

Home Buyer's Protection Policy Summary

ULR/PS/002



Some important facts about your Home Buyer's Protection Policy are summarised below. This summary does not describe all the terms and conditions of the policy. To ensure full understanding of the cover provided we recommended that this document is read alongside the policy wording.

Insurer

This insurance policy has been supplied by Property Guard, a trading name of Motorplus Limited and is underwritten by UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE.

Motorplus Limited is authorised and regulated by the Financial Conduct Authority.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority and is an insurers' agent and in the matters of a claim, act on behalf of Great Lakes Reinsurance (UK) SE. Registered in England No. SE000083. Registered Office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. You can check this on the Financial Services Register by visiting www.fca.org.uk/register, or by telephoning 0800 111 6768

The administrator for this policy is Paymentsshield Limited.

Cancellation

If you decide that for any reason that this policy does not meet your insurance needs, then please contact Paymentsshield Customer Services Team within 14 days of the start date of the policy or the date you receive the policy documents (whichever is later). On the condition that no claims have been made or are pending, we will then refund your premium in full. If you wish to cancel your policy after 14 days you will not be entitled to a refund.

The insurer may at any time cancel this 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 may include but are not limited to:

- a) Fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms and conditions

Provided the premium has been paid in full you will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance. If your policy is cancelled as a result of fraud, you will not be entitled to the refund of premium you have paid.

Conditions of Cover

The policy provides cover in respect of attempts to purchase a permanent, private domestic property in England or Wales, and is subject to the following conditions which apply on the start date:

- you must be over 18 years of age
- the purchase of the property must not be subject to a contract race or sealed bids
- you must be using a solicitor or licensed conveyancer to conduct the conveyancing of the property and
- you must not have had a survey carried out on the property
- The property being purchased is located in England or Wales.
- The property is of permanent construction
- You have not had insurance refused or cancelled or had any special terms applied by another insurer
- You do not have any unspent criminal convictions

Type of Insurance and Cover Provided

Significant Features and Benefits	Significant Exclusions
<p>The insurer will pay your conveyancing fees, mortgage arrangement fees/lenders fees and survey fees reasonably incurred by you and subject to the limit of indemnity in the event of the proposed purchase failing due to one of the following:</p> <ul style="list-style-type: none">• the property being withdrawn from sale by the vendor for reasons beyond your control• the vendor receiving and accepting an offer which is at least £1,000 greater than the offer they had accepted from you• a local authority search highlighting that the property is the subject of a compulsory purchase order	<p>The insurer will not be liable for costs and expenses:</p> <ul style="list-style-type: none">• incurred before the start date• if you withdraw from the purchase of the property for reasons other than those covered by this policy• if you are aware of a previous survey having been carried out in respect of the property up to 90 days prior to the start date that may give reasonable cause for the purchase to fail• if you are aware, prior to the start date, of any circumstances which could lead to a claim being made under this policy

<ul style="list-style-type: none"> • the vendor not being legally entitled to sell you the property • you or the person purchasing the property with you dying, being made redundant or being relocated, and you being unable or unwilling to continue with the purchase of the property • the initial mortgage lender's valuation being less than 95% of the sum you have offered for the property which had been accepted by the vendor • prior to the release of funds the mortgage lender insisting on rectification work to the property and the cost exceeding 10% of the sum offered by you which had been accepted by the vendor • the mortgage lender applying a retention on the loan which is more than 10% of the sum offered by you which had been accepted by the vendor • the property being damaged during the period of cover and the cost of rectification work exceeding 10% of the property value 	<ul style="list-style-type: none"> • if you deliberately and knowingly cause a delay or use unreasonable behaviour that results in the failed purchase • where they can be reimbursed by your employer • where you are able to obtain a refund of costs which you have incurred • where, in the case of redundancy: you are self-employed, a company director or partner of the company giving notice of redundancy, or if the redundancy is voluntary
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Making a Claim 24/7

You must tell us immediately after you first become aware of any cause, event or circumstance which could give rise to a claim under this policy.

All claims must be made in any case within 120 days of the date that you were aware that a claim may be made.

You can call the Claims Team on 0333 241 2476

Please quote "Home Buyer's Protection" in all communications.

Limit of Indemnity

The insurer's liability under this policy is limited to:

- £800 towards conveyancing fees (including searches)
- £250 towards mortgage/lender's fees
- £550 towards survey/valuation fees

Excess

Nil excess applies to claims made against this policy.

Period of Insurance

This policy will end automatically 120 days after the start date or on the date of any of the following occurring, whichever happens first:

- you make a claim on this policy
- you or we cancel this policy or
- you complete on the purchase of the property

How to Make a Complaint

We hope that you will be very happy with the service provided. However, if for any reason you are unhappy with it, we would like to hear from you.

In the first instance, if you have a complaint about the administration of your insurance, please call the Paymentshield Customer Services Team on: 0345 6011 050.

If your complaint is about the sale of this policy, please initially contact the person who arranged the cover for you.

If you are unhappy about claims handling on the policy you should contact:

The Quality Assurance Manager
 Motorplus Ltd
 Kircam House
 Whiffler Road
 Norwich
 NR3 2AL

Tel: 0333 241 2476

Fax: 01603 420 010

Email: qualityteam@property-guard.co.uk

Financial Services Compensation Scheme

We and insurers are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our liabilities to you, you may be entitled to compensation from the FSCS. You can obtain further information about compensation scheme arrangements from the FSCS at www.fscs.org.uk, or by phoning 0800 678 1100 (Monday - Friday, 8:30am - 5:30pm).

Consumer Insurance (Disclosure & Representations) Act 2012

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to supply accurate and complete answers to all questions and to make sure that all information supplied to us is true and correct. You must tell us of any changes to the answers you have given as soon as possible. Failure to advise us of a change to your answers may mean that your Policy is invalid and that it does not operate in the event of a claim.

Data Protection Act 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area, some of which may not have equivalent Data Protection laws.

We may obtain information about you from credit reference agencies, fraud prevention agencies and similar organisations to enable us to check your credit status and identity. These agencies will record our enquiries, which may be seen by other companies who make their own credit enquiries. We may also check your details with fraud prevention agencies.

If you provide false or inaccurate information and we suspect fraud, we will record our concerns. We and other organisations may use these records to help make decisions on insurance proposals and claims, prevent fraud, recover debt and check your identity to prevent money laundering.

Under Data Protection legislation, you can ask us in writing for a copy of certain personal records held about you. Please write to Motorplus Limited, Kircam House, Whiffler Road, Norwich, NR3 2AL. A charge of £10 will be made.