance* and provided that the premium has been paid, if *We* deem that there are reasonable prospects of success:

#### 1. Personal Claims

- a) *Your* death.
- b) a personal injury to *You*.

#### 2. Real property

- a) an infringement of *Your* legal rights arising from owning or occupying *Your* permanent place of residence.
- b) problems arising out of buying or selling *Your* permanent place of residence.
- c) nuisance at or trespass to land in relation to *Your* permanent place of residence.

#### 3. Services and personal property

- a) physical damage to personal property owned by *You* or for which *You* are responsible.
- b) the purchase, hire, leasing or sale of personal or private goods, or the provision of services for *Your* private or personal use.

### 4. Employment

- a) Where *You* are an employee, disputes arising out of *Your* contract of employment.

### This Policy Will Not Cover

#### 1. Any claim:

- a) which *You* do not report to *Us* within 180 days of the *Date of Event*.
- b) for which the *Date of Event* is before the date of inception of this Policy.
- c) under insured incident 4 above (*Employment*) for which the *Date of Event* is within 90 days after the date of inception of this Policy.
- d) for which the *Date of Event* is within 60 days after the date of inception of this Policy (other than claims under insured incident 4 above).
- e) where the amount claimed is less than £100.

#### 2. *Legal Costs* incurred:

- a) before *Our* written acceptance of a claim.
- b) whilst *You* are bankrupt, in administration or in receivership, or if *You* have entered into a composition with creditors.

#### 3. The balance of *Legal Costs* over and above any figure *We* have previously agreed.

#### 4. *Legal Costs* incurred in any appeal proceedings unless:

- a) *You* confirm in writing to *Us* that *You* wish to appeal at least six working days prior to expiry of any time limit for filing Notice of Appeal, or Application for Permission to Appeal (as appropriate); and

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

- b) *We* consider such appeal has a reasonable chance of success.
- 5.** In respect of claims for nuisance or trespass to land (see insured incident 2c above) the first £250.00 of *Legal Costs* incurred in each separate claim, and in respect of all other claims, the first £50.00 of *Legal Costs* incurred in each separate claim. In either case, such sum must be paid to *Us* before *We* can act.
- 6.** Travelling expenses, subsistence expenses and claims for lost earnings or loss of paid holiday.
- 7.** Fines or penalties or any damages which *You* are ordered to pay by a court, tribunal or other authority.
- 8.** Any insured incident which *You* intentionally cause or create.
- 9.** *Legal Costs* of or relating to claims regarding:
- 9.1 the alleged dishonesty or violent behaviour of any person.
- 9.2 divorce, judicial separation, cohabitation, residence, contact, financial provision, ancillary relief, affiliation or mediation connected with such issues.
- 9.3 wills, probate or inheritance.
- 9.4 patents, trademarks, copyrights, registered design or intellectual property.
- 9.5 secrecy or confidentiality agreements.
- 9.6 any business, trade or profession in which *You* are engaged, or any other venture undertaken by *You* for financial gain (other than *Your* contract as an employee).
- 9.7 clinical negligence.
- 9.8 any shareholding, directorship or partnership, or other commercial interest.
- 9.9 any remark or comment whether permanently recorded or not, which may damage *Your* reputation.
- 9.10 any computer, electric, electronic or mechanical error.
- 9.11 leases, licences, tenancies and disputes between landlord and tenant.
- 9.12 any illness or physical or psychological injury which is gradual or progressive or is not caused by a specific or sudden accident.
- 9.13 planning, building or structural alteration of any building or part of such.
- 9.14 subsidence, shrinkage, ground heave, landslip, mining or quarrying.
- 9.15 any building or land other than *Your* principal home.
- 9.16 any party legally acquiring *Your* principal home from *You* (whether or not *You* are paid), or restrictions or controls placed upon *Your* principal home by any governmental or public or local authority unless the claim is for accidental physical damage.
- 9.17 work done by any governmental or public or local authority unless the claim is for accidental physical damage.
- 9.18 a motor vehicle owned or used by, or hired or leased to *You*.
- 9.19 any road traffic accident.
- 9.20 the settlement payable pursuant to any insurance or other policy.
- 9.21 any enforcement proceedings or procedure.
- 9.22 proceedings before or reference to the European Court of Justice or the European Court of Human Rights.

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

- 9.23 a dispute with *Us* or with *Your* insurance broker or provider.
- 9.24 Judicial Review.
- 9.25 war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, terrorism, rebellion, revolution, military force or coup.
- 9.26 radiation or radioactive contamination.
- 9.27 the hazardous properties of any explosive, corrosive, invasive or toxic substance or material.
- 9.28 sonic pressure waves.
- 9.29 the defence of any claim brought by any other party.
10. *Legal costs* incurred during any legal action *You* take which *We* have not agreed to, or where *You* do anything that hinders *Us*, or the *Appointed Lawyer*.

- b) The *Appointed Lawyer* will have direct contact with *Us* and must co-operate fully with *Us* at all times.
- c) *You* must co-operate fully with the *Appointed Lawyer* and with *Us*, keeping *Us* informed and attending such meetings or hearings as may be required at *Your* own expense.
- d) *You* must give the *Appointed Lawyer* any instructions that *We* request.
- e) If it becomes necessary to appoint a solicitor to assist *You* before the issue of *Civil Proceedings We* will choose the *Appointed Lawyer*. If by the date when it is necessary to issue *Civil Proceedings We* have not already chosen an *Appointed Lawyer*, *You* can nominate one by sending *Us* the name and business address of a suitably qualified person. *We* may choose not to accept *Your* nominee if they are unable to agree terms with *Us*. If there is a disagreement over the choice of *Appointed Lawyer* another suitably qualified person can be appointed to decide the issue (see 3k below).
- f) *You* must at *Our* request instruct the *Appointed Lawyer* to have any *Legal Costs* taxed, assessed or otherwise audited.
- g) *You* must take all necessary steps to assist the recovery of *Legal Costs* from any other party, and pay *Us* any *Legal Costs* so recovered.
- h) *We* will not be bound by any undertaking or other promise or assurance *You* may give to the *Appointed Lawyer*, or which *You* or the *Appointed Lawyer* give to any other person.
- i) If *You* or the *Appointed Lawyer* terminate their retainer *We* will consider the reasons for this. *We* may then terminate the cover provided by this Policy or *We* may agree to appoint another *Appointed Lawyer*.

## General Conditions

### 1. *You* must:

- abide by the terms and conditions of this Policy.
- try to prevent or minimise *Legal Costs* wherever possible.
- send *Us* everything *We* ask for in writing.

### 2. *We* can:

- take over any claim or *Civil Proceedings* at any time and conduct them in *Your* name.
- negotiate or settle any claim or *Civil Proceedings* on *Your* behalf.
- refer any boundary or other property dispute to mediation.
- contact *You* direct at any point concerning *Your* claim.

### 3.

- An *Appointed Lawyer* will be appointed by *Us*, representing *You* pursuant to *Our* standard terms of appointment.

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

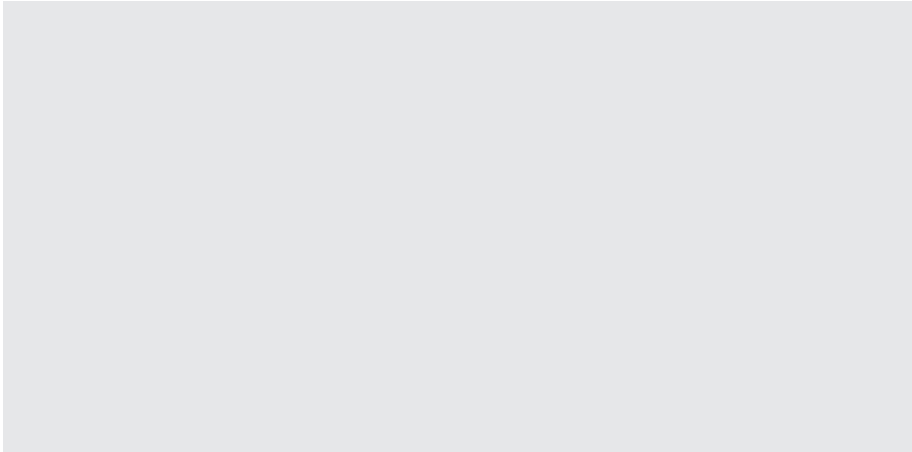
- j) If *You* settle, withdraw or abandon a claim without *Our* prior agreement, or fail to give suitable instructions to the *Appointed Lawyer*, the cover *We* provide will end immediately and *We* will be entitled to reclaim from *You* any *Legal Costs* paid by *Us*.
- k) If *We* and *You* disagree about the choice of *Appointed Lawyer*, or about the handling of a claim, *We* and *You* can choose another suitably qualified person to decide the matter, agreeing the choice of this person in writing. If this is not possible *We* will ask the President of the relevant national Law Society to nominate a suitably qualified person. The Party whose choice is rejected must pay the costs and fees incurred in resolving the disagreement.
- l) *You* must inform *Us* of any proposal to settle a claim including any Payment Into Court. If *You* reject an offer which *We* consider reasonable *We* may refuse to pay any further *Legal Costs*.
- m) *You* must not negotiate or agree to settle a claim without *Our* prior approval.
4. *We* may elect to pay *You* the amount of damages *You* are claiming, instead of starting or continuing *Civil Proceedings*.
5. *We* may if *We* see fit require that *You* obtain Counsel's Opinion from a barrister agreed by *You* and *Us*, as to the merits of a proposed claim or *Civil Proceedings*. *You* will be responsible for the costs of obtaining the Opinion, but if this indicates that there are reasonable grounds for the pursuit of a claim or *Civil Proceedings*, *We* will refund Counsel's fees.
6. *We* can cancel this Policy at any time by giving *You* 21 days' notice in writing.
7. *We* will not pay any claim covered by any other policy of insurance or by trade union membership or any claim that would have been covered by any other policy of insurance or by trade union membership if this Familyplus legal expenses policy did not exist.
8. If *You* die, *We* will insure *Your* personal legal representatives to pursue disputes covered by this Policy arising from *Your* death, provided they keep to the terms of the Policy.
9. Apart from *Us*, only *You* may enforce all or any part of this Policy and the rights and interests arising from it or connected with it. This means that the Contract (Rights of Third Parties) Act 1999 does not apply to the Policy in relation to any third party right or interest.
10. This Policy will be governed by the laws of England and Wales.
11. Any Act of Parliament mentioned in the Policy includes equivalent laws in Scotland or Northern Ireland as the case may be.
12. This Policy is written in English and all communications about it will be in English.

### Cancellation Right

*We* hope *You* are happy with the cover this policy provides. However, *You* have the right to cancel it within 14 days of receiving the policy, without giving any reasons, by sending *Us* written notice within the first 14 days of the policy, or

## Part F1 – IGO4 Familyplus Legal Expenses Policy continued

(if later) within 14 days of You receiving the insurance documents. This is known as the “cooling off period”. Thereafter any return premium will be discretionary.



## Part F2 - IGO4 Familyplus Premium Legal Expenses Policy

AccessBI

This insurance policy has been arranged by Qdos Broker & Underwriting Services Limited and AccessBI Limited and is administered by Motorplus Limited (trading as Familyplus) on behalf of:

Groupama Insurance Company Limited, Registered in England No. 995253. Registered Office: Groupama House, 24 – 26 Minorities, London, EC3N 1DE. Qdos Broker & Underwriting Services Limited, AccessBI Limited, Motorplus Limited and Groupama Insurance Company Limited are authorised and regulated by the Financial Services

Authority. This can be checked on the FSA's register by visiting the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 606 1234.

In return for the premium *You* have paid, *We* agree to insure *You* in accordance with the terms and conditions of this policy.

### Important Information

This is a contract of insurance between *You* and Qdos Broker & Underwriting Services Limited. The insurance provided covers *Legal Costs* subject to the terms, limits of indemnity, exclusions and conditions contained herein, in respect of an insured event which occurs within the *Territorial Limits* and during the *Period of Insurance* for which *You* have paid or agreed to pay the premium.

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

### Telephone Legal Advice Helpline

Available 24 hours a day throughout the year to provide *You* with confidential telephone advice about any personal legal problem in the UK, Isle of Man or Channel Islands.

To help *Us* monitor *Our* service standards, telephone calls may be recorded.

When phoning, please tell *Us* that *You* are a member of the Familyplus scheme. Please do not phone the Helpline to report a general insurance claim.

*We* will not accept responsibility if the Helpline services are unavailable for reasons *We* cannot control.

To contact the helpline, phone: **01603 420033**, quoting the reference 'Familyplus'.

### Making a Claim

In the event of a claim please do not appoint *Your* own solicitor as this will invalidate the cover provided by this policy.

Note that all Claims must be reported to *Us* within 180 days of the *Date of Event*.

If *You* need to notify a potential claim, please immediately write to *Our* Claims Department at the following address:

Familyplus Claims  
Kircam House  
5 Whiffler Road  
Norwich NR3 2AL

Claims may be emailed to [fpclaims@ulr.co.uk](mailto:fpclaims@ulr.co.uk) or notified by telephone on **0800 008 6709** quoting the reference 'Familyplus'.

The claims line is open 24 hours a day throughout the year.

Please provide *Your* Policy Number and a description of the Claim circumstances. A claim form will then be provided which *You* should complete and return without delay.

### Complaints Procedure

It is the intention to give *You* the best possible service but if *You* do have any questions or concerns about this insurance or the handling of a Claim *You* should in the first instance contact the Chief Executive Officer of Motorplus Limited at the following:

Motorplus Limited  
Kircam House  
Whiffler Road  
NORWICH  
NR3 2AL

Tel: 01603 420000  
Fax: 01603 420010

In the event *You* remain dissatisfied and wish to make a complaint *You* can do so by contacting the following:

The Claims Manager  
Qdos Broker & Underwriting Services  
Limited  
Qdos Court  
Rossendale Road  
Earl Shilton  
Leicestershire LE9 7LY

Tel: 01455 850000  
Fax: 01455 841000

Please ensure *Your* reference number is quoted in all correspondence to assist a quick and efficient response.

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

If it is not possible to reach an agreement, *You* have the right to make an appeal to the Financial Ombudsman Service. This also applies if *You* are insured in a business capacity but have a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million. *You* may contact the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Tel: 0845 080 1800  
Fax: 0207 964 1001

Please note *You* have six months from the date of *Our* final response in which to refer *Your* complaint to the FOS. Referral to the FOS will not affect *Your* right to take legal action against *Us*.

### Compensation Scheme

Groupama Insurance Company Limited is 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 of business and the circumstances of the Claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the Claim. *You* can get more information about compensation scheme arrangements from the FSCS.

### Definitions

Words shown in *italics* have the same meaning wherever they appear in this policy.

### Appointed Lawyer

The solicitor, solicitors' firm, barrister or other suitably qualified person appointed by *Us* to act for *You*.

### Civil Proceedings

Civil court, civil tribunal or civil arbitration proceedings which are issued in the courts or tribunals of the United Kingdom .

### Date of Event

The date of any event which may lead to a claim; where there is more than one such event, the date of the first of these.

### Insured

The person who has taken out this Policy, providing that they reside within the *Territorial Limits*.

### Legal Costs

Professional legal fees which *You* are bound to pay, including reasonable fees or expenses incurred by the *Appointed Lawyer* whilst acting for *You* in the pursuit of *Civil Proceedings*.

### Period of Insurance

The period beginning with the date of inception of this Familyplus legal expenses policy and ending on the next expiry date of the household buildings or contents policy to which this Familyplus legal expenses policy is annexed or 12 calendar months, whichever is the less.

### Territorial Limits

The United Kingdom.

### You/Your

The *Insured*, together with any of the following who reside permanently with the *Insured* and have the *Insured's* permission to make a claim:

- a) the *Insured's* spouse or partner;
- b) the *Insured's* parents or parents-in-law;
- c) the *Insured's* children under the age of 21.

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

### We/Our/Us

Qdos Broker & Underwriting Services Limited and AccessBI Limited and/or their agent Motorplus Ltd trading as Familyplus and/or ULR.

### This Policy Will Cover

Subject to the terms, conditions, exclusions and limitations in this Policy, *We* will pay *Legal Costs* to a maximum of £50,000 (fifty thousand pounds) for any of the following insured incidents 1, 2, 3 or 4 listed below in order to pursue *Civil Proceedings* directly arising from one or more of the following events or causes, occurring within the *Territorial Limits* where the *Date of Event* is within the *Period of Insurance* and provided that the premium has been paid, if *We* deem that there are reasonable prospects of success. In respect of insured incident 5, subject to the terms, conditions, exclusions and limitations in this Policy we will provide the telephone helpline services described.

#### 1. Personal Claims

- a) *Your* death.
- b) a personal injury to *You*.

#### 2. Real property

- a) an infringement of *Your* legal rights arising from owning or occupying *Your* permanent place of residence.
- b) problems arising out of buying or selling *Your* permanent place of residence.
- c) nuisance at or trespass to land in relation to *Your* permanent place of residence.

#### 3. Services and personal property

- a) physical damage to personal property owned by *You* or for which *You* are responsible.

- b) the purchase, hire, leasing or sale of personal or private goods, or the provision of services for *Your* private or personal use.

#### 4. Employment

- a) Where *You* are an employee, disputes arising out of *Your* contract of employment.

#### 5. Identity Theft

Where the *Insured's* personal details have or may be stolen or used without the *Insured's* authorisation:

- a) *We* will provide the *Insured* with a confidential helpline to assist and advise the *Insured* if the *Insured* has concerns about being or becoming a victim of identity theft.
- b) If the *Insured* becomes a victim of identity theft, *We* will provide advice regarding regaining the *Insured's* identity.
- c) If the *Insured* needs advice, they may call *Us*. *We* may send the *Insured* a claim form to complete and return to *Us* together with any documents that *We* ask for.

### This Policy Will Not Cover

#### 1. Any claim:

- a) which *You* do not report to *Us* within 180 days of the *Date of Event*.
- b) for which the *Date of Event* is before the date of inception of this Policy.
- c) under insured incident 4 above (*Employment*) for which the *Date of Event* is within 90 days after the date of inception of this Policy.
- d) for which the *Date of Event* is within 60 days after the date of inception of this Policy (other than claims under insured incident 4 above).

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

- e) where the amount claimed is less than £100.
- f) under insured incident 5 above (Identity Theft) if:
1. the identity theft is committed by someone who lives at the Insured's home address; or
  2. the Insured's loss arises out of any business activity.
- 2. Legal Costs incurred:**
- a) before *Our* written acceptance of a claim.
  - b) whilst *You* are bankrupt, in administration or in receivership, or if *You* have entered into a composition with creditors.
- 3.** The balance of *Legal Costs* over and above any figure *We* have previously agreed.
- 4. Legal Costs** incurred in any appeal proceedings unless:
- a) *You* confirm in writing to *Us* that *You* wish to appeal at least six working days prior to expiry of any time limit for filing Notice of Appeal, or Application for Permission to Appeal (as appropriate); and
  - b) *We* consider such appeal has a reasonable chance of success.
- 5.** In respect of claims for nuisance or trespass to land (see insured incident 2c above) the first £250.00 of *Legal Costs* incurred in each separate claim, and in respect of all other claims, the first £50.00 of *Legal Costs* incurred in each separate claim. In either case, such sum must be paid to *Us* before *We* can act.
- 6.** Travelling expenses, subsistence expenses and claims for lost earnings or loss of paid holiday.
- 7.** Fines or penalties or any damages which *You* are ordered to pay by a court, tribunal or other authority.
- 8.** Any insured incident which *You* intentionally cause or create.
- 9. Legal Costs** of or relating to claims regarding:
- 9.1 the alleged dishonesty or violent behaviour of any person.
  - 9.2 divorce, judicial separation, cohabitation, residence, contact, financial provision, ancillary relief, affiliation or mediation connected with such issues.
  - 9.3 wills, probate or inheritance.
  - 9.4 patents, trademarks, copyrights, registered design or intellectual property.
  - 9.5 secrecy or confidentiality agreements.
  - 9.6 any business, trade or profession in which *You* are engaged, or any other venture undertaken by *You* for financial gain (other than *Your* contract as an employee).
  - 9.7 clinical negligence.
  - 9.8 any shareholding, directorship or partnership, or other commercial interest.
  - 9.9 any remark or comment whether permanently recorded or not, which may damage *Your* reputation.
  - 9.10 any computer, electric, electronic or mechanical error.
  - 9.11 leases, licences, tenancies and disputes between landlord and tenant.
  - 9.12 any illness or physical or psychological injury which is gradual or progressive or is not caused by a specific or sudden accident.
  - 9.13 planning, building or structural alteration of any building or part of such.

## Part F2 – IGO4 Familyplus Premium Legal Expenses Policy continued

- 9.14 subsidence, shrinkage, ground heave, landslip, mining or quarrying. *You do anything that hinders Us, or the Appointed Lawyer.*
- 9.15 any building or land other than *Your* principal home.
- 9.16 any party legally acquiring *Your* principal home from *You* (whether or not *You* are paid), or restrictions or controls placed upon *Your* principal home by any governmental or public or local authority unless the claim is for accidental physical damage.
- 9.17 work done by any governmental or public or local authority unless the claim is for accidental physical damage.
- 9.18 a motor vehicle owned or used by, or hired or leased to *You*.
- 9.19 any road traffic accident.
- 9.20 the settlement payable pursuant to any insurance or other policy.
- 9.21 any enforcement proceedings or procedure.
- 9.22 proceedings before or reference to the European Court of Justice or the European Court of Human Rights.
- 9.23 a dispute with *Us* or with *Your* insurance broker or provider.
- 9.24 Judicial Review.
- 9.25 war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, terrorism, rebellion, revolution, military force or coup.
- 9.26 radiation or radioactive contamination.
- 9.27 the hazardous properties of any explosive, corrosive, invasive or toxic substance or material.
- 9.28 sonic pressure waves.
- 9.29 the defence of any claim brought by any other party.
- 10.** *Legal costs* incurred during any legal action *You* take which *We* have not agreed to, or where
- 11.** In respect of insured incident 5 above (*Identity Theft*) if the *Insured's* identity is used unlawfully outside the *Territorial Limits*, or if the identity theft occurs whilst the *Insured* is outside the *Territorial Limits*, the amount of advice *We* provide may be limited. No liability will be accepted for any loss or cost incurred by the *Insured* as a result of any action which the *Insured* takes as a result of advice *We* may have provided.

### General Conditions

#### 1. *You must:*

- abide by the terms and conditions of this Policy.
- try to prevent or minimise *Legal Costs* wherever possible.
- send *Us* everything *We* ask for in writing.

#### 2. *We can:*

- take over any claim or *Civil Proceedings* at any time and conduct them in *Your* name.
- negotiate or settle any claim or *Civil Proceedings* on *Your* behalf.
- refer any boundary or other property dispute to mediation.
- contact *You* direct at any point concerning *Your* claim.

#### 3.

- An *Appointed Lawyer* will be appointed by *Us*, representing *You* pursuant to *Our* standard terms of appointment.
- The *Appointed Lawyer* will have direct contact with *Us* and must co-operate fully with *Us* at all times.
- You* must co-operate fully with the *Appointed Lawyer* and with *Us*, keeping *Us* informed and attending

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

such meetings or hearings as may be required at *Your* own expense.

- d) *You* must give the *Appointed Lawyer* any instructions that *We* request.
  - e) If it becomes necessary to appoint a solicitor to assist *You* before the issue of *Civil Proceedings* *We* will choose the *Appointed Lawyer*. If by the date when it is necessary to issue *Civil Proceedings* *We* have not already chosen an *Appointed Lawyer*, *You* can nominate one by sending *Us* the name and business address of a suitably qualified person. *We* may choose not to accept *Your* nominee if they are unable to agree terms with *Us*. If there is a disagreement over the choice of *Appointed Lawyer* another suitably qualified person can be appointed to decide the issue (see 3k below).
  - f) *You* must at *Our* request instruct the *Appointed Lawyer* to have any *Legal Costs* taxed, assessed or otherwise audited.
  - g) *You* must take all necessary steps to assist the recovery of *Legal Costs* from any other party, and pay *Us* any *Legal Costs* so recovered.
  - h) *We* will not be bound by any undertaking or other promise or assurance *You* may give to the *Appointed Lawyer*, or which *You* or the *Appointed Lawyer* give to any other person.
  - i) If *You* or the *Appointed Lawyer* terminate their retainer *We* will consider the reasons for this. *We* may then terminate the cover provided by this Policy or *We* may agree to appoint another *Appointed Lawyer*.
  - j) If *You* settle, withdraw or abandon a claim without *Our* prior agreement, or fail to give suitable instructions to the *Appointed Lawyer*, the cover *We* provide will end immediately and *We* will be entitled to reclaim from *You* any *Legal Costs* paid by *Us*.
  - k) If *We* and *You* disagree about the choice of *Appointed Lawyer*, or about the handling of a claim, *We* and *You* can choose another suitably qualified person to decide the matter, agreeing the choice of this person in writing. If this is not possible *We* will ask the President of the relevant national Law Society to nominate a suitably qualified person. The Party whose choice is rejected must pay the costs and fees incurred in resolving the disagreement.
  - l) *You* must inform *Us* of any proposal to settle a claim including any Payment Into Court. If *You* reject an offer which *We* consider reasonable *We* may refuse to pay any further *Legal Costs*.
  - m) *You* must not negotiate or agree to settle a claim without *Our* prior approval.
4. *We* may elect to pay *You* the amount of damages *You* are claiming, instead of starting or continuing *Civil Proceedings*.
  5. *We* may if *We* see fit require that *You* obtain Counsel's Opinion from a barrister agreed by *You* and *Us*, as to the merits of a proposed claim or *Civil Proceedings*. *You* will be responsible for the costs of obtaining the Opinion, but if this indicates that there are reasonable grounds for the pursuit of a claim or *Civil Proceedings*, *We* will refund Counsel's fees.
  6. *We* can cancel this Policy at any time by giving *You* 21 days' notice in writing.
  7. *We* will not pay any claim covered by any other policy of insurance or by trade union membership or any claim

## Part F2 – IG04 Familyplus Premium Legal Expenses Policy continued

that would have been covered by any other policy of insurance or by trade union membership if this Familyplus legal expenses policy did not exist.

8. If *You die*, *We* will insure *Your* personal legal representatives to pursue disputes covered by this Policy arising from *Your* death, provided they keep to the terms of the Policy.
9. Apart from *Us*, only *You* may enforce all or any part of this Policy and the rights and interests arising from it or connected with it. This means that the Contract (Rights of Third Parties) Act 1999 does not apply to the Policy in relation to any third party right or interest.
10. This Policy will be governed by the laws of England and Wales.
11. Any Act of Parliament mentioned in the Policy includes equivalent laws in Scotland or Northern Ireland as the case may be.
12. This Policy is written in English and all communications about it will be in English.

### Cancellation Right

*We* hope *You* are happy with the cover this policy provides. However, *You* have the right to cancel it within 14 days of receiving the policy, without giving any reasons, by sending *Us* written notice within the first 14 days of the policy, or (if later) within 14 days of *You* receiving the insurance documents. This is known as the "cooling off period". Thereafter any return premium will be discretionary.

## Part G – Welcome To DAS Home Assistance

Thank **you** for taking out a DAS Home Assistance policy.

To make sure **you** get the most from **your** DAS cover, please take the time to read this policy, which explains the contract between **you** and us. If **you** have any questions or would like more information, please contact **your** insurance adviser.

### How we can help

Once **you** have given **us** details of **your** claim and **we** have accepted it, **we** will arrange for one of our approved contractors to assist **you** as quickly as possible.

**To make a claim under your policy, please telephone us on 0800 917 6244 straight away and provide the following information:**

- **your** name and the **home** address including postcode;
- the nature of the **home emergency**.

**We** will tell **you** what to do next. The telephone line is available 24 hours a day. Before requesting assistance please check that the circumstances are covered by this policy.

It is important that **you** contact **our** assistance operation centre as soon as possible after the **home emergency** and within 48 hours of becoming aware of the problem. Please note that remote locations and unforeseeable adverse weather conditions may affect normal standards of service.

All telephone calls to **us** are monitored and recorded as part of **our** training and quality assurance programmes. By using

this service **you** are agreeing to **us** recording **your** call.

### When we cannot help

**We** cannot help in any major emergency which could result in serious risk to **you** or substantial damage to **your home**. In this situation, **you** should immediately contact the Emergency Services and any company that supplied the service.

**We** will not pay any claim unless **we** have given our agreement, or if there is no one at **home** when **our** approved contractor arrives.

### Problems

**We** will always try to give **you** a quality service. If **you** think **we** have let **you** down, please write to **our** Customer Relations Department at **our** Head Office address shown below. Or **you** can phone **us** on 0117 934 0066 or email **us** at [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk). Details of **our** internal complaint handling procedures are available on request.

### Our Head and Registered Office is:

DAS Legal Expenses Insurance Company Limited,  
DAS House, Quay Side, Temple Back,  
Bristol BS1 6NH.  
Registered in England and Wales,  
number 103274.  
Website: [www.das.co.uk](http://www.das.co.uk)

DAS Legal Expenses Insurance Limited is authorised and regulated by the Financial Services Authority.

If **you** are still not happy, **you** can contact the Insurance Division of the Financial Ombudsman Service at:  
South Quay Plaza, 183 Marsh Wall,  
London E14 9SR.  
Tel: 0845 080 1800. Website:  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Part G – DAS Home Assistance continued

### THE MEANING OF WORDS IN THIS POLICY

#### 1 We, us, our

DAS Legal Expenses Insurance Company Limited.

#### 2 You, your

The person who has taken out this policy.

#### 3 Insured person

**You** and any person who lives in or is staying at **your home**.

#### 4 Home

**Your home** as identified on your schedule of insurance (having no more than 15 rooms) situated within the United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

#### 5 Home emergency

A sudden unforeseen event which requires immediate corrective action to:

- (a) prevent damage or further damage to **your home**; or
- (b) to make **your home** safe or secure; or
- (c) alleviate unreasonable discomfort, risk or difficulty to any **insured person**.

#### 6 Period of cover

The period as identified on **your** schedule of insurance.

#### 7 Main heating system

The main hot water or central heating system in **your home**. This includes pipes which connect components of the system but not cold water supply or drainage pipes. This does not include any non-domestic heating or hot water systems or any form of solar heating.

#### 8 Plumbing and drainage

The cold water supply and drainage

system within the boundary of **your home** and for which **you** are legally responsible. This does not include pipes:

- which connect components of the heating system; or
- for which **your** water supply or sewerage company are responsible.

### COVER

- 1 **Your** policy only covers **you** if **you** have paid **your** premium. **We** agree to provide the insurance in this policy, keeping to the terms, conditions and exclusions as long as the **home emergency** happens during the **period of cover**.
- 2 If the service **you** need is not provided under these terms, **we** will try (if **you** wish) to arrange it at **your** expense. The terms of such service are a matter for **you** and **your** supplier.
- 3 **We** will pay up to £500 (including VAT) for the call out charge, labour, parts and materials in providing assistance for a **home emergency** which arises from an **insured incident**.

### INSURED INCIDENTS

#### (a) Plumbing and drainage

The sudden damage to, or blockage, breakage or flooding of, the drains or plumbing system in **your home**.

#### (b) Main heating system

The sudden failure to function of the **main heating system** in **your home**.

#### (c) Domestic power supply

The failure of the domestic electricity, or domestic gas supply, but not the failure of the mains supply.

#### (d) Toilet unit

Impact damage to, or mechanical failure of, the toilet bowl or cistern in **your home** which results in complete loss of function.

## Part G – DAS Home Assistance continued

### (e) Home security

Damage to, or the failure of, external doors, windows or locks which compromises the security of **your home**.

### (f) Lost keys

The loss of the only available set of keys to **your home** if **you** cannot replace them, or gain normal access.

electricity, mains gas or mains water supply.

- 10 Any claim relating to the failure of equipment or facilities which is a result of them being incorrectly installed, repaired or modified, or which is caused by a design fault which makes them inadequate or unfit for use.
- 11 Claims for parts or labour if the equipment or facility is still under guarantee or warranty from the manufacturer, supplier or installer.
- 12 The malfunction or blockage of septic tanks, cesspits or fuel tanks.
- 13 Damage incurred in gaining necessary access to, or in reinstating the fabric of, **your home**.
- 14 Any claims arising out of subsidence, landslip or heave.
- 15 Any properties that **you** own that are not **your** main residence or that **you** rent or let.
- 16 Damage to boundary walls, gates, hedges or fences and any damage to garages or outbuildings.
- 17 Any claim related to an **insured person's** failure to purchase or provide sufficient gas, electricity or other fuel source.
- 18 Any costs incurred where **our** approved contractor has attended but **your home** was unoccupied.
- 19 **Home emergencies** caused by, contributed to by or arising from:
  - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel;
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it;
  - war, invasion, foreign enemy hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup;
  - pressure waves caused by aircraft or

### WHAT IS NOT COVERED BY THIS POLICY

- 1 Any claim following an **insured incident** which happens during the first 48 hours from the start of **your period of cover** if **you** take out this policy at a different time from any other related agreement.
- 2 Any incident or matter arising before the start of this policy.
- 3 Any normal day-to-day **home maintenance** which an **insured person** should carry out or pay for (such as servicing of heating and hot water systems) and the replacement of parts that tend to gradually wear out over a period of time or need regular attention.
- 4 The cost of redecorating, or cosmetic repairs to parts or equipment in **your home**.
- 5 Any claim where **your home** has been left unoccupied for 30 consecutive days.
- 6 Any claim arising from an **insured person's** failure to comply with **our** instructions in respect of the assistance being provided.
- 7 Any costs incurred before an **insured person** has notified **us** of a **home emergency**.
- 8 Claims arising from any willful or negligent act or omission by an **insured person**.
- 9 Any claim relating to the interruption, failure or disconnection of the mains

## Part G – DAS Home Assistance continued

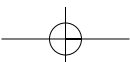
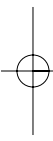
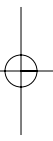
- any other airborne devices travelling at sonic or supersonic speeds;  
- pollution or contamination of any kind.
- 20 Apart from **us**, the **insured person** is the only person who may enforce all or any part of this policy and the rights and interests arising from or connected with it. This means that the Contract (Rights of Third Parties) Act 1999 does not apply to the policy in relation to any third party rights or interest.
- 21 Any claim directly or indirectly caused by or resulting from any device failing to recognise, interpret, or process any date as its true calendar date.
- 4 **We** will make every effort to provide the service at all times, but **we** will not be responsible for any liability arising from a breakdown of the service for reasons **we** cannot control.
- 5 **We** will not pay for any loss that is not directly covered by the terms and conditions of this policy. For example, **we** will not pay to replace a carpet damaged by a leak or for time taken off work because of a **home emergency**.
- 6 **We** will not pay any claim covered under any other policy, or any claim that would have been covered by any other policy if this policy did not exist.
- 7 This policy will be governed by English law.

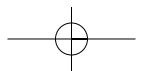
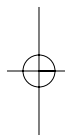
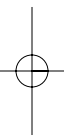
### CONDITIONS

- 1 Claims must be reported to **us** as soon as possible and no later than 48 hours after **you** first become aware of the **home emergency**.
- 2 An **insured person** must:
- keep to the terms and conditions of this policy;
  - maintain the **home** and all domestic equipment in good condition, and carry out or arrange regular inspections and preventative maintenance to the fabric and structure of the **home**;
  - try to prevent anything happening that may cause a claim;
  - take reasonable steps to keep any amount **we** have to pay as low as possible.
- 3 **We** can cancel this policy at any time as long as **we** tell **you** at least 14 days beforehand. **You** can cancel this policy at any time as long as **you** tell **us** at least 14 days beforehand.



Chief Executive Officer







## **useful telephone numbers**

### **Customer Service**

**0844 800 8538**

### **Renewals**

**0844 800 8539**

### **Claims**

**0800 008 6709**

## **Hours of opening**

**Monday to Friday 8.00am to 8.00pm**

**Saturday 9.00am to 2.00pm**

**Sunday Closed**

**Bank Holidays 9.00am to 1.00pm  
(excluding Christmas and Boxing Day)**