



The Flex 2013 policy wording has been updated for 2014. The changes apply to all new business and renewals with an effective date of 1st January 2014 and onwards.

What's Changed?

Your Policy Documentation – Page 2

The following have been moved from the 'General Conditions' section to the new 'You Policy Documentation' Section for ease of reference:

- Language (applying to the policy)
- Correct Information and Changes in Circumstances

Cooling Off & Cancellation – Page 3

The following have been moved from the 'General Conditions' section to the new 'Cooling Off & Cancellation' Section for ease of reference:

- Cancellation

The wording has also been rewritten in line with recent FCA guidance to insurers.

Customer Services & Complaints Procedure – Page 4

Details where complaints procedure is and introduces the Financial Ombudsman Service.

Authorisation, Regulation & Compensation – Page 4

New section detailing together the role of the Financial Conduct Authority (FCA), the Prudential Regulation Authority (PRA) and the Financial Services Compensation Scheme (FSCS)

Laws Applying – Page 5

New section bringing together, Choice of Law, Contracts (Right of Third Parties) Act 1999 and the Data Protection Act.

New definitions

There are NO new definitions to Flex for 2014.

Amended definitions – Pages 6,7 & 8

The following definitions have been amended, please ensure that you read, understand and consider against your own personal circumstances.

Contents is amended as follows:

- Sports Equipment (whilst it wasn't excluded, it was not mention and this therefore gives clarity)
- Property in the open up to £1,000 (previously £500)

- Money up to £500 (previously optional cover – there is still an option to increase this amount).
- Credit Cards up to £500 (previously optional cover – there is still an option to increase this amount).
- Precious metals, gemstones and watches added to jewellery and automatically covered up to £2,500
- Contents in garages up to £2,000 (previously £1,000)

Home is amended to remove the stipulation that it must be used for domestic purposes on the basis that any business use must be declared and agreed by **us**.

The definition of **unoccupied** is now:

- Without sufficient furniture for day to day living purposes, or
- Have not been lived in by **you** (or a person **you** have authorised) for more than 30 days

The definition of **valuables** is now:

Precious metals, gemstones, jewellery, watches, furs and guns, pictures and works of art which belong to **you**. Precious metals means gold, silver and platinum, including gold and silver plate.

General conditions – Pages 9 & 10

3. Buildings Works

You must tell **your broker or insurance intermediary** about any building works more than £25,000 at least 14 days before the works start, previously this was 30 days.

7. Other Insurance

Re-written to ensure clarity, there is no change to the conditions intention.

8. Sums Insured

Re-written to ensure clarity, there is no change to the conditions intention.

Survey Condition

This has been removed from the 2014 wording, if we require a survey we will discuss these requirements with your broker of insurance intermediary at quotation, mid terms adjustment or renewal stage.

General exclusions – Page 11

Contracts (Rights of Thirds Parties) Act 1999 has been moved to the new Laws Applying section on page 5.

The following NEW exclusion now applies:

8. **We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanctions prohibition or restriction imposed by law or regulation

Claims conditions – Page 12

There are NO changes to the claims conditions.

Section 1 – Buildings

Corrections to bolding of text to defined words.

The following perils have had the text corrected as shown:

4. escape of water from or frost damage to fixed water tanks, apparatus or pipes
5. escape of oil from a fixed domestic oil-fired heating installation or smoke damage caused by a fault in any fixed domestic heating installation

Additional Cover G – Trace & Access has been INCREASED from £2,500 to £5,000

The following **NEW** additional covers have been **ADDED**:

<p>I - Squatters The cost of alternative accommodation for you, you family, and your domestic pets while your home is occupied by squatters.</p>	<p>a) More than £5,000 any one claim</p>
<p>J - Emergency Entries Damage to the buildings caused when the fire service the police or the ambulance service have to make a forced entry because of an emergency to you.</p>	<p>a) More than £1,000 any one claim</p>
<p>K – Garden, Plants & Shrubs Damage to your garden caused directly by fire, lightning, explosion, impact by any aircraft or other aerial devices, rail or road vehicles or anything dropped from an aircraft theft, vandalism and malicious damage.</p>	<p>a) More than £1,000 any one claim. b) More than £250 for any one plant, tree or shrub. c) Any costs relating to any undamaged part of the garden. d) Any plants grown on a commercial basis.</p>

Section 2 – Contents

Peril 9. loss or damage to **buildings** caused by **subsidence** or **heave** of the site on which the **buildings** stand or **landslip** an incorrect reference to the buildings cover has been removed from the contents peril.

Additional Cover F – Tenants Liability has been re-written to ensure clarity, there is **NO CHANGE** to the cover.

Corrections to bolding of text to defined words.

Additional Cover I – Replacement Locks has been **INCREASED** from £250 to £1,000.

Additional Cover J – Loss of Metered Water has been **INCREASED** from £750 to £1,000.

The following **NEW** additional covers have been **ADDED**:

<p>L – Reinstating Data The cost involved in reinstating your electronic data including digital downloads stored on your computer(s) or other personal electronic entertainment equipment as a result of loss or damage covered under this Section.</p>	<p>a) more than £2,500 in any one claim.</p>
<p>M – Temporary increases to the sum insured Loss or damage to additional contents between one month before and one month after: a) a wedding, anniversary and birthday, and/or b) a religious celebration.</p>	<p>a) More than £2,500 in any one claim. b) Any single item of £500</p>

Section 3 – Accidents to Domestic Staff

There are no changes to this section

Section 4 – Legal Liability to The Public

PLAIN ENGLISH

The following words have been replaced as follows:

- INDEMNIFIED replaced with PAID
- INDEMNITY replaced with PAYMENT

Section 5 – Valuables & Personal Possessions

There are no changes to this section

Section 6 – Domestic Freezer Cover

There are no changes to this section

Section 7 – Pedal Cycle Cover

There are no changes to this section

Section 8 – Money & Credit Card Cover

There are no changes to this section