



## Summary of Cover

# HOME INSURANCE POLICY

This document is only a summary of **your** Policy and other key information about the insurance cover that **you** should read. It does not contain full details of the terms and conditions of the Policy which can be found in **your** Policy booklet. Please read the Policy booklet carefully when **you** receive it and keep it for **your** future reference.

If **you** have any questions about this Policy Summary, the Policy Booklet or the insurance cover generally, please contact **your** insurance adviser.

### Who are the Insurers?

This policy is arranged and administrated by Rentguard Insurance a subsidiary of RGA Underwriting Ltd and provided by e-Underwriting a trading name of OIM Underwriting Limited acting as agent on behalf of a select panel of UK leading Insurers. The insurer that is providing Your e-Underwriting Home Insurance Policy can be found in Your Policy Schedule.

Legal Expenses is provided by Arc Legal Assistance on behalf of Inter Partner Assistance Ltd.

### What is the Home Insurance Policy?

This Home Insurance Policy is a multi-section Home Insurance Policy. All sections are optional except that **you** must select **buildings** and, or **contents** cover. Sections are provided for:

- **Buildings** with an optional extension for **accidental damage**
- **Contents** with an optional extension for **accidental damage**
- **Personal possessions**, and
- Legal Expenses

This Policy Summary outlines the benefits, features and any significant or unusual exclusions or limitations to the above insurance covers. **Your** policy **certificate** will show clearly what cover(s) **you** have selected.

## CORE COVERS

For **your** cover to apply **you** must comply with the conditions of the Policy. These are explained in the Policy Conditions section at the back of the policy booklet. These conditions include, but are not limited to, taking reasonable precautions to prevent loss and limit damage as well as actions **you** must take as soon as **you** are aware of a possible claim. Each section of the Policy contains exclusions and **you** must also refer to the Policy Exclusions section of the Policy booklet to read the exclusions that apply to the entire Policy.

In addition to the standard exclusions and limitations **your** policy **certificate** will advise **you** of any special exclusions or limitations applying only to you. These are described on **your** policy **certificate** as Endorsements.

### FEATURES AND BENEFITS OF THE HOME INSURANCE POLICY

- Legal Helpline – 24 hour advisory service for telephone advice on any private legal problem of concern to **you** or any member of **your** household.
- Domestic Helpline – helpline following an emergency in the **home** for which a tradesman's assistance is required. The helpline will source and deploy an approved tradesman to **your home**. **You** will be responsible for the tradesman's charges.

### SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS OF THE HOME INSURANCE POLICY

**Your** Policy excludes

- The amount **you** will have to pay towards each separate claim (**your excess**). The details of **your excess** will be shown on **your** policy **certificate**.
- Limits apply for certain covers; the limits are shown on **your** policy **certificate** and in **your** Policy booklet.
- The cost of replacing or repairing any undamaged items which form part of a pair, set or suite.
- Damage caused by chewing, scratching, tearing or fouling by domestic animals.
- Any loss or damage deliberately caused by you, or by any other person lawfully in **your home**.
- The amount of any claim payment may be affected if the **sum insured** for that item is less than the cost of replacing or repairing it

## SECTION 1 - BUILDINGS

### FEATURES AND BENEFITS OF THE BUILDINGS SECTION

**Your** buildings section includes the following significant features and benefits, which are explained in detail in **your** policy booklet.

- Loss or damage to the structure of **your home** including its outbuildings, walls, drives, fences and permanent fixtures by an extensive list of causes such as fire, flood etc. Full details can be found in **your** policy booklet.
- Loss of rent and cost of alternative accommodation following an insured loss to a maximum of £50,000.
- Costs and expenses to trace and repair the source of damage following an accidental escape of water up to a maximum of £5,000.
- **Your** legal liability as owner of **your home**.
- Damage to gardens following an insured loss to a maximum of £5,000.

### SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS APPLYING TO THE BUILDINGS SECTION

See the Buildings Section of **your** policy booklet for details.

**Your** Policy excludes

- Certain losses or damage when **your home** is **unoccupied** for more than 30 consecutive days. See the Buildings Section of **your** policy booklet for details.
- Damage caused by wet or dry rot unless damage occurs as a direct result of a claim **we** have paid and repair has been carried out by **our** approved contractor.
- Loss or damage to **your buildings** from any cause not listed in the Policy booklet (but wider cover is available under the **accidental damage** extension).
- Legal liability as occupier of the **buildings** (unless **you** have selected **contents** cover).
- **Accidental damage** cover (unless **you** have selected the option to cover this).
- Glass cover (unless **you** have selected the optional extension to cover this).
- **Subsidence** damage contains exclusions such as damage by coastal erosion and damage to swimming pools. See the Buildings Section of **your** policy booklet for details.

### Optional benefits you can choose to add to the Buildings Section

- **Accidental damage to buildings** – including the cost of repairing **accidental damage** to fixed glass and double glazing, solar panels, **sanitary ware** and ceramic hobs forming part of the **buildings**.

## SECTION 2 - CONTENTS

### FEATURES AND BENEFITS OF THE CONTENTS SECTION.

**Your** Contents Section includes the following significant features and benefits, which are explained in detail in **your** policy booklet.

- **Contents** in garages and outbuildings up to a maximum of £2,500 if caused by theft.
- **Contents** whilst temporarily removed up to a maximum of £10,000.
- Office equipment up to a maximum of £5,000.
- Property in the open up to a maximum of £1,000 within the boundaries of the **home**.
- Deterioration of frozen food up to a maximum of £1,000.
- Replacement of locks following accidental loss or theft of keys, up to a maximum of £500.
- Loss of rent and cost of alternative accommodation following an insured loss up to a maximum of £25,000.
- Occupiers and Personal Liability up to a maximum of £2,000,000 any one incident.
- Employers' Liability up to a maximum of £10,000,000 any one incident.
- Fatal Injury up to £5,000.
- Personal **money** up to £500.
- Unauthorised use of **credit cards** up to £5,000.

### SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS APPLYING TO THE CONTENTS SECTION.

See the Contents Section of **your** policy booklet for details.

**Your** Policy excludes

- Certain losses or damage when **your home** is **unoccupied** for more than 30 consecutive days. See the Contents Section of **your** policy booklet for details.
- Loss or damage by escape of water if caused by the failure or lack of grout or sealant.
- Loss or damage to **your contents** by any cause not listed in the Policy booklet (but wider cover is available under the **accidental damage** option and the **personal possessions** section).
- Aircraft, caravans, motorised vehicles, boats, boards and craft designed to be used on or in water other than those only propelled by oars or paddles, or pedestrian controlled toys or models.
- **Subsidence** damage contains exclusions such as damage by coastal erosion and damage to swimming pools. See the Contents Section of **your** Policy booklet for details.
- **Your** legal liability as owner of the **home** (unless **you** have selected **buildings** cover).
- **Accidental damage** cover (unless **you** have selected the optional extension to cover this).
- Glass cover (unless **you** have selected the optional extension to cover this).

### Optional benefits you can choose to add to the Contents Section

- **Accidental damage to contents** – this covers **accidental damage** to the **contents** within **your home** including the cost of repairing **accidental damage** to audio visual equipment, mirrors and fixed glass.

## SECTION 3 - PERSONAL POSSESSIONS

### FEATURES AND BENEFITS OF THE PERSONAL POSSESSIONS SECTION

Your **personal possessions** section includes the following significant features and benefits, which are explained in detail in your Policy booklet.

- This gives wider cover than is otherwise available under the Contents Section for **your personal possessions, money and credit cards**. Cover is provided for accidental loss or damage including losses away from **your home** anywhere in the world.
- Cover for loss or damage to **your** pedal cycles anywhere in the world up to a maximum of £500.

### SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS APPLYING TO THE PERSONAL POSSESSIONS SECTION

See the Personal Possessions Section of your Policy booklet for details

Your Policy excludes

- Motor vehicles, caravans, aircraft, watercraft, sail boards, surf boards, contact lenses, hearing aids, dental appliances and computer equipment.
- Loss or damage to sports equipment whilst in use.
- Certain restrictions apply to theft from an unattended vehicle, including a maximum payment per claim. See the Personal Possessions Section of your policy booklet for details.
- Loss or damage for any amount over £2,000 for any one item (including articles forming a pair or set).
- Theft or attempted theft to cycles unless the cycle was locked to an immovable object or kept in a locked building.

### Optional benefits you can choose to add to the Personal Possessions Section

- Additional pedal cycle cover for specified cycles with a higher value.

## FURTHER INFORMATION

### How long does my home insurance cover me for?

This policy will remain in force for 12 months from the date of commencement (or as otherwise shown on your policy **certificate**) and for any period for which you renew the policy, as long as you continue to pay your premium.

### Cancellation

You have a right to cancel your policy within 14 days from the day of purchase or renewal of the contract or the day you receive your policy or renewal documentation, whichever is the later ("cooling off period"). The insurance cover will be regarded as not having been taken up by you and will be cancelled from inception

Following the expiry of your 14 day cooling-off period, you continue to have the right to cancel your policy at any time during its term.

If you request for cancellation is received after the inception date of the policy, you will be entitled to a refund of any premium you have paid, subject to a deduction for the time you have been on cover. This will be calculated in proportion to the period for which you received cover.

We (or any agent we appoint and who acts with our specific authority) may cancel this policy by sending 14 days' notice to your last known address. You may be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered.

### How to make a claim under Section 1, 2 and 3

If you need to make a claim under any section of your policy except Family Legal Expenses, please contact us straight away by calling the number shown on your policy schedule and have your policy number to hand when calling.

If you need to make a claim under the Family Legal Expenses section or have a legal problem that may lead to a claim, you should telephone the legal advice line on 0844 770 1040. When speaking to the advisor please quote: "Rentguard Insurance, Family Legal Expenses"

Please also refer to Policy Condition (2) Claims under the Policy Conditions section at the back of your policy booklet for full details of your duties and how we deal with any claim.

### Legal helpline

Use the 24 hour advisory service for telephone advice on any private legal problem of concern to you or any member of your household.

Specialist lawyers are at hand to help you. If you need a lawyer to act for you and your problem is covered under this insurance, the helpline will ask you to complete and submit a claim form online by visiting [www.arclegal.co.uk/informationcentre](http://www.arclegal.co.uk/informationcentre). Alternatively they will send a claim form to you. If your problem is not covered under this insurance, the helpline may be able to offer you assistance under a private funding arrangement.

Simply telephone 0844 770 1040. When speaking to the advisor please quote: "Rentguard Insurance, Family Legal Expenses". For our joint protection telephone calls may be recorded and/ or monitored.

### Domestic helpline

Use the helpline following an emergency in the home for which a tradesman's assistance is required.

The helpline will source and deploy an approved tradesman to your home. You will be responsible for the tradesman's charges.

Where appropriate we may substitute deployment of a tradesman with the provision of technical advice over the telephone giving you the means to rectify the problem yourself.

Simply telephone 0844 770 3105 and select Option 2 – Domestic Helpline. When speaking to the advisor please quote: "e-Underwriting Domestic Helpline"

### What to do if you have a complaint

Our goal is to provide excellent service to all our customers, but we recognise that things do go wrong occasionally. We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. To ensure that we provide the kind of service you would expect we welcome your feedback and we will record and analyse your comments to make sure we continually improve the service we offer.

In the event that you wish to make a complaint please contact your insurance adviser unless your complaint is about the Family Legal Expenses cover when you should contact:

Arc Legal Assistance Ltd  
PO Box 8921  
Colchester  
CO4 5YD  
Tel 0844 770 9000  
Email [claims@arclegal.co.uk](mailto:claims@arclegal.co.uk)

If you remain unhappy with the final decision you receive from us you may be entitled to refer to the Financial Ombudsman Service (FOS) who are an independent body.

Following the complaint procedure does not affect your right to take legal action.

### Compensation Scheme

e-Underwriting, the insurer(s) for which it acts as agent (shown in your policy **certificate**), and Arc Legal Assistance Ltd are all covered by the Financial Services Compensation Scheme (FSCS). If they cannot meet their obligations, you may be entitled to compensation under this scheme depending on the type of insurance and the circumstances of your claim.

### Our Regulatory Status

e-Underwriting is authorised and regulated by the Financial Conduct Authority.

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority.

## SECTION 4 FAMILY LEGAL EXPENSES SECTION

Some important facts about your Family Legal Expenses insurance policy are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

Your legal expenses cover is valid for the same duration as the household cover with which it is offered, and meets the needs of individuals seeking cover for legal expenses incurred in the specific areas summarised below.

Your legal expenses cover applies to you, your spouse and other family members who permanently reside with you at the property covered.

### SIGNIFICANT FEATURES AND BENEFITS

Cover offered	Policy section
Legal Expenses of up to £50,000 per claim are covered.	All
Legal Helpline 24/7.	
<b>Legal costs to pursue:</b> Contract claims against a person / organisation providing defective goods or services.	<b>Consumer Pursuit</b>
<b>Legal costs to pursue:</b> Personal injury claims against the responsible person / organisation.	<b>Personal Injury</b>

**Legal costs to pursue:**  
Actions for nuisance or trespass relating to the home.

**Legal costs to pursue:**  
Actions against parties causing physical damage to the home.

**Legal costs to defend:**  
Contract claims brought by a person to whom private goods have been sold.

**Property  
Infringement**

**Property  
Damage**

**Consumer  
Defence**

#### **Cancellation rights (cooling off period)**

Within 14 days of receipt of insurance documentation **you** may cancel this policy if it does not meet **your** needs. Subject to **your** insurance advisor receiving **your** written advice of this, they will issue a full return of premium, the policy will be regarded as not having been taken up by **you** and will be cancelled from inception.

#### **To make a claim under Section 4**

As soon as **you** have a legal problem that **you** may require assistance with under this insurance **you** should telephone the legal advice line on **08447701040** and quote **Rentguard Insurance Family Legal Expenses**.

#### **Complaints**

If **you** are unhappy with the service that has been provided, **you** should contact **us** at the address below. If **you** cannot settle **your** complaint with **us**, **you** may be entitled to refer it to the Financial Ombudsman Service. For full details of **our** complaints procedure and how to contact the Financial Ombudsman Service please see **our** policy document.

**Our** contact details are:

Arc Legal Assistance Ltd  
PO Box 8921  
Colchester  
CO4 5YD

Tel 0844 770 9000  
Email enquiries@arclegal.co.uk

#### **COMPENSATION**

**We** are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if Arc Legal or Inter Partner Assistance are unable to meet their obligations. **Your** entitlement to compensation will depend on the circumstances of the claim. Further information about compensation scheme arrangements is available at <http://www.fscs.org.uk/> or by telephoning 0800 678 1100.

The insurance cover summarised in this document is provided by Inter Partner Assistance SA, and administered on their behalf by Arc Legal Assistance Ltd.

### **SIGNIFICANT EXCLUSIONS OR LIMITATIONS**

#### **Exclusions and Limitations**

**This insurance covers the legal costs incurred by Arc Legal's panel solicitors. You are not covered for any other legal representative's costs unless court proceedings are started or a conflict of interest arises.**

**It is a key condition of this insurance that there must be reasonable prospects of success in taking legal action before a claim for legal costs will be accepted.**

For full details of policy exclusions please refer to the policy wording.

In summary there is no cover for:

- Claims which arise, or where proceedings are brought outside of the United Kingdom
- Costs incurred without **our** prior consent
- Claims arising from a dispute between persons insured under this policy
- Costs covered by another insurance policy
- Fines or penalties

**You will be responsible for the first £250 of legal expenses for any claim under the Property Infringement policy section.**

#### **Policy section**

**All**

Legal Helpline 24/7.

At least £250 plus VAT must be in dispute.

There is no cover for claims arising from an allegation of clinical or medical negligence or claims involving a motor **vehicle** owned or driven by **you**.

The nuisance or trespass must have occurred at least 180 days after this cover or equivalent continuous cover started.

There is no cover for claims in respect of works undertaken or to be undertaken by or under the order of any government or public or local authority.

At least £250 plus VAT must be in dispute.

**Consumer  
Pursuit**

**Personal Injury**

**Property  
Infringement**

**Property  
Damage**

**Consumer  
Defence**

For further details about this cover, please refer to **your** agent, or contact the Quoteline on **0208 587 1060**, giving agent name and/or number

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