

RENT PROTECTION WITH TENANT EVICTION INSURANCE

POLICY SUMMARY

PLEASE READ THIS DOCUMENT CAREFULLY

This summary does not contain the full terms and conditions of the insurance contract, these can be found in the *Policy Booklet* which is available from your agent or the Paymentsshield website. It will however, provide you with the significant features and benefits, together with the most important exclusions and limitations that you need to be aware of.

The Rent Protection with Tenant Eviction policy is administered by Paymentsshield, arranged on your behalf by Motorplus Limited t/a Property Guard and is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE.

The cover will be provided to you in return for payment of the premium.

DEMANDS AND NEEDS

Rent Protection with Tenant Eviction meets the demands and needs of those seeking to insure themselves against cover for rent arrears due from a tenant under a tenancy agreement and legal expenses cover should it be necessary to pursue a claim in respect of evicting tenants from the property.


SIGNIFICANT FEATURES, BENEFITS, EXCLUSIONS AND LIMITATIONS

SIGNIFICANT FEATURES AND BENEFITS	SIGNIFICANT EXCLUSIONS OR LIMITATIONS
<p>Cover for rent arrears due from a tenant under the tenancy agreement which you have notified to Property Guard and where you are pursuing a claim under the Eviction Section of the policy.</p> <p>The amount of cover provided will be specified in your <i>Policy Certificate</i>.</p> <p>Once vacant possession has been obtained following a tenant eviction, 75% of the rent due will be payable for a maximum of two months until the property has been re-let.</p>	<p>A full month's rent must be in arrears.</p> <p>The insurer will deduct any deposit paid once vacant possession of the property has been obtained, however, if the deposit is subsequently required to meet the cost of dilapidations, this will be returned to you.</p>
<p>Costs incurred in respect of legal expenses evicting the tenant from the property up to a maximum of £100,000 per claim.</p>	<p>The appropriate statutory and contractual notices must be correctly issued and served upon the tenant.</p> <p>The pursuit of the tenant or guarantor for rent arrears once vacant possession of the property has been achieved is excluded.</p> <p>Please do not appoint your own representative before Property Guard have accepted your claim. If you do so, they will not be liable for any costs incurred before they have agreed to them, even if they subsequently accept your claim.</p>

IMPORTANT INFORMATION

HOW TO MAKE A CLAIM

In the event of a claim, please contact Property Guard as soon as possible giving us as much information as you can about what has happened to bring about the claim.

 0333 043 1326

 cpclaims@propertyguard.co.uk

 Property Guard Rent Protection Claims
Norfolk Tower
Floor 2
48-52 Surrey Street
Norwich
NR1 3PA

HOW TO MAKE A COMPLAINT

We hope that you are completely happy with this policy and the service that you receive, however if you do have any reason to make a complaint, please contact your agent in the first instance if the complaint relates to the sale of the policy.

If the general administration of your policy has not met your expectations, you should contact the Paymentsshield customer services team at:


 Paymentsshield Limited
PO Box 229
Southport
PR9 9WU

 0345 6011 050

 enquiries@paymentsshield.co.uk

If your complaint relates to any aspect of a claim, please contact Property Guard at:

 Quality Assurance Manager
Property Guard
Norfolk Tower
Floor 2
48-52 Surrey Street
Norwich
NR1 3PA

 0333 241 9580

It will assist Property Guard in handling your complaint quickly if you have your claims reference available when you contact them.

If for any reason it is not possible to reach an agreement about a complaint, you have the right to make an appeal to the Financial Ombudsman Service. Full contact details will be provided should you need to make a complaint to the Financial Ombudsman Service.

YOUR CANCELLATION RIGHTS

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 RIGHT TO CANCEL

The insurer will not be bound to accept renewal of any insurance and may at any time cancel any insurance policy by giving 30 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons for the insurer to cancel this insurance policy include but are not limited to:

- a) Where the insurer reasonably suspects fraud
- b) Non-payment of the premium
- c) Threatening or abusive behaviour
- d) Non-compliance with policy terms and conditions
- e) You have not taken reasonable care to provide complete and accurate answers to the questions we ask.

Where our investigations provide evidence of fraud or a serious non-disclosure, we may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when you provided us with incomplete or inaccurate information, which may result in your policy being cancelled from the date you originally took it out.

If we cancel the policy and/or any additional covers, you will receive a refund of any premiums you have paid for the cancelled cover, less a proportionate deduction for the time we have provided cover, unless the reason for the cancellation is fraud and/or we are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

APPOINTED REPRESENTATIVE

When you advise Property Guard of a claim, they will recommend an appointed representative from their panel of representatives to assist you and act on your behalf. If for any reason you are unhappy with their choice of representative, they will recommend another.

You may appoint your own representative however legal costs will only be covered when it becomes necessary to issue legal proceedings.

Full details in relation to Appointed Representatives can be found in your *Policy Booklet*.

LEGAL ADVICE HELPLINE

Available 24 hours a day, 365 days a year, to provide you with confidential telephone advice about any legal problem arising from the letting of the property. To contact the helpline for advice please call 0333 241 3383.

FINANCIAL SERVICES COMPENSATION SCHEME

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme in the event that Great Lakes Insurance SE cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can obtain further information about compensation scheme arrangements from the FSCS by visiting www.fscs.org.uk.

HOW WE USE YOUR INFORMATION

Your data will be used by us, by your insurance company and by companies that provide a service for purposes associated with your insurance policy. This may include passing your information to third parties such as fraud prevention agencies. We will not keep your information for longer than is necessary.

If you believe the data either we or the other parties hold about you is inaccurate, or you wish to receive a copy of the information we hold about you, please contact our Data Protection Officer or use the details in your policy documentation.

Full details of how we use your data can be found in our Terms of Business which are available on our website www.paymentshield.co.uk/about-us or on request. Contact details can also be found on our website www.paymentshield.co.uk/contact-us.

The Data Protection Notice contained within your policy wording explains what Property Guard will do with the information that you give them. If you apply for Property Guard's products or services it is highly likely that they will need both personal and sensitive data (both terms as defined in the Data Protection Act 1998) about you and anyone else who is covered by the policy in order to administer the policy and any claims which may arise.