

Landlord Insurance Policy Summary

The Administrator for this insurance policy is Paymentsshield Limited.

Please read this document carefully

This document provides a summary of your cover and does not contain the full terms and conditions which can be found in the policy booklet which will be provided with your policy certificate.

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 Landlord Policy are:

- Landlord's Buildings Insurance
- Landlord's Contents Insurance for Furnished and Unfurnished properties
- Optional Accidental Damage for Buildings and Contents cover
- Optional Malicious Damage by Tenant for Buildings and Contents cover

The covers you have chosen to meet your needs are shown in your quotation or policy certificate.

On receipt of your policy documentation, you will have 30 days to decide if you wish to cancel the policy. Some charges may apply. See 'Cancellation rights under your policy' for more information.

Paymentshield Landlord Insurance is underwritten by a panel of insurers. The insurer you have selected is noted on your Insurer Schedule. The following tables summarise the covers available to you.

Buildings Section

The following table summarises your Landlord's Buildings cover:

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Property Damage</p> <p>The buildings section covers the property including outbuildings and garages, landlord's fixtures and fittings 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, landslip and heave 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 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 • Loss or Damage whilst the property is unoccupied for longer than 90 days is excluded • Loss or Damage whilst the property is unoccupied for between 45 and 90 days will have an increased excess • Loss or damage caused by Terrorism. 	Section B
<p>Sums Insured</p> <p>The maximum cover limits for buildings provided by this policy is £400,000.</p>	<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>Included in your Landlord's Buildings Cover:</p> <p>Following an insured cause you are covered for:</p> <ul style="list-style-type: none"> • Loss of Rents Receivable or Payable • Alternative accommodation for your tenant • Temporary storage of your furniture. 	<ul style="list-style-type: none"> • Loss or damage whilst the property is unoccupied for longer than 90 days is excluded • Limited to 15% of the buildings sum insured. 	Section B
Loss of Metered Water up to £5,000.	<ul style="list-style-type: none"> • Loss or damage whilst the property is unoccupied is excluded. 	
Theft of keys or Accidental Damage to your locks up to £1,000.	<ul style="list-style-type: none"> • Loss or Damage whilst the property is unoccupied for more than 90 days is excluded • Damage to locks caused by mechanical, electrical or electronic fault or breakdown is excluded. 	

Features & Benefits	Significant Exclusions or Limitations	Policy Section
You can claim up to £2,500 for Tracing & Accessing of any water or oil escaping from tanks, pipes, equipment or fixed heating system in the buildings.		Section B
Damage to gardens of the insured property caused by attending Emergency Services.		
Tree Removal or lopping if they are a threat to safety or of damage to buildings.	<ul style="list-style-type: none"> Loss or Damage to fences, hedges and gates is excluded. 	
Property Owners Insurance Provides cover for your legal liability for damages caused by you as owner of your property, which results in accidental bodily injury to any person or accidental damage or loss to material property that is not yours.	<ul style="list-style-type: none"> Liability resulting from your trade, profession or business is excluded other than as owner of the insured property 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
Buildings Accidental Damage - optional cover Accidental Damage provides additional protection against damage caused by an unforeseen and accidental event such as your tenant accidentally putting their foot through the ceiling.	<ul style="list-style-type: none"> Loss or Damage caused by pets Loss or Damage to external television receiving equipment The costs of routine maintenance Any amount recoverable by the tenant Loss or damage whilst the property is unoccupied for between 45 and 90 days will have an increased excess Accidental Damage claims are subject to a £250 excess or the excess you have chosen, whichever is greater 	Section C
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 the property 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 longer than 90 days is excluded. 	Section C

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Buildings Malicious Damage caused by Tenant - optional cover</p> <p>Malicious Damage by Tenant provides additional protection for your Landlords fixtures and fittings, structure, ceilings and decorations, caused maliciously by your tenant.</p>	<ul style="list-style-type: none"> • Malicious Damage or Vandalism claims are subject to a £250 excess or the excess you have chosen, whichever is the greater • Any amount recoverable by the tenant • Loss or Damage to external television receiving equipment • The costs of routine maintenance • Loss or Damage whilst the property is unoccupied for longer than 90 days is excluded • Loss or Damage whilst the property is unoccupied for between 45 and 90 days will have an increased excess. 	Section C

Landlord's Contents Section

If you select Landlord's 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 belonging to you in the insured property.</p> <p>You are covered 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 and Malicious Damage or Vandalism 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 whilst the property is unoccupied for between 45 and 90 days will have an increased excess • The most you can claim for an individual item is £5,000 • You must provide a receipt, original valuation or suitable proof of purchase for items over £250 at the point of claim • Loss or Damage whilst the property is unoccupied for longer than 90 days is excluded • Loss or damage by theft is excluded unless force and violence has been used to get in to or out of the insured property • Malicious Damage or vandalism by an existing or evicted tenant is excluded • You are insured for theft from outbuildings or garages up to £1,000 • Loss or damage caused by Terrorism. 	Section E

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Sums Insured</p> <p>The maximum cover limits for Landlord's Contents provided by this policy are:</p> <ul style="list-style-type: none"> If you selected Unfurnished - £10,000 or If you selected Furnished - £40,000 	<ul style="list-style-type: none"> If the sum insured is less than the full replacement of your contents, your claim amount may be reduced You must ensure the sum insured is adequate for your needs. 	<p>Section F Contents How we settle claims</p>
<p>Escape of Water or Oil</p> <p>Escape of Water from washing machines, dishwashers or the freezing of water in any fixed domestic water or heating installation.</p> <p>Escape of oil from any fixed domestic oil heating installation.</p>	<ul style="list-style-type: none"> Loss or damage after the insured property has been left unoccupied for longer than 90 days is excluded. 	<p>Section E</p>
<p>Contents in Communal areas of your property</p> <p>You are covered up to £5,000 for Contents in Communal areas of your insured property.</p>		<p>Section E</p>

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</p> <p>This section provides additional protection for your contents in your insured property against damage caused by accident, such as knocking over a vase or television.</p>	<ul style="list-style-type: none"> Accidental Damage claims are subject to a £250 excess or the excess you have chosen, whichever is the greater Loss or Damage by pets is excluded Loss or Damage whilst the property is unoccupied for longer than 90 days is excluded Loss or Damage whilst the property is unoccupied for between 45 and 90 days will have an increased excess The most you can claim for any individual item is £5,000 You must provide a receipt, original valuation or suitable proof of purchase for items over £250 at the point of claim Any amount recoverable from the tenant. 	<p>Section F</p>

Features & Benefits	Significant Exclusions or Limitations	Policy Section
<p>Malicious Damage to your contents caused by the tenant - optional cover</p> <p>This section provides additional protection for your contents in your insured property against malicious damage caused by your tenant.</p>	<ul style="list-style-type: none"> • Malicious Damage or Vandalism claims are subject to a £250 excess or the excess you have chosen, whichever is the greater • Loss or Damage whilst the property is unoccupied for longer than 90 days is excluded • Loss or Damage whilst the property is unoccupied for between 45 and 90 days will have an increased excess • The most you can claim for any individual item is £5,000 • You must provide a receipt, original valuation or suitable proof of purchase for items over £250 at the point of claim • Any amount recoverable from the tenant. 	Section F

General Policy Conditions

The following exclusions apply to the whole policy, regardless of the specific cover you have selected. 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 terrorism or from wear and tear, depreciation, rot, vermin or anything which happens gradually.	Section I
If the insured property is unoccupied for longer than 90 days in a row, some covers will be excluded by this policy. Please refer to the sections of the policy which apply to you.	Sections B-H
If the insured property is unoccupied for between 45 and 90 days, your excess will increase. Please refer to your certificate for applicable excesses to your policy.	Sections B-H

Important Information

Duration of the Insurance

Your policy is an annual contract. The policy will incept on the date you specify which will be the Start Date shown in your certificate 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 and change your payment method.

Administration and cancellation charges

The Administrator reserves the right to apply a monthly administration charge (subject to Insurance Premium Tax) to your policy which is included in your statement of price.

A cancellation charge may also apply to your policy. If a cancellation charge applies to your policy the amount of the charge is included on your 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

Your claim will be administered by the insurer you have chosen. The insurer will be shown in your insurer schedule document you will receive when the policy was 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

Paymentsshield is the administrator of your policy and will handle your complaints concerning the administration of your policy.

If you are unhappy with the general administration of the policy or have cause for complaint you should contact the Paymentsshield Customer Services Team by telephone or in writing to the Paymentsshield address located on your insurer schedule.

Claims

For Sections B - H Buildings and Contents cover

If you are unhappy about claims handling on the policy for Buildings and Contents cover you should contact the Claims Team by telephone or in writing. The contact details for complaints concerning claims for Buildings and Contents are located on your 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)
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 any of the above organisations, this will not affect any right of legal action you may have under the policy.

Financial Services Compensation Scheme

All Insurers on the Paymentsshield 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 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

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 the administrator 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.paymentsshield.co.uk