

# HOME INSURANCE POLICY SUMMARY

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## PLEASE READ THIS DOCUMENT CAREFULLY

This document provides a summary of cover and does not contain the full terms and conditions which can be found in our *Policy Booklet*.

Please take the time to read this summary and the full *Policy Booklet* to ensure that the policy provides the level of cover you require.

The covers available to you under the Paymentsshield Home Insurance policy are:

- Buildings Insurance
- Contents Insurance
- Accidental Damage to Buildings and/or Contents
- Personal Possessions cover
- Home Emergency cover
- Legal Expenses cover

The covers you choose to meet your needs will be shown in your *Quote Summary* or *Policy Certificate*.

Paymentshield Home Insurance is underwritten by a panel of insurers under a common policy wording. The insurer you select will be shown on your *Insurer Schedule*. The following tables summarise the covers available to you.

## Buildings Section

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p>The buildings section covers your home including outbuildings and garages within 100 metres of the home, patios, terraces, footpaths, swimming pools, tennis courts, drives, walls, fences and gates against damage caused by fire, earthquake, flood, malicious damage, storm, subsidence and other similar causes.</p>	<ul style="list-style-type: none"> <li>• For subsidence claims you must pay the first £1,000</li> <li>• For escape of water or oil claims you must pay the first £500</li> <li>• For all other claims you must pay the excess that you have chosen (this will be between £50 and £500)</li> <li>• Loss or damage to fences, gates and hedges caused by storm or flood is excluded</li> <li>• Exclusions and limitations apply where there is loss or damage to your buildings whilst your home is unoccupied for more than 60 days in a row. For example, there will be no cover for theft or attempted theft, malicious damage or escape of water or oil.</li> <li>• You can claim up to £5,000 for tracing &amp; accessing of any water or oil escaping from tanks, pipes, equipment or fixed heating system in the buildings</li> </ul>
<p><b>SUMS INSURED</b> The maximum cover limits for buildings provided by this policy are:</p> <p>Home Insurance £500,000 Home Insurance Plus £1,000,000</p>	<ul style="list-style-type: none"> <li>• If the sum insured is less than the rebuild value of your buildings, your claim amount may be reduced</li> </ul>
<p><b>PROPERTY OWNERS INSURANCE</b> Provides cover for your legal liability for damages caused by you as owner of your home, which results in accidental bodily injury to anyone not in your household or accidental damage or loss to material property that is not yours or your household's.</p>	<ul style="list-style-type: none"> <li>• Liability resulting from your trade, profession or business</li> <li>• Liability arising from you owning or using lifts or vehicles (other than a chair lift)</li> </ul>

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>BUILDINGS ACCIDENTAL DAMAGE: OPTIONAL COVER</b> This section provides additional protection against damage caused by an unforeseen and accidental event such as putting your foot through the ceiling.</p>	<ul style="list-style-type: none"> <li>• Loss or damage caused by pets is excluded</li> <li>• Loss or damage to external television receiving equipment is excluded</li> <li>• The costs of routine maintenance is excluded</li> <li>• Accidental damage is excluded whilst your home is unoccupied for more than 60 days in a row</li> </ul>

# CONTENTS SECTION

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>CONTENTS</b> This section covers the contents in your home against loss or damage by fire, flood, storm, theft, escape of water and other similar causes.</p>	<ul style="list-style-type: none"> <li>• For escape of water or oil claims you must pay the first £500</li> <li>• For all other claims you must pay the excess that you have chosen (this will be between £50 and £500)</li> <li>• Items left in a motor vehicle or caravan are not covered</li> <li>• The most you can claim is £2,500 per item for jewellery, gold and silver articles and other similar valuables unless the item is specified on your policy certificate</li> <li>• The most you can claim for your valuables under this policy is 30% of the contents sum insured</li> <li>• Exclusions and Limitations apply where there is loss or damage to your contents whilst your home is unoccupied for more than 60 days in a row. For example, there will be no cover for theft or attempted theft, malicious damage or escape of water or oil</li> <li>• You can claim up to £3,000 for theft from outbuildings</li> <li>• You can claim up to £500 for theft of money</li> <li>• You can claim up to £1,000 for loss or damage to contents in the open</li> </ul>
<p><b>SUMS INSURED</b> The maximum cover limits for contents provided by this policy are:</p> <p>Home Insurance £50,000 or Home Insurance Plus £75,000</p> <p>Tenants can choose from a maximum cover limit of £20,000, £30,000, £40,000 or £50,000</p>	<ul style="list-style-type: none"> <li>• If the sum insured is less than the full replacement value of your contents, your claim amount may be reduced</li> </ul>
<p><b>OCCUPIERS LIABILITY</b> Provides cover for you and your household against any legal liability for damage caused by you in your home or on your land which results in accidental bodily injury to anyone not in your household or accidental damage or loss to material property not belonging to you or your household.</p>	<ul style="list-style-type: none"> <li>• You are covered up to £2,000,000 from one cause</li> <li>• Liability resulting from you or your households trade, business or profession is excluded</li> <li>• There is no personal liability cover provided by this policy</li> </ul>
<p><b>ACCIDENTAL LOSS OF METERED WATER OR OIL</b> Accidental loss at your home of metered water or oil from your domestic water or heating system.</p>	<ul style="list-style-type: none"> <li>• You can claim up to £2,000</li> <li>• Loss is excluded occurring whilst your home is unoccupied for more than 60 days in a row</li> </ul>
<p><b>ELECTRONIC DATA DOWNLOAD</b> The policy covers the costs of replacing electronic data downloads following loss or damage to your contents.</p>	<ul style="list-style-type: none"> <li>• You can claim up to £2,000</li> <li>• The cost or remaking or recreating a disc, tape or film</li> </ul>
<p><b>WEDDING OR CIVIL CEREMONY GIFTS, BIRTHDAYS &amp; RELIGIOUS FESTIVALS</b> The contents sum insured is increased by 10% for one month before and one month after the Wedding or Civil Ceremony, Birthday or Religious Festival</p>	
<p><b>BUSINESS EQUIPMENT</b> The policy covers you or your family that work from home for loss or damage to your computers, keyboards and other similar business equipment up to the contents sum insured.</p>	

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>FREEZER FOOD</b> This policy covers you for loss of or damage to food in a freezer within your home caused by:</p> <ul style="list-style-type: none"> <li>• a change in the temperature following breakdown</li> <li>• a domestic fuse blowing</li> <li>• accidental failure of public electricity or gas supply</li> <li>• refrigerant leakage</li> </ul>	<ul style="list-style-type: none"> <li>• Freezer damage is excluded whilst your home is unoccupied for more than 60 days in a row</li> <li>• Loss or damage caused by a deliberate act of any public electricity supply authority is excluded</li> </ul>
<p><b>CONTENTS TEMPORARY REMOVAL</b> Contents are covered anywhere in the United Kingdom when temporarily removed from your home. Including in to any bank, safe deposit box, occupied private dwelling or into any building where you are residing or carrying on business.</p>	<ul style="list-style-type: none"> <li>• The most we will pay following loss or damage to contents when moved from your home into any building where you or your family are living while attending full time education is £5,000</li> <li>• Contents removed from your home (with the exception of contents where you are living while attending full time education) for more than 90 days are excluded</li> <li>• Contents removed for sale, exhibition or to a furniture depository are excluded</li> <li>• Loss or damage by theft or attempted theft to contents temporarily removed from your home only applies when in any occupied private home where you are working or temporarily living or when stored in any bank or safe deposit</li> <li>• Loss or damage from a motor vehicle or caravan is excluded</li> <li>• Loss or damage to your contents by theft or attempted theft is excluded unless force and violence is used to get in to or out of the building</li> </ul>
<p><b>ACCIDENTAL DAMAGE TO ENTERTAINMENT EQUIPMENT</b> Accidental damage to televisions, video and audio installations, computer equipment, games consoles and to any aerials or satellite dishes within or fixed to your home</p>	<ul style="list-style-type: none"> <li>• Accidental damage to records, discs, CDs, DVDs, Blu-ray discs, USB flash drives or software is excluded</li> </ul>

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>CONTENTS ACCIDENTAL DAMAGE: OPTIONAL COVER</b> This section provides additional protection in your home against damage caused by accident, such as knocking over a vase.</p>	<ul style="list-style-type: none"> <li>• Loss or damage when your home is being lent or let to any person other than your family</li> <li>• Damage to sports equipment whilst in use is excluded</li> <li>• Damage to clothing, contact lenses and hearing aids is excluded</li> <li>• Loss or damage caused by pets is excluded</li> <li>• Accidental damage is excluded whilst your home is unoccupied for more than 60 days in a row</li> </ul>

You may choose to add the following section to your policy so that your personal possessions are covered inside and away from your home. Personal possessions are items usually worn, used or carried outside your home, such as jewellery, watches and mobile phones. You must select Contents Section to choose Personal Possessions.

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>PERSONAL POSSESSIONS: OPTIONAL COVER</b> Provides cover against accidental damage or loss to your personal possessions in and away from your home, anywhere in the United Kingdom.</p> <p>Your Personal Possessions are also covered during travel anywhere in the world for up to 60 days.</p>	<ul style="list-style-type: none"> <li>• You can claim up to £2,500 per single article unless specified on your certificate</li> <li>• You can claim up to £500 for pedal cycles unless specified on your certificate</li> <li>• You can claim up to £250 for mobile phones unless specified on your certificate</li> <li>• Camping equipment, musical instruments and contact lenses are excluded</li> <li>• You can claim up to £500 for money and £500 for unauthorised use of credit cards</li> </ul>

# HOME EMERGENCY COVER

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>HOME EMERGENCY - OPTIONAL COVER</b> This section provides assistance if you have a home emergency such as problems with your plumbing, drainage or heating systems or damage to the roof or security that leaves the home unsecured.</p> <ul style="list-style-type: none"><li>• You can claim up to £1,000 inc VAT call out charge, labour and any materials used to carry out the emergency repair</li><li>• You can claim up to £100 inc VAT for hotel accommodation if the property becomes uninhabitable and remains so overnight</li><li>• In the event your domestic boiler is declared beyond economic repair by our approved engineer, we will make a contribution of £500 towards replacing it</li></ul>	<ul style="list-style-type: none"><li>• Any claim where the home has been left unoccupied for more than 60 days in row</li><li>• Any claim where the boiler or heating system has not been serviced in line with manufacturer's recommendations</li><li>• Any non-gas appliances, Elson tanks, separate gas heaters supplying hot water, LPG boilers and dual purpose boilers such as AGAs and Rayburns</li></ul>

FEATURES & BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p><b>LEGAL EXPENSES - OPTIONAL COVER</b> This policy covers legal and professional fees, costs and expenses up to £100,000 in connection with pursuing civil legal proceedings (or, where appropriate, defending civil or criminal proceedings) in respect of any of the following insured incidents:</p> <ul style="list-style-type: none"><li>• Employment disputes</li><li>• Services and personal property</li><li>• Personal injury</li><li>• Disputes over your right to own and occupy your property</li><li>• Tax enquiry</li><li>• Legal defence</li><li>• Jury service</li><li>• Motor prosecution defence</li><li>• Probate</li><li>• Tenancy disputes</li></ul>	<ul style="list-style-type: none"><li>• Any illness or bodily injury or psychological injury that occurs gradually or is not caused by a sudden, specific event</li><li>• Subsidence, ground heave, landslip, mining or quarrying</li><li>• The settlement payable under any other insurance policy</li><li>• Disciplinary hearings and internal grievance procedures</li><li>• Any claim for physical damage to your home where the amount claimed is less than £100</li><li>• Costs of coroners' inquests and fatal accident enquiries</li><li>• Alleged failure to correctly diagnose any medical condition</li><li>• Where your employment status is not that of an employee</li></ul>

# GENERAL POLICY

## CONDITIONS & EXCLUSIONS

The following exclusions apply to the whole policy, regardless of the specific cover you select.

### GENERAL CONDITIONS AND EXCLUSIONS

No cover is provided for any loss caused by or resulting from wear and tear, depreciation, rot, vermin or anything which happens gradually.

If you leave your home unoccupied greater than 60 days in a row, some covers will be reduced or excluded by this policy.

## IMPORTANT INFORMATION

### YOUR CANCELLATION RIGHTS UNDER THE POLICY

If having taken out a policy and after examining it, you decide not to continue with it you have a statutory right to cancel for up to 14 days from the start date. During this cooling off period you can cancel the policy back to the start date without charge with a full refund of any premiums already paid, unless you have made a claim during this period.

Following the expiry of your cooling off period, you continue to have the right to cancel your policy at any time during its term. If you do so, you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered. This will be calculated on a pro-rata basis for the period for which you have received cover. If you have made a claim and you choose to cancel your policy, you may not be entitled to a refund of premium.

### OUR CANCELLATION RIGHTS UNDER THE POLICY

We may cancel this policy by sending 7 days notice to your last known address. You will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered. If you have made a claim, you may not be entitled to a refund of premium.

If you are paying your premium using a monthly credit facility and you do not make regular monthly payments as per the terms of your credit agreement, we reserve the right to cancel your insurance in accordance with the terms of your credit agreement. If we cancel your insurance for this reason, an additional cancellation charge may apply, as shown on your *Premium of Breakdown*.

### ADMINISTRATION OF YOUR POLICY

Paymentshield is the administrator for the policy and we reserve the right to apply an administration charge (subject to Insurance Premium Tax) to the policy which will be included in the *Premium Breakdown*.

### RENEWAL OF YOUR POLICY

The policy will be renewed on the renewal date, subject to payment of the premium, unless you tell us not to or the insurer has written to you to advise that the policy will be cancelled. At least 21 days prior to the end of each period of insurance, you will receive details about your cover for the next 12 months. You must advise us if you choose not to renew your policy.

If you pay by direct debit we will automatically renew your policy and continue to collect premiums unless you tell us that you wish to cancel the policy or change your payment method.

### MAKING A CLAIM

Claims will be administered by the insurers you have chosen. The insurers will be shown in the *Insurer Schedule* document you receive when the policy is purchased.

Should you need to make a claim under any section of the policy, please call the claims helpline as soon as possible.

### COMPLAINTS

Please refer to your *Insurer Schedule* included in your policy documentation which outlines the complaints process.

If you are dissatisfied with the final response you receive in respect of your complaint or your complaint has not been resolved within 8 weeks, you have the right to ask the Financial Ombudsman Service (FOS) to review your case free of charge.



The Financial Ombudsman Service  
Harbour Exchange House  
Exchange Tower  
London  
E14 9SR



0800 023 4 567

(calls to this number are free on mobile phones and landlines)

0300 123 9 123

(calls to this number cost no more than calls to 01 and 02 numbers)  
Monday - Friday, 8am - 8pm, Saturday, 9am - 1pm)



complaint.info@financial-ombudsman.org.uk



www.financial-ombudsman.org.uk

If you contact the FOS, this will not affect any right of legal action you may have under the policy.

### FINANCIAL SERVICES COMPENSATION SCHEME

We and all Insurers on the Paymentshield panel of insurers are covered by the Financial Services Compensation Scheme (FSCS). This provides compensation in case any financial services firm goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation if we or the insurer cannot meet our obligations, depending on the circumstances of the claim.

Further information about the scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk), or you can contact them directly.



Financial Services Compensation Scheme  
10th Floor Beaufort House,  
15 St Botolph Street  
London  
EC3A 7QU



0800 678 1100

020 7741 4100

(Monday - Friday, 8.30am - 5.30pm)



enquiries@fscs.org.uk

### FURTHER INFORMATION

#### 1. The payment of premiums

Premiums are collected either by monthly direct debit or annual payment. The premium includes Insurance Premium Tax (IPT) at the current rate.

Any premiums or premium refunds held by Paymentshield will be held on behalf of the insurer for your protection.

#### 2. Policy booklet

A copy of the full *Policy Booklet* for Home Insurance can be downloaded from our website: [www.paymentshield.co.uk/HomePB](http://www.paymentshield.co.uk/HomePB)