

What's Changed Retreat - UK Holiday Home Insurance Policy 04/2022



For UK holiday home insurance policy wording reference: RET/0422/PW

The following document demonstrates any significant differences to the conditions of the policy and the cover between the April 2021 policy wording, with a wording reference of RET/0421/PW, and the April 2022 policy wording, with a wording reference of RET/0422/PW.

IMPORTANT: The changes may or may not affect you, but please ensure that you read, understand and consider against your own personal circumstances and if you are not clear about anything and how it will affect you speak to your broker or insurance intermediary immediately.

Copies of all our documentation are available to download as PDF documents from the Plum Underwriting Ltd website as follows:

<https://www.plum-underwriting.com/document-centre/uk-products-plum-online-portal/>

Policyholder Renewal Notice

Please note that your policy will not renew unless we receive instructions from you via your broker or insurance intermediary on or before the expiry date of the period of insurance (renewal date). If we do not receive instructions to renew then your cover will cease from the expiry date shown in your policy schedule and you will have no cover from that date. It is your responsibility to ensure that you have arranged replacement cover to ensure that there are no breaks in cover.

Should you have any queries with your renewal quotation, or you wish to renew cover please speak to your broker or insurance intermediary.

| Change Description | Old Wording | New Wording | What This Means for You |
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| Under 'Your Policy' add in explanatory text regarding what happens when the policy is due to expire (page 1) | N/A | Add: Renewal of Your Policy We will write to you via your broker or insurance intermediary before the end of the period of insurance to either: <i>(i) Offer you cover for the next period of insurance (a renewal).</i> <i>(ii) Confirm that cover will cease at the end of the current period of insurance (a lapse).</i> Please note that your policy will not renew unless we | Clarity around what you can expect to happen when your cover is due for renewal. Also confirms that your policy will not auto renew. |

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| | | <p>receive instructions from you via your broker or insurance intermediary on or before the expiry date of the period of insurance (renewal date). If we do not receive instructions to renew then your cover will cease from the expiry date shown in your policy schedule and you will have no cover from that date. It is your responsibility to ensure that you have arranged replacement cover to ensure that there are no breaks in cover.</p> <p>Should you have any queries with your renewal quotation, or you wish to renew cover please speak to your broker or insurance intermediary.</p> | |
| Update to website link containing information of the insurers (page 4) | www.plum-underwriting.com/about/underwriting-capacity/ | https://www.plum-underwriting.com/about-us/uk-insurers/ | Up to date link on our insurers. |
| Update to website link containing information of the insurers (page 5) | www.plum-underwriting.com/about/underwriting-capacity/ | https://www.plum-underwriting.com/about-us/uk-insurers/ | Up to date link on our insurers. |
| Update weblink for the Plum Privacy Policy (page 5) | www.plum-underwriting.com | https://www.plum-underwriting.com/info/privacy-policy/ | Up to date link of our privacy policy. |
| Increase contents in garages and outbuildings limit from £2,500 to £5,000 (page 7). | contents in garages and outbuildings up to £2,500 in total per claim | contents in garages and outbuildings up to £5,000 in total per claim | Increased level of cover. |
| Add in definition for flood and embolden where shown elsewhere within the wording (page 9) | N/A | <p>Flood Water from any source external to a building, which enters a building:</p> <p>a) at or below ground level; or above ground level, provided part of the body of such water is at ground level; and b) does so with a volume, weight or force which is substantial and abnormal</p> <p>whether resulting from storm or otherwise.</p> <p>For the avoidance of doubt the following do not constitute a Flood:</p> <p>c) the gradual seepage or percolation of water into a building (such as rising damp); and</p> | Greater clarity in the event of a loss. |

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| | | d) water escaping from a water main, drain, sewer, pipe or other thing inside a building, unless such escape was solely the consequence of a flood meeting the above definition. | |
| Add in definition for storm and embolden where shown elsewhere within the wording (Page 10) | N/A | Storm A period of violent weather which may incorporate: • wind speeds of at least 48 knots (55mph) which are equivalent to Storm Force 10 on the Beaufort Scale. • torrential rain, falling at a rate of at least 25mm per hour • snow to a depth of at least one foot (30 centimetres) in 24 hours • hail of such intensity that it causes damage to hardened surfaces or breaks glass | Greater clarity in the event of a loss. |
| Under 'General Conditional 12: When the Holiday Home is Unoccupied or Unfurnished' remove reference to unauthorised entry (page 13) | We will not pay any claim under this policy for loss or damage resulting from unauthorised entry into the holiday home when the premises are unoccupied or unfurnished unless you or your adult representative... | We will not pay any claim under this policy when the premises are unoccupied or unfurnished, unless you or your adult representative... | Greater clarity on our expectations regarding property inspections when the property is unoccupied or unfurnished. |
| Amend Building Works exclusion 5 (page 17) | resulting from theft or attempted theft from the home whilst building works are being undertaken at the premises other than as a result of violent and forcible entry or exit. | resulting from theft or attempted theft from the home whilst building works are being undertaken at the premises other than as a result of violent and forcible entry or exit. This only applies if theft or attempted theft is not otherwise excluded. | Greater clarity in the event of a loss. |
| Under Section 1 - Buildings and Section 2 - Contents, peril 6 (Theft or attempted Theft) under 'We will not pay' update point b) (pages 22 & 28). | b) for loss or damage resulting from theft or attempted theft from the holiday home unless as a result of violent and/or forcible entry or exit other than any loss or damage which is covered under additional cover P (ofor buildings)/J (for contents) – Theft or attempted theft by Guests/Tenant(s). | b) for loss or damage resulting from theft or attempted theft from the holiday home unless as a result of violent and forcible entry or exit other than any loss or damage which is covered under additional cover P (ofor buildings)/J (for contents) – Theft or attempted theft by Guests/Tenant(s). | Greater clarity in the event of a loss. |
| Under Section 3 – Accidents to Domestic Employees update to clarify cover (page 34) | Under We will pay you: for amounts you become legally liable to pay, including costs and expenses which we have agreed in writing, for bodily injury by accident happening during the period of insurance anywhere in the world to your domestic | Under We will pay you: Amend to i) as owner or occupier for any amounts you become legally liable to pay as damages for: • bodily injury • damage to property caused by an accident happening at the premises | Provides correct cover under the policy. |

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| | <p><i>employee(s) employed in connection with the premises shown on your schedule</i></p> | <p>during the period of insurance. <i>And delete under We will not pay you for bodily injury arising:</i></p> <p><i>a) in Canada or the United States of America after the total period of stay in either or both countries has exceeded 30 days in the period of insurance.</i></p> | |
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End of 'Retreat 04/2022 - What's changed?' Document.

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