

Home Insurance Policy Summary

PNL/PS/009

The Administrator for this insurance policy is Paymentsshield Limited.

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 the 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 Cover
- Contents Cover
- 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 quotation or policy certificate.

Paymentsshield Home Insurance is underwritten by a panel of insurers. The insurer you select will be noted on your Insurer Schedule. The following tables summarise the covers available to you.

Buildings Section

If you select Buildings to be included in your policy, the following summarises your cover:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Property Damage 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"> Subsidence claims are subject to a £1,000 excess Escape of Water or Oil claims are subject to a £250 excess or the excess you have chosen, whichever is the greater All other claims are subject to the excess you have chosen Loss or Damage to fences, gates and hedges caused by storm or flood is excluded 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 You can claim up to £5,000 for Tracing & Accessing of any water or oil escaping from tanks, pipes, equipment or fixed heating system in the buildings. 	Section B
<p>Sums Insured The maximum cover limits for buildings provided by this policy are:</p> <ul style="list-style-type: none"> Standard £400,000 Extra £600,000. 	<ul style="list-style-type: none"> If the sum insured is less than the rebuild value of your buildings, your claim amount may be reduced. 	Section D Buildings How we settle claims
<p>Property Owners Insurance 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"> Liability resulting from your trade, profession or business Liability arising from you owning or using lifts or vehicles. 	Section D

You may choose to add the following cover to your buildings cover:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Buildings Accidental Damage - optional cover Accidental Damage 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"> Loss or Damage caused by pets is excluded Loss or Damage to external television receiving equipment is excluded The costs of routine maintenance is excluded 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. 	Section C

Features & Benefits	Significant Exclusions or Limitations	Policy Section
Included in the Accidental Damage to building section is Accidental breakage of underground drains and pipes and Accidental Damage to cables and underground tanks belonging to your home for which you are responsible.	<ul style="list-style-type: none"> • Damage by gradual deterioration which has caused an installation to reach the end of its serviceable life • Loss or Damage whilst the property is unoccupied for more than 60 days in a row. 	Section C

Contents Section

If you select Contents to be included in your policy, the following summarises your cover

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Contents</p> <p>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"> • Escape of Water or Oil claims are subject to a £250 excess or the excess you have chosen, whichever is the greater • All other claims are subject to the excess you have chosen • Items left in a motor vehicle or caravan • The most you can claim for an individual item is £5,000 unless the item is specified on your policy certificate • The most you can claim for your valuables under this policy is £15,000 • The most you can claim is £2,000 per item for jewellery, gold and silver articles and other similar valuables unless the item is specified on your policy certificate • you can claim up to £250 for spectacles and medals, coins and stamps not forming part of a collection • 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 • You can claim up to £3,000 for theft from outbuildings • You can claim up to £250 for theft of money • You can claim up to £1,000 for loss or damage to contents in the open • 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 your home. 	Section E
<p>Sums Insured</p> <p>The maximum cover limits for contents provided by this policy are:</p> <ul style="list-style-type: none"> • Standard £50,000 or • Extra £75,000. 	<ul style="list-style-type: none"> • If the sum insured is less than the full replacement value of your contents, your claim amount may be reduced. 	Section G Contents How we settle claims

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Occupiers Liability 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"> You are covered up to £2,000,000 from one cause Liability resulting from you or your households trade, business or profession is excluded There is no Personal Liability cover provided by this policy. 	Section G
<p>Accidental Loss of metered water or oil Accidental loss at your home of metered water or oil from your domestic water or heating system.</p>	<ul style="list-style-type: none"> You can claim up to £2,000 for loss of metered water You can claim up to £1,500 for loss of oil Excluding loss occurring whilst your home is unoccupied for more than 60 days in a row. 	Section E
<p>Electronic Data Download The policy covers the costs of replacing electronic data downloads following loss or damage to your contents.</p>	<ul style="list-style-type: none"> You can claim up to £2,000 The cost of remaking or recreating a disc, tape or film. 	Section E
<p>Wedding or Civil Ceremony Gifts, Birthdays & Religious Festivals The contents of your home are increased by £2,500 for one month before and one month after the Wedding or Civil Ceremony, Birthday or Religious Festival</p>		Section E
<p>Business Equipment 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>		Section E
<p>Freezer Food The cost of replacing the food in your freezer that has been spoiled by an accidental change in temperature of your freezer.</p>	<ul style="list-style-type: none"> 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 Loss or damage caused by a deliberate act of any public electricity supply authority is excluded. 	Section E

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Contents - Temporary Removal Contents are covered anywhere in the United Kingdom when temporarily removed from your home.</p>	<ul style="list-style-type: none"> • The most we will pay following loss or damage to contents when moved from your home into any building where you are living while attending full time education is £5,000 • 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 • Contents removed for sale, exhibition or to a furniture depository are excluded • Loss or damage to your contents by theft or attempted theft is limited to any occupied private home where you are working or temporarily living or if stored in any bank or safe deposit • Loss or damage from a motor vehicle or caravan is excluded. • 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. 	Section E

You may choose to add the following cover to your contents cover:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Contents Accidental Damage - optional cover 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"> • Loss or Damage when your home is being lent or let to any person other than your family • Damage to sports equipment whilst in use is excluded • Damage to clothing, contact lenses and hearing aids is excluded • Loss or damage caused by pets is excluded • 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. 	Section F

Personal Possessions Section

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

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Personal Possessions - optional cover Provides accidental damage or loss to your personal possessions in and away from your home, anywhere in the United Kingdom and Europe.</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"> • You can claim up to £1,500 per single article unless specified on your certificate • You can claim up to £500 for pedal cycles unless specified in your certificate • You can claim up £250 for spectacles, mobile phones and keys to your external door locks • Camping equipment, musical instruments and contact lenses are excluded • You can claim up to £250 for money and £500 for unauthorised use of credit cards. 	Section H

Home Emergency Cover

You may choose to add the following section to your policy

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Home Emergency - optional cover</p> <p>This section provides assistance if you have a home emergency such as problems with your plumbing, drainage or heating systems.</p> <ul style="list-style-type: none"> You can claim up to £1,000 inc VAT for call out charge, labour and any materials used to carry out the emergency repair You can claim up to £100 inc VAT for overnight hotel accommodation if the property becomes uninhabitable and remains so overnight, including transport to the hotel 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. 	<ul style="list-style-type: none"> Any claim where the home has been left unoccupied for more than 60 days in row. Any claim where the boiler or heating system has not been serviced in line with manufacturer's recommendations. 	Section I

Legal Expenses Insurance

You may choose to add the following section to your policy

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Legal Expenses - optional cover</p> <p>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"> Employment Disputes Services and Personal Property Personal Injury Clinical Negligence Your Residence Tax Enquiry Legal Defence Jury Service Motor Prosecution Defence Probate Tenancy Disputes 	<ul style="list-style-type: none"> Any illness or bodily injury or psychological injury that occurs gradually or is not caused by a sudden, specific event. Subsidence, ground heave, landslip, mining or quarrying. Any claim relating to land or buildings owned by you but which are not your permanent primary residence within the territorial limits. The settlement payable under any other insurance policy. Disciplinary hearings and internal grievance procedures. Any claim for physical damage to your home where the amount claimed is less than £100. Costs of coroners' inquests and fatal accident enquiries. Alleged failure to correctly diagnose any medical condition. Where your employment status is not that of an employee 	Section A(2) Section J

General Policy Conditions

The following exclusions apply to the whole policy, regardless of the specific cover you select. Full details of these exclusions can be found in the policy document.

General Conditions and Exclusions	Policy Section
No cover is provided for any loss caused by or resulting from wear and tear, depreciation, rot, vermin or anything which happens gradually.	Section M
If you leave your home unoccupied greater than 60 days in a row, some covers will be reduced or excluded by this policy.	Sections B-H

Important Information

Duration of the Insurance

This policy is an annual contract. It will begin on a date you specify which will be shown on your certificate as the Start Date and will expire 12 months from the Start Date.

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.

Administration and Cancellation charges

Paymentsshield is the administrator for the policy and we reserve the right to apply a monthly administration charge (subject to Insurance Premium Tax) to the policy which will be included in the Statement of Price.

A cancellation charge may also apply to the policy. If a cancellation charge applies to the policy the amount of the charge will be included on the Statement of Price.

Your cancellation rights under the policy

If, having examined your policy, you decide not to proceed you have a statutory right to cancel for up to 14 days from the start date. However, we have extended this to a 30 day cooling off period where you may 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 and there will also be an additional cancellation charge, as shown on your Statement of Price, to cover the administrative cost of providing the policy. 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 30 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 will apply, as shown on your Statement of Price.

Making a claim

Claims will be administered by the insurer you have chosen. The insurer 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

Sales

If you are unhappy with any aspect of the sale of this policy or have cause for complaint you should initially contact the person who arranged the cover for you.

Administration

Paymentshield is the administrator of your policy and will handle complaints concerning the administration of the policy. If you are unhappy with the general administration of any aspect of this policy or have cause for complaint you should contact the Paymentshield Customer Services Team by telephone or in writing to the Paymentshield address located on the Insurer Schedule.

Claims

For Sections B - H Buildings, Contents and Personal Possessions cover

If you are unhappy about claims handling on the policy for Buildings, Contents and Personal Possessions cover you should contact the Claims Team by telephone or in writing. The contact details for complaints concerning claims for Buildings, Contents and Personal Possessions are located on the Insurer Schedule.

For Section I - Home Emergency

If you are unhappy about claims handling on the policy for Home Emergency cover you should contact the Quality Assurance Manager. The contact details for complaints concerning claims for Home Emergency are located on the Insurer Schedule.

For Section J - Legal Expenses

If you are unhappy about claims handling on the policy for Legal Expenses cover you should contact the The Quality Assurance Manager. The contact details for complaints concerning claims for Legal Expenses are located on the Insurer Schedule.

Financial Ombudsman Service

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.

Write: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4 567 (calls to this number are now free on mobile phones and landlines. Monday – Friday, 8am – 8pm, Saturday, 9am – 1pm) or 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)
E-mail: complaint.info@financial-ombudsman.org.uk
Website: 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

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, or write to Financial Services Compensation Scheme:

10th Floor Beaufort House,
15 St Botolph Street
London
EC3A 7QU

Telephone: 0800 678 1100 (Monday – Friday, 8.30am – 5.30pm) or 020 7741 4100 (Monday – Friday, 8.30am – 5.30pm)
E-mail: 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.

2. Policy document

A copy of the full policy document for Buildings & Contents insurance can be downloaded from our website: www.paymentshield.co.uk