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 Second Home for Family & Friends - Buildings & 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?

Combined buildings and contents insurance for loss or damage to your second home, which is for private use only by family and friends.

What is insured?

- ✔ Maximum Sum Insured for Buildings £1 million
- ✔ Maximum Sum Insured for Contents £75,000
- ✔ Loss or damage to the structure of your home including fixtures and fittings. Cover includes outbuildings, garages, fencing and permanent outdoor structures such as hot tubs, swimming pools and solar heating systems
- ✔ Loss or damage caused by fire, smoke, explosion, lightning, earthquake, storm, flood, theft, escape of water (e.g. from burst pipes or tanks) or oil, malicious people, riot, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes up to the sum insured on the relevant section
- ✔ Accidental damage
- ✔ Debris removal up to 10% of maximum limit for buildings
- ✔ Lock replacement up to £1,000
- ✔ Alternative accommodation up to 20% of sum insured
- ✔ Accidental loss of heating oil and metered water up to £1,000
- ✔ Liability to domestic staff up to £10,000,000
- ✔ Property owners liability up to £5,000,000
- ✔ Liability to the public up to £5,000,000
- ✔ Trace and access up to £5,000
- ✔ Emergency entry
- ✔ Contracting purchaser
- ✔ Contents in the open up to £1,000
- ✔ Frozen food up to £75,000
- ✔ Garden plants up to £500
- ✔ Business equipment up to £15,000
- ✔ Paintings & works of art up to £15,000
- ✔ Family Legal Protection up to £50,000 for advisers' costs for certain types of legal action(s) as detailed in your policy booklet
- ✔ Home Emergency Assistance £1,500 per call out

What is not insured?

- ✘ Loss or damage to gates, hedges and fences caused by storm or flood
- ✘ Loss or damage occurring after the home has been unoccupied or unfurnished (see policy booklet for definitions of unoccupied and unfurnished) by theft, malicious people and escape of water or oil
- ✘ Loss or damage from the home if any part of it is occupied by anyone other than you, your family and friends or guests unless there has been forcible and violent entry to, or exit from, the home

Applicable to Family Legal Expenses

- ✘ **Pre-inception incidents:** We will not cover events that started before the policy began
- ✘ **Prospects of success:** We will not cover any legal action if there is no prospect of success. This is where the likelihood of winning is less than 50%
- ✘ **Minimum amount in dispute:** We will not cover claims for Consumer Pursuit or Consumer Defence if the amount in dispute is less than £125 (plus VAT). We also will not cover claims where the amount in dispute is lower than the estimated advisers' costs to act for you
- ✘ **Conflicts:** We will not cover any claims relating to disputes with anyone else insured under the policy nor any costs covered by another insurance policy
- ✘ **Approved Costs:** We will not cover any advisers' costs or other costs and expenses incurred which have not been agreed in advance or are above those for which we have given our prior written approval

Applicable to Home Emergency

- ✘ Leaking or dripping taps
- ✘ External overflows, external guttering
- ✘ Burst or leaking flexible hoses
- ✘ Failure or breakdown of electricity or gas supply, or gas leaks
- ✘ External water supply pipes
- ✘ Septic tanks and swimming pool installations
- ✘ Failure of boilers or heating systems that have not been inspected or serviced by a qualified person within the 12 months prior to your claim
- ✘ Boilers over 15 years old
- ✘ Boilers that are beyond economical repair

- ✘ Shared water/drainage facilities
- ✘ Any failure of electricity that affects only part of the property
- ✘ Descaling including power flushing or from damage caused by sludge
- ✘ Detached outbuildings and garages
- ✘ Pests outside the main building
- ✘ LPG, oil, warm air, solar and unvented systems or boilers over 60 Kw/hr

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 or your family and friends or anyone lawfully in the home
- ! If the building is unoccupied for 14 consecutive days or more between the months of October to March inclusive, you must ensure that either:
  a. the gas, electricity and water are turned off at the mains and the water and heating system is drained
  or
  b. the home shall be maintained at a temperature not less than 13°C
- ! If the water and heating system is not drained between the months of October to March inclusive when the home is unoccupied for 14 consecutive days or more, then the £500 excess for any claim is amended to an excess of £1,000 unless an accredited water stop loss device has been installed

Applicable to Family Legal Expenses

- ! **Excess:** You are responsible for the first £50 for any claim
- ! **Qualifying period:** There is 90 day qualifying period for claims for employment disputes and we will not cover any incidents arising within this time
- ! **Your own advisers' costs:** Once court proceedings are issued, or in the event that a conflict of interest arises, you are welcome to use your own legal representative, but we will not cover any costs in excess of our standard advisers' rates
- ! **Withdrawn claims:** If you withdraw from the legal action without our consent, you are responsible for any advisers' costs

Applicable to Home Emergency

- ! Limit of cover is £1,500 per claim
- ! Alternative accommodation £250
- ! You may not claim if your property has been unoccupied for more than 60 consecutive days
- ! No more than 3 claims during any 12 month period

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 private residential 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 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.

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.