

The insurance for this policy is underwritten by Royal & Sun Alliance Insurance plc.

The Administrator for this insurance policy is Paymentsshield Services Limited.

This summary does not contain the full terms and conditions which can be found in the policy document.



Where there are **exclusions** or **limitations** shown in this document, they are indicated by this symbol.



Full details of the policy will be provided with your certificate and you should take the time to read this to ensure that it provides the level of cover you require. In this document, we specify where information can be found in the policy document by using this symbol and cross references to specific clauses where relevant.

## 1. Landlords Buildings & Contents Insurance Policy

This policy can be used to provide household insurance where you are a private individual and the property that you own is rented out under a tenancy agreement directly between the Landlord and each tenant.

We will insure your property where it is occupied by a single family, or no more than 6 individual tenants. We will accept tenants who are students or those who fund their rent through the Benefits agency (the type of tenants will be taken into account in calculating the premium).



This policy is not suitable where the tenants are or will be persons seeking asylum in the British Isles.

This policy is not suitable where the property is a bedsit or divided into individual self contained units each with individual cooking facilities.

## 2. The type of cover available under this policy

The following cover is available to you:

- Combined Buildings and Furnished Contents insurance cover
- Combined Buildings and Unfurnished Contents insurance cover
- Buildings only cover

Accidental Damage cover is also available.

Furnished means originally contracted to let to a tenant as full or partially furnished. Unfurnished means not originally contracted to let to a tenant as full or partially furnished.



- Cover is not available in respect of valuables or personal possessions
- Accidental Damage cover is not available for Unfurnished Contents
- You cannot insure Contents only cover
- Home Emergency and Legal Expenses cover is not available
- Rental Guarantee cover is not available
- No cover is provided under the policy for wear and tear, maintenance or anything that happens gradually. See section I - Wear and Tear.

## 3. How this policy works

- Buildings insurance reinstates your property. Contents insurance repairs or replaces your property as new
- Your premium is calculated dependent on how old you are, where the property is situated (the postcode), the age and type of property, the type of tenants in the property and the number of bedrooms in the property
- No Claims Discount up to 30% for claim free periods up to 5 years
- This policy is a monthly contract and will automatically continue for a further month on payment of each monthly premium
- The premiums are paid monthly in advance by direct debit

You can select the additional cover you require:

- Accidental Damage is available for buildings and furnished contents for an unexpected event

An additional premium is payable if any of these covers is selected.



Please see the policy document for all selected cover exclusions and restrictions.

## 4. Maximum cover limits

The level of Buildings and Contents cover available to you:

- Buildings Insurance - £300,000
- Furnished Contents - £40,000
- Unfurnished Contents - £10,000

Furnished or Unfurnished Contents cover can only be insured with Buildings cover.

It is important you ensure that the cover selected provides you with adequate levels of cover.



### Restrictions on cover amounts:

Under the Contents insurance section a cover limit of £5,000 is applied to any individual item. Section E 1. a).

You must ensure that the maximum cover limits (detailed above) for Buildings and/or Contents insurance provide you with adequate levels of cover. If you require higher levels of cover you will need to make alternative arrangements. About the policy – Understanding and using the policy.

## 5. Buildings cover

The undernoted insured events are covered where Buildings cover is selected.

- Fire, smoke, explosion, lightning or earthquake
- Riots, civil commotion, labour and political disturbances or strikes
- Malicious damage or vandalism
- Theft or attempted theft
- Storm or flood
- Impact or collision
- Subsidence or heave
- Escape of water or oil

Also covered:

- Property Owners liability
- Loss of rents receivable or payable
- Alternative accommodation for your tenant
- Temporary storage of furniture incurred by you
- Loss of metered water
- Damage caused by attending Emergency Services
- Unauthorised use of services
- Accidental damage to locks or theft of keys
- Cost of removing/lopping trees

Accidental damage cover for Buildings cover is available at an additional cost.

- Extends the cover under your buildings to include accidental damage

#### The main policy exclusions for Buildings cover:

- You have to pay the first £100 of any claim under the buildings cover section of the policy (£250 for accidental damage, malicious damage or vandalism, escape of water or oil), (£500 if the property is unoccupied for between 45 and 90 days), (£1000 if your claim is for subsidence). This is known as the policy excess. Section B.
- Loss or damage by some events which occur after the insured property has been unoccupied for more than 90 days. Section B 1. c), Section B 2. b), c), g) and h), Section B 4. d) and Section C 1. a).
- Any loss or damage caused by wet rot or dry rot. Section I – Rot.
- Loss or damage caused by anyone lawfully in or within the grounds of the insured property. Section B 2. c) and h).
- Loss or damage caused by an evicted tenant. Section B 2. c) and h).
- Storm or flood damage to fences, hedges and gates. Section B 2. d).
- Subsidence damage to terraces, patios, tennis courts, outdoor swimming pools, drives, footpaths, walls, hedges, gates, drains, septic tanks, cables and oil tanks unless your home is damaged at the same time and by the same cause. Section B 2. f).
- No cover is provided for wear and tear, maintenance or anything that happens gradually. Section I – Wear and Tear.
- Loss or damage caused by a tenant carrying out illegal activities. Section B2.c).

Please see the policy document for full Buildings, Accidental Damage to Buildings and Owners Liability cover exclusions and restrictions (Sections B, C and D)

#### The main policy exclusions for Contents cover:

- You have to pay the first £100 of any claim under the contents cover section of the policy (£250 for accidental damage, malicious damage or vandalism, escape of water or oil), (£500 if the property is unoccupied for between 45 and 90 days). This is known as the policy excess. Section E.
- Loss or damage by some events which occur after the insured property has been unoccupied for more than 90 days. Section E2. b), c), g), and h), and Section F 1. a).
- When the insured property is left without any occupants or when the occupants retire at night the doors and windows must be locked as set out in the policy or we may turn down a claim for theft or attempted theft, malicious damage or vandalism. Section E 2. c) and h).
- Loss or damage caused by anyone lawfully in or within the grounds of the insured property. Section E 2. c) and h).
- Loss or damage caused by an evicted tenant. Section E 2. c) and h).
- Any amount recoverable from the tenant. Section F 1. a).
- The most you can claim for any individual item is £5,000. We will require a receipt, original valuation or suitable proof of purchase at the point of claim for any item that exceeds £250 in value. Section E 1. a) and Section F 1. a).
- No cover is provided for wear and tear, maintenance or anything that happens gradually. Section I – Wear and Tear.

Please see the policy document for full Contents and Accidental Damage to Furnished Contents cover exclusions and restrictions (Sections E and F)

## 6. Contents cover

The undernoted insured events are covered where Contents cover is selected:

- Fire, smoke, explosion, lightning or earthquake
- Riots, civil commotion, labour and political disturbances or strikes
- Malicious damage or vandalism
- Theft or attempted theft
- Storm or flood
- Impact or collision
- Subsidence or heave
- Escape of water or oil
- Cover for Landlord's communal contents

Also covered:

- Theft from outbuildings or garages within the boundaries of your home for up to £1,000

Accidental Damage for Furnished Contents cover is available at an additional cost:

- Extends the cover under your Furnished Contents cover to include accidental damage

## 7. Duration of the insurance - Monthly Policy

This is a monthly contract. The policy is issued for an initial period of one month from the start date shown on your certificate and will automatically continue for a further month on payment of each monthly premium.

We have the right (which we may not use) to continue the policy and collect premiums including administration charges each month. We may vary the terms of the policy (including the premium) and the Administrator may vary the administration charges, providing you with 21 days notice to your last known address before doing so. The premium (including administration charges) and/or the terms or conditions of the policy will only be changed for the reasons listed in the terms and conditions of the policy. Refer to Section G.

## 8. Administration charge

The Administrator reserves the right to apply a monthly administration charge (subject to Insurance Premium Tax) to the policy.

## 9. Cancelling the policy

If, after examining the policy, you decide not to proceed, you have a statutory right to cancel for up to 14 days from the start date. However, we offer a 30 day cancellation period without charge. If you cancel your cover more than 30 days after the start date you may not be entitled to any refund of premiums. In order to determine if you are eligible for a refund, you can write to us at the following address:

Paymentshield Limited, Southport Business Park, Wight Moss Way, Southport, Merseyside PR8 4HQ.

We can cancel your cover with immediate effect, in the event that a premium remains unpaid 30 days after the date on which it is due to be paid. Any cancellation of this nature will be effective from the expiry of the last paid period of insurance.

We can cancel your cover for any of the reasons stated in your policy by giving you 30 days written notice. This will not affect your rights to receive claim benefits for any event that occurred before the cancellation date.

## 10. How to cancel the policy

To cancel your cover, you should contact the Paymentshield Customer Services team on 0345 6011 050. Alternatively, you can write to Paymentshield in advance at the address shown on your certificate. Please note that if you cancel the policy and do not give us advance notice, then you may be liable for paying an additional premium.

## 11. Making a claim

Your claim will be administered by Royal & Sun Alliance Insurance plc.

Should you need to claim under the Buildings & Contents policy, including Accidental Damage cover please call the claims helpline on **0345 6011 060**.



Your No Claims Discount is reduced from the next monthly premium following a claim being made.



Please see the policy document for full details of how to claim (Section M)

## 12. Complaints

### Sales

Should you be 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 handles complaints regarding general administration on our behalf.

Should you be unhappy with the general administration of the policy, or have cause for complaint you should contact the Paymentshield Customer Services Team by telephone or in writing by letter or email using the details below:

The address is: Paymentshield Limited  
PO Box 229  
Southport  
PR9 9WU

Customer Services Helpline: 0345 6011 050

Email: [enquiries@paymentshield.co.uk](mailto:enquiries@paymentshield.co.uk)

### Claims

Should you be unhappy about claims handling on the policy you should contact our Claims Team by telephone or in writing.

Write: Paymentshield Claims Team  
RSA  
Claims Department  
PO Box 21561  
Stirling  
FK7 1AA

Telephone: 0345 026 1132

### Financial Ombudsman Service

Should you still be dissatisfied with the final response you receive, 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 (FOS)  
Exchange Tower, London, E14 9SR

Consumer Helpline 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)

Email: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://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.

## 13. Financial Services Compensation Scheme

Royal & Sun Alliance Insurance plc is 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 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)  
020 7741 4100 (Monday – Friday, 8.30am – 5.30pm)

E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) Website: [www.fscs.org.uk](http://www.fscs.org.uk)

### Further information

#### 1. The Law and language applicable to this contract

Both you and we may choose the law which applies to this contract. However, unless you and we agree otherwise, the law which applies is the law applicable in the United Kingdom. Full details will be provided in the policy documentation.

The language used in this policy and any communications relating to it will be English.

#### 2. Premiums

Any premiums or premium refunds held by the Administrator will be held on behalf of the Insurer.

#### 3. The payment of premiums

The premium is payable monthly in advance by direct debit. We can change your premium by giving you 21 days notice in writing. The premium includes Insurance Premium Tax (IPT) at the current rate. If we are required by law to increase the level of IPT or to make any other charges, we will increase your premium from the date any such charges are implemented.

#### 4. Policy document

A copy of the full policy document for Buildings & Contents insurance is available online at [www.paymentshield.co.uk](http://www.paymentshield.co.uk)

## 14. Reviewing the policy

You should regularly review all insurance policies to ensure that you are adequately covered.

When reviewing your Landlords Insurance you should consider the following:

- If the buildings and contents sums insured are appropriate for your needs.
- The need for optional covers such as accidental damage cover.

Should you need to make any changes to your cover, you should contact the Paymentshield Customer Services Team on 0345 6011 050.

Paymentshield Services Limited is an Appointed Representative of Paymentshield Ltd which is regulated by the Financial Conduct Authority (FCA) under registration number 312708, and registered in England and Wales at Paymentshield House, Southport Business Park, Wight Moss Way, Southport, PR8 4HQ. You can check this on the Financial Services Register by visiting the FCA's website or by contacting the FCA on 0800 111 6768 or 0300 500 8082.

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