Home Insurance

Insurance Product Information Document

Company: Plum Underwriting Limited

Plum Underwriting Limited on behalf of AXA Insurance UK plc who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with registered number 202312. Registered address 20 Gracechurch Street, London EC3V 0BG.

Product: Cherish Residential Landlord - Contents

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The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre contract and contractual information about the product is provided in your policy documents.

What is this type of Insurance?

Landlord's contents insurance provides cover for your own household goods such as furniture, carpets and fittings.

What is insured?

- ✔ Maximum Sum Insured for Contents £75,000
- ✔ Loss or damage caused by fire, explosion, lightning, earthquake, storm, flood, riot, malicious persons, subsidence, escape of water (e.g. from burst pipes or tanks) or oil, theft, collision by vehicles or animals, collapse of aerials and falling trees up to the landlord's contents sum insured for landlord's contents
- ✔ Accidental damage
- ✔ Accidental breakage of or damage to mirrors, fixed glass in furniture, ceramic hobs and audio and audio visual equipment up to the landlord's contents sum insured
- ✔ Landlord's garden plants up to £500
- ✔ Landlord's contents in garages and outbuildings up to contents sum insured
- ✔ Replacement locks up to £1,000
- ✔ Accidental loss of metred water up to £1,000 and accidental loss of domestic heating oil up to £1,000
- ✔ Trace and access up to £5,000
- ✔ Public liability up to £5,000,000
- ✔ Employer's liability up to £10,000,000

Home Emergency Assistance
(underwritten by Inter Partner S.A., FCA Registered number 202664):

- ✔ Plumbing issues related to leaking pipes, blocked drains or leaking radiators
- ✔ Blockages in toilet waste pipes
- ✔ Central heating or boiler failure
- ✔ Gas or electricity failure in the property
- ✔ Hot water failure
- ✔ Sudden & unforeseen roofing problems such as leaks or tiles blown off during bad weather
- ✔ Vermin e.g. rats, mice & wasps nests
- ✔ Broken/damaged windows, doors & locks presenting a security risk

Legal Expenses and Tenancy Disputes
(underwritten by AmTrust Europe Limited, FCA Registered number 202189)

Legal advisers' costs to help you pursue or defend a claim in the following situations:

- ✔ **Property Infringement:** To pursue proceedings for nuisance or trespass against the person or organisation infringing your legal rights

What is not insured?

- ✘ Loss or damage occurring after the insured property has been unoccupied (see policy booklet for the definition of unoccupied) caused by malicious people, escape of water, escape of oil or theft
- ✘ Watercraft (e.g. windsurfers and sailboards) and mechanically propelled vehicles (e.g. quad bikes and motorcycles) and any liability arising from them
- ✘ Loss or damage by storm or flood caused by rising ground water levels
- ✘ Accidental damage to landlord's contents by chewing, scratching, tearing or fouling by domestic animals
- ✘ Damage caused by any gradually operating cause
- ✘ Money, Personal Effects, and Valuables

Applicable to Home Emergency

- ✘ LPG, oil & solid fuel fired, renewable heating, un-vented systems or boilers over 60 Kw/hr
- ✘ Boilers over 15 years old
- ✘ Replacement of external overflows, cylinders, tanks, radiators & sanitary ware
- ✘ Detached outbuildings & garages
- ✘ Repair or replacement of boilers that are beyond economical repair
- ✘ Vermin outside the main residence
- ✘ Descaling including power flushing or from damage caused by sludge

Applicable to Legal Expenses and Tenancy Disputes

- ✘ Claims occurring before this insurance began
- ✘ Claims under the tenancy disputes section where you fail to provide evidence that you successfully completed a tenant reference on the tenant (and guarantor if required) prior to the start of the tenancy agreement or where the tenancy agreement started more than 31 days after the tenant reference
- ✘ Nuisance or trespass claims within the first 180 days of the insurance starting
- ✘ Claims arising from criminal prosecutions where you have failed to comply with the appropriate regulations
- ✘ **Prospects of success:** We won't cover any legal action if there are not prospects of success. This is where the likelihood of winning is less than 51%

✔ **Criminal Prosecution Defence:** To defend criminal prosecutions brought against you under:

- The Gas Safety (Installation and Use) Regulations 1994
- The Furniture and Furnishings (Fire) (Safety) Amendments Regulations 1993
- The Electrical Equipment (Safety) Regulations 1994

And later amending regulations or their equivalent outside of England & Wales but within the United Kingdom

✔ **Tenancy Disputes:** To pursue proceedings against a tenant or guarantor where the tenant fails to perform his obligations set out in the tenancy agreement relating to the rightful occupation of the insured property

Optional Cover

- **Buildings Cover**

✘ **Proportionality:** We won't cover claims where the amount in dispute is lower than the estimated advisers' costs to act for you

Are there any restrictions on cover?

! You will need to pay an amount of each claim, known as the excess

! The compulsory excess is £100

! The subsidence, heave and landslip excess is a minimum of £1,000

! The escape of water excess is a minimum of £500

! Any loss or damage caused by wear and tear, depreciation, the effects of light or the atmosphere, mould, dry or wet rot or fungus and costs that arise from the normal use, maintenance and upkeep of your buildings

! Any loss or damage caused or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by you

! If the property is not lived in for seven consecutive days or more whilst untenanted, you must ensure that the gas, electricity and water is turned off at the mains and the water or heating system is drained or the property is maintained at a temperature no less than 10 degrees C, and the premises are visited at least once every seven days.

Where am I covered?

✔ The cover provided is for private residences in England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.

What are my obligations?

- When taking out, renewing or making changes to your policy, you must take reasonable care to provide accurate and complete answers to all questions.
- You must tell us of any changes e.g. change of address, structural alteration to your home, if you intend to let your home or use it for any reason other than residential letting purposes, if your home will be unoccupied, if you or your family have been declared bankrupt or you or your family have received a police caution or been convicted or charged with any offence.
- You and your family must take precautions to avoid injury, loss or damage and take reasonable steps to safeguard the property insured from loss or damage and maintain it in good repair.
- You must pay the premium on time.

If you make a claim

- You must provide us with all relevant information about the claim to assist us in validating it.
- You should take steps to prevent further damage and not dispose of any damaged items or conduct permanent repairs as we may need to inspect the damage.

In addition, for Home Assistance

- Your property should be properly maintained.
- Your boiler & heating system should be serviced by a qualified person in accordance with the manufacturer's guidelines.
- You should call us as soon as you are aware of the home emergency.
- You must produce the relevant identification including boiler service receipts on the demand of the contractor or our other nominated agent.
- You must co-operate with us in obtaining reimbursement of any costs we incur under the terms of this cover, which may have been caused by the action of a third party against whom you have a legal right of action.

For Legal Expenses and Tenancy Disputes

- You must notify claims as soon as reasonably possible once you become aware of the insured incident and within no more than 180 days of you becoming aware of the insured incident.
- You must supply, at your own expense, all of the information which we reasonably require to decide whether a claim may be accepted.
- You shall supply all information requested by the adviser and us.
- You must gain our consent before incurring any legal advisers' costs.

When and how do I pay?

Premium is paid as a one-off payment.

When does the cover start and end?

This contract will start on the date you select when you purchase the policy and will end one year later.

How do I cancel the contract?

- You can cancel this policy within 14 days of receipt of the policy documents whether for new business or at the renewal date.
- If cover has not started, we will refund the full premium to you. If cover has started, we will keep an amount of premium in proportion to the time you have been on cover and refund the rest to you provided no claims have occurred.
- You may also cancel this policy at any time by giving us prior written notice to Cherish Insurance Services, Carlson House, Bradfield Road, Wix, CO11 2SP.
- You will not receive a refund of premium if any claims have been made.