

Amethyst

Home Insurance Policy

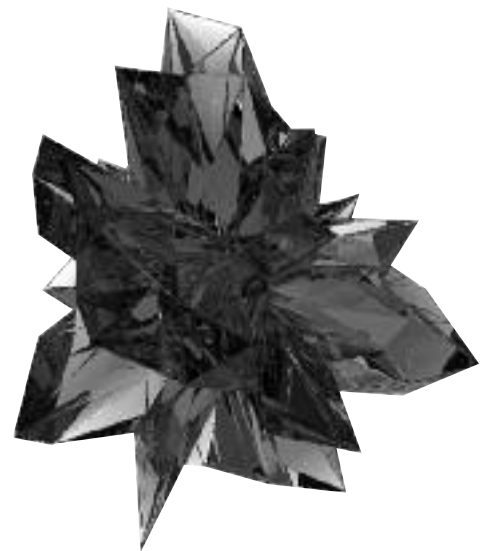


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Amethyst
Home Insurance Policy



Your Policy

Your policy sets out clearly what is and what is not covered and to assist **you**, any words with special meanings have been defined and are in bold.

The **policy** sections are:

1. **Your Buildings**
2. **Your Contents** including **Fine Art, Antiques** and **Valuables**
3. **Your** Legal Liability to the Public
4. **Your** Legal Liability to **your Domestic Employees**
5. Home Emergency
6. Legal Expenses & Identity Theft

Your Policy Documentation

Your schedule details which sections are covered and which **underwriter** is providing the cover under each section.

It is essential that **you** read **your policy, your schedule** and any **endorsements** that may be applicable very carefully. All these documents must be read together and any word or phrase which has been defined in this **policy** will have that meaning wherever it appears.

Language

The language of this insurance contract and all communications relating to it will be in English.

Correct Information and Changes in Circumstances

The information **you** have supplied to **us** on the proposal form, and/or statement of fact and/or any supplementary information, is used to determine whether **we** will accept **your** insurance and if so the premium to be charged and the terms, conditions and exclusions to be applied.

You must therefore ensure to the best of **your** knowledge and belief that all the information **you** provide to **us** is correct and accurate at all times.

You must immediately notify **us** via **your broker or insurance intermediary** if:

- any information is incorrect
- there is a change in the information **you** have given **us**

We will correct or change the information and use the information to determine whether **we** will continue to accept **your** insurance and either:

1. Continue **your policy** unchanged
2. Backdate any terms, conditions, exclusions or additional/return premium that would have applied at the effective date of the correction and/or change. This could result in a claim not being paid under this insurance.
3. Cancel **your policy** giving **you** notice as per the cancellation condition shown in this **policy** wording or on **your schedule**. This could result in a claim not being paid under this insurance.
4. Treat **your policy** as if it never existed

We will treat **your policy** as if it never existed and **we** will not pay **your** claim if **you** or **your** representative has:

- deliberately misrepresented any information given
- deliberately or falsely overstated information given

Cooling Off & Cancellation

Cooling-off Period

If **you** find this insurance does not meet **your** requirements, **you** are entitled to cancel this insurance by writing to **your broker or insurance intermediary** within 14 days of either the date **you** receive **your** insurance documentation or the start of the **period of insurance**, whichever is the later.

Cancellation

1. Cancellation of **your policy** by **you**:

You may cancel this **policy** at anytime by giving written notice to **us** via **your broker or insurance intermediary**.

2. Cancellation of **your policy** by **us**:

We may cancel this **policy** or any part of it if there are serious grounds to do so by giving **you** 21 days written notice via **your broker or insurance intermediary** detailing the reason for cancellation by recorded delivery to the correspondence address stated in **your** latest **schedule**.

We will detail the reason for the cancellation in our written notice to **your broker or insurance intermediary**.

Examples of where **we** would cancel **your policy** are as follows:

1. Where **we** have been unable to collect a premium payment.
2. A change in the information **you** have previously given **us** where **we** are able to demonstrate that **we** would not normally offer insurance.
3. Unacceptable behaviour by **you** such as abusive behaviour or language, intimidation or bullying of **our** staff or suppliers.
4. **You** have deliberately misrepresented any information given to **us**.
5. **Your** failure to cooperate with **us** in accordance with **our** claims conditions where it affects **our** ability to process **your** claim.
6. If **you** have acted fraudulent in any way.
7. **You** have deliberately or falsely overstated information given to **us**.

Examples 4 & 7 above are more likely to result in **us** treating **your policy** as if it never existed as detailed under the Correct Information and Changes in Circumstances notice under the 'Your Policy Documentation' section on page 2.

3. Cancellation by **us** following a fraudulent claim:

If **you** make a fraudulent claim under this **policy** **we** will cancel **your policy** from the date of the fraudulent act.

4. Premium refund following cancellation of **your policy**:

In the event of cancellation by **you**, **your** premium refund will be calculated as follows:

If **you** cancel after the initial 14 day 'cooling off' period any refund will be on a proportional basis and always subject to the current **period of insurance** being claim free.

If **you** have made a claim in the **period of insurance** being cancelled **we** will retain 100% of the premium and no refund will be due to **you**.

In the event of cancellation by **us**, **your** premium refund will be calculated as follows:

Any refund will be on a proportional basis and always subject to the current **period of insurance** being claim free.

Customer Service & Complaints Procedure

Plum Underwriting and **your broker or insurance intermediary** are committed to providing **you** with the highest standard of service at all times. If **you** have any questions or queries about **your policy** or the handling of any claim, in the first instance please contact **your broker or insurance intermediary** shown on **your schedule**.

Customer Complaints Procedure

In the event that **you** wish to make a complaint regarding **your policy** or claim please follow the complaints procedure shown in **your schedule**.

Financial Ombudsman Service

All **underwriters** providing cover under this **policy** are members of the Financial Ombudsman Service, a free service set up by parliament to sort out individual complaints that consumers and financial businesses aren't able to resolve themselves. Please see the customer complaints procedure shown in **your schedule** for details of the Financial Ombudsman Service.

Authorisation, Regulation & Compensation

Plum Underwriting Limited

Plum Underwriting Limited is registered in England and Wales: 04509589, Buzzards Hall, Friars St, Sudbury, Suffolk, CO10 2AA

Plum Underwriting Limited is authorised and regulated by the Financial Conduct Authority, 309166.

Underwriters

All **underwriters** providing cover under this **policy** are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority unless stated otherwise in **your schedule**.

Further details can be found on the Financial Services Register at www.fca.org.uk/register

The Financial Conduct Authority

The Financial Conduct Authority (FCA) want consumers to use financial services with confidence and have products that meet their needs, from firms and individuals they can trust.

To achieve this, the FCA regulates firms and financial advisers so that markets and financial systems remain sound, stable and resilient and their aim is to help firms put the interests of their customers and the integrity of the market at the core of what they do.

You can contact the FCA as follows:

The Financial Conduct Authority
25 The Colonnade, Canary Wharf, London E14 5HS

UK: 0800 111 6768 (freephone)
From abroad: +44 20 7066 1000
Email: consumer.queries@fca.org.uk

Prudential Regulation Authority

The Prudential Regulation Authority's (PRA) role is defined in terms of two statutory objectives to promote the safety and soundness of banks, building societies, credit unions, insurers and major investment firms and specifically for insurers, to contribute to the securing of an appropriate degree of protection for policyholders.

You can contact the PRA as follows:

The Prudential Regulation Authority
20 Moorgate, London EC2R 6DA

Telephone: +44 (0)20 3461 7000
From abroad: as above
Email: PRA.FirmEnquiries@bankofengland.co.uk

Authorisation, Regulation & Compensation

Financial Services Compensation Scheme

All **underwriters** providing cover under this **policy** are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if an insurer is unable to meet its obligations to **you** under this contract.

If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. The Scheme contact details are as follows:

Financial Services Compensation Scheme
10th Floor, Beaufort House
15 St Botolph Street,
EC3A 7QU

Telephone: 0800 678 1100

Further information about the Scheme is available from the Financial Services Compensation Scheme: www.fscs.org.uk.

Subscribing Underwriters' Several Liability

The subscribing **underwriters'** obligations under the contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing **underwriters** are not responsible for the subscription of any co-subscribing **underwriters** who for any reason does not satisfy all or part of its obligations.

With several liability, each party (the **underwriter(s)** in this case) are liable only for their own specified obligations. If any party (any **underwriter**) is unable to satisfy their obligation, the responsibility does not pass to other parties.

Laws Applying

Choice of Law

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary prior to the inception of this **policy**, this insurance shall be governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.

Contracts (Right of Third Parties) Act 1999

A person who is not a party to this insurance has no right under the Contracts (Right of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of any third party which exists or which is available apart from the Act.

Data Protection

Any information you have provided will be processed by **us**, in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance, handling complaints, claims and fraud prevention which may necessitate providing such information to other parties.

How to make a claim

To make a claim, **you** can contact **us** by telephone, email or post – please refer to the section 'How to Make a Claim' in **your policy schedule** for the contact details.

When notifying a claim, please provide **your** name, **policy** number (shown on **your schedule**) the name of **your broker or insurance intermediary** and full details of the loss or damage.

Please refer to the Claims Conditions on page 12 & 13 which explains **your** duties in the event of a claim and how **we** deal with **your** claim.

Definitions - Words with Special Meanings

The following definitions apply to all sections of this **policy** unless otherwise stated. Additional definitions are shown in the sections to which they apply.

Accidental Damage

Sudden and unintentional physical damage that occurs unexpectedly and not through wear and tear, breakdown or malfunction.

Act of Terrorism

An act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear.

Bank cards

Credit cards, chargecards, debit cards, cash dispenser cards which belong to **you**.

Buildings

The **home** including fixtures and fittings, fitted appliances, integral garages, **outbuildings**, greenhouses, sheds, tennis courts, **swimming pools**, hot tubs, septic tanks, domestic oil or gas tanks, paved terraces, ornamental fountains and ponds, lamp posts, house signs, fixed radio and television aerials, fixed satellite dishes and their fittings and masts, drives, patios, paths, walls, gates and fences, solar panels, interior decorations all owned by **you** or for which **you** are responsible at the address shown on **your schedule**.

Also included are underground services, sewers, pipes, cables and drains which connect to the public mains.

Buildings do not include land or water.

Contents

Household goods and other items that belong to **you** or for which **you** are legally responsible subject to the limits shown under section 2.

This definition includes **fine art and antiques, valuables, home business contents** and **tenant's fixtures and fittings**.

Contents do not include:

- land or water
- any part of the **buildings**
- any property which is more specifically insured by another insurance
- any living creature
- motor vehicles and trailers (except those used for the domestic care of gardens, horses and pets within the boundaries of the **home**, motorised sit-in toys/miniature vehicles, motorised wheelchairs/powerchairs and mobility scooters)
- caravans and accessories
- watercraft other than those defined as **watercraft**
- property which **you** use for business purposes other than **your home business contents**
- **Students and boarders possessions**

Domestic employee(s)

Any person employed by **you** under a contract of service which is solely for private domestic duties excluding any employee involved in demolition, alterations, extensions or renovations to any part of the **home**.

Endorsement(s)

A change in the terms and conditions of this insurance that can extend or restrict cover.

Excess

The amount shown in **your schedule** or **endorsement** which **you** will be responsible for paying in the event of each and every claim.

Definitions - Words with Special Meanings

Fine art and antiques

Individual items, collections and sets which are of artistic merit, historical value, novel, rare and/or unique including:

- antique and designer-made furniture, paintings, drawings, etchings, prints, photographs, tapestries, carpets, rugs, books and manuscripts
- sculptures, ornaments, porcelain and glass
- clocks, barometers, mechanical art and objects d'art
- stamp, coin and medal collections, wines, memorabilia and other collectables such as models and dolls all belonging to **you** or for which **you** are legally responsible

Fine art and antiques do not include **valuables**.

Heave

Upward movement of the ground beneath the **buildings** as a result of the soil expanding.

Home

The private dwelling at the address shown on **your schedule** and its **outbuildings**.

Home business

Office work which **you** and **your** employees carry out in **your home**.

Office work means clerical and administrative work only. It does not include any kind of manual work or the use of any machinery other than office equipment.

Home business contents

Office furniture and equipment, stationery, office supplies, software, books, records and documents in **your home** all belonging to the **home business** or for which the **home business** is legally responsible.

Landslip

Downward movement of sloping ground.

Money

- Current legal tender, cheques, travellers cheques, postal or money orders
- Travel and seasonal travel tickets
- Premium bonds, savings certificates and share certificates
- Gift vouchers, phone cards, current postage stamps and saving stamps
- Electronic cash prepayment card kept by **you** for private, domestic and charitable purposes for which **you** are legally responsible

Outbuildings

Additional buildings set apart from the **home** and at the same address, including detached garages but not greenhouses or sheds.

Period of insurance

The length of time the insurance is in force as shown on the **schedule** and for which **you** have paid, and **we** have accepted a premium.

Policy

This insurance document and **your schedule**, including any **endorsement(s)**.

Rebuilding expenses

- Necessary costs incurred for architects, surveyors, consulting engineers, design engineers and legal fees incurred with **our** prior agreement to assist in the repair or rebuilding of the **buildings**
- The cost incurred to clear the site and make safe provided agreement has been given by **us** unless immediate work is required to prevent further damage
- Costs incurred to comply with government or local authority requirements provided that the **buildings** were originally constructed according to any government and local authority regulations at the time, and **you** received notice of the requirement after the damage giving rise to the claim occurred

Schedule

Your schedule forms part of this insurance and contains details of **you**, the **home**, the **sum insured**, the **excess**, any **endorsement(s)**, the **period of insurance** and sections of this insurance that apply.

Definitions - Words with Special Meanings

Settlement

Downward movement as a result of the soil being compressed by the weight of the **buildings** within ten years of construction.

Students and boarders possessions

The personal property (excluding **valuables**) of a permanent member of **your** household whilst living away from **home** at boarding school and/or studying full time at university or college.

Subsidence

Downward movement of the ground beneath the **buildings** other than by **settlement**.

Sum insured

The amounts shown against each section, limit and/or item in **your schedule**.

Swimming pools

Swimming pools which are permanently installed.

Tenant's fixtures and fittings

Alterations, decorations and improvements which have been undertaken by **you** or previous occupiers as tenants but only if not covered by the landlord's or any other insurance.

United Kingdom

Great Britain, Northern Ireland, The Isle of Man and the Channel Islands, and journeys between these countries.

Unoccupied

When the **home** has not been lived in and occupied overnight by **you** (or a person **you** have authorised) for more than 30 consecutive days.

Valuables

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

Watercraft

- Sailboards, surfboards, dinghies, hand-propelled and motorised boats of less than 16 feet or 4.8 metres in length
- Motorised **watercraft** with an engine of 25 horsepower or less

We/us/our/underwriter(s)

For sections 1, 2, 3 and 4 – Underwriters as named in **your schedule**. For sections 5 and 6 – please refer to the individual sections.

You/your/insured

The person or persons named in **your schedule**, all members of their family (including foster children and children of co-habiting partners), their civil partner or co-habiting partner and **domestic employees** who all permanently live in the **home**.

Your broker or insurance intermediary

The person or persons who placed this insurance on **your** behalf.

General Conditions

The following general conditions apply to sections 1 to 4 of this **policy**. Additional general conditions are shown in the sections to which they apply. If **you** fail to comply with any of the general conditions this insurance may become invalid, or affect the settlement of any claim under sections 1 to 4 under this **policy**.

1. Multiple Premises

Each **premises** included under this insurance is considered to be covered as if separately insured.

2. Safeguarding your property

You must take all steps to:

- safeguard **your** property at all times to prevent loss or damage
- maintain **your** property to a good state of repair
- prevent accident or injury

3. Building works

If **you** intend to undertake any work to extend, renovate, build or demolish any part of the **buildings** and the estimated cost is more than £25,000, **you** must tell **your broker or insurance intermediary** about the work at least 14 days before the work starts and where **you** enter into any contract for the works.

You do not need to tell **your broker or insurance intermediary** if the work is for redecoration only.

4. Index linking

Your Buildings sum insured is increased monthly in line with the House Rebuilding Cost Index of the Royal Institution of Chartered Surveyors.

Your Contents sum insured (but not your **valuables sum insured**) is increased monthly in line with the Consumer Durable Section of the Retail Price Index.

For **your** protection, if either index falls below zero **we** will not reduce the **sum insured**. No charge is made for index linking during the **period of insurance** but at renewal **your** premium will be calculated on the adjusted **sum insured**.

5. Fraud Prevention

In order to protect the interests of **our** policyholders and to prevent and detect fraud, **we** may at any time

- Share information about **you** with other organisations and public bodies including the Police
- Check and/or file **your** details with fraud prevention agencies and databases
- Undertake credit searches and additional fraud searches

If **you** provide false or inaccurate information and fraud is identified, details will be passed to the fraud prevention agencies and databases to prevent fraud and money laundering.

We can supply on written request to **us** details of the databases **we** access or contribute to.

6. Premium payment

We will not make any payment under this **policy** unless **you** have paid the premium.

7. Other insurance

We will not pay any claim if any loss, damage or liability covered under this insurance is also covered wholly or in part under any other insurance except in respect of any amount over which would have been covered under such other insurance had this insurance not been effected.

This condition does not apply to fatal injury - Section 1 – Special Extension 7 – Fatal Injury or Section 2 Special Extension 14 – Fatal Injury.

General Conditions

8. Sums insured

You must ensure that **your sum insured** represents the full value of the property insured.

For **your buildings**, the full value is the estimated cost of rebuilding if **your buildings** were destroyed (this is not the same as the market value). It must be adequate to include **rebuilding expenses**.

For **contents**, the full value is the current cost as new, other than **fine art and antiques** and **valuables**, for which the full value is the current market value.

If **you** fail to ensure that **your sums insured** represent the full value of the property insured, **we** may only pay a proportion of **your** claim. For example if **your sum insured** only covers one half of the cost of rebuilding **your buildings**, **we** will only pay one half of the cost of repair or replacement.

9. Fraudulent Claims

If **you** or anyone acting on **your** behalf makes a claim knowing it to be false or fraudulent in amount or in any other respect **we** will cancel this **policy** from the date of the fraudulent act.

We will seek to recover any payments from **you** which **we** have already made in respect of the fraudulent claim.

This action will not affect any previous claims unless the fraudulent act took place before any previous claims in which case the **policy** will be cancelled from the date of the fraudulent act and therefore no cover exists after this date and **we** will seek to recover any payments from any previous claims which **we** paid **you** on or after the date of the fraudulent act.

10. No Claim Discount

If **you** make a claim under **your policy** **we** will reduce **your** no claim discount at the renewal date of **your policy**.

If **you** do not make a claim under **your policy** **we** will increase **your** No Claim Discount at the renewal date of **your policy** until **you** reach a maximum of 5 years.

General Exclusions

The following exclusions apply to sections 1 to 4 of this **policy**. Additional exclusions are shown in the sections to which they apply.

What is not covered:

1. Any loss or damage
 - that is not associated with the incident that caused **you** to claim unless expressly stated in this **policy**.
 - occurring before cover starts or arising from an event before cover starts.
 - caused by deliberate acts by **you** or any of **your** employees.
 - or liability caused by deception other than by any person using deception to gain entry to **your home**.
 - caused by *wear and tear* or any other gradually operating cause, *mechanical or electrical breakdown*, fault or failure.

Examples of Wear & Tear

- Damp formed over a period of time
- Blocked or poorly maintained guttering
- Failure of a flat roof due to age
- Worn out carpets

Examples of Mechanical & Electrical Breakdown

- Electrical failure of an electrical component in televisions, computers etc.
- Mechanical failure of a clock mechanism

2. Loss or destruction of or damage to any property or any loss or expenses arising from or any legal liability of any nature caused by or contributed to or by or arising from:
 - a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, or
 - b) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.
3. Any loss, damage, expense, or legal liability caused by, contributed to, or arising from pressure waves from aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. Loss or destruction of or damage to any property, or any loss or expenses resulting or arising from, or any legal liability caused by or contributed to by or arising from;
 - a) computer viruses, erasure or corruption of electronic data;
 - b) the failure of any equipment to correctly recognise the date or change of date.

For the purposes of this exclusion "computer virus" means a set of corrupting, harmful or otherwise unauthorised instructions or code including a set of maliciously introduced unauthorised instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network.

5. Loss or damage or liability occasioned by, happening through or resulting from war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
6. **We** will not pay for loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
 - a) Any legal liability of whatsoever nature;
 - b) Death or injury to any person

caused by or contributed to, by or arising from biological or chemical contamination due to or arising from:

- an **act of terrorism**; and/or
- steps taken to prevent, suppress, control or reduce the consequences of any actual attempted, threatened, suspected or perceived **act of terrorism**.

General Exclusions

7. Loss or damage which but for the existence of this insurance would have been provided under contract, legislation, guarantee or other more specific insurance.
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

The following claims conditions apply to sections 1 to 4 of this **policy**. Additional claims conditions are shown in the sections to which they apply. If **you** fail to comply with any of the conditions this may affect the settlement of any claim under sections 1 to 4 of this **policy**.

1. Your duties in the event of a claim – Things you need to do

a) **Notifying us of a claim**

You must as soon as possible provide details of the claim or possible claim, using the claims contact details as stated in **your schedule**.

b) **Circumstances of the claim**

You must provide **us** with written details of what has happened within 30 days and provide any other information **we** may require.

c) **Liability Claims**

You must forward to **us** promptly, notice of the claim, if a claim for liability is made against **you**, any letter, claim, writ, summons or other legal document **you** receive.

d) **Notifying the Police or other relevant authorities**

You must, following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property:

- tell the police as soon as possible and, if required, any other relevant authorities
- obtain an incident report number (where issued), a property irregularity or other appropriate report

e) **Our representatives**

You must co-operate fully with **us** and **our** authorised representatives including loss adjusters and other experts that **we** have appointed at all times.

f) **Other information and assistance**

You must promptly provide any information and assistance **we** may require.

g) **Your authority**

You must not negotiate, pay, settle, offer to settle, admit to or deny any claim without **our** prior written consent.

h) **Your Duty of Care**

You must take all care to limit any loss, damage or injury.

i) **Evidence & Value**

You must provide **us** with evidence of value or age (or both) for all items involved in a claim.

j) **Your Property**

Your property shall remain **yours** at all times. **We** shall not take ownership of or accept liability for any of **your** property unless **we** agree with **you** in writing that **we** shall do so.

If **you** fail to comply with any of the points detailed in '1. **Your duties in the event of a claim – Things you need to do**' shown above this insurance may become invalid.

2. How we deal with your claim

a) **Payment of claims**

Subject to **you** complying with '1. Your duties in the event of a claim' as detailed above, **we** will ensure that **we** will pay sums due to **you** for any valid claim within a reasonable time, allowing for investigation and assessment of the claim.

b) **Defence of claims**

We have the right to:

- take full responsibility for conducting, defending or settling any claim in **your** name
- take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance

Claims Conditions

c) **Joint Insureds**

The most **we** will pay is the relevant **sum insured**. If there is more than one of **you** the total amount **we** will pay will not exceed the amount **we** will be liable to pay any one of **you**.

d) **Our Rights**

After a claim **we** have the right to:

- take over and conduct in **your** name, the defence or settlement of any claim
- prosecute in **your** name to recover, at **our** expense and for **our** benefit, any payment **we** have made under this insurance
- inspect any damaged property should **we** wish to do so

e) **Excess**

If **your** claim is in respect of a single event and **we** are paying **you** under multiple sections of **your policy** then **we** will only deduct the highest **excess** of those sections rather than deducting each **excess** under each section.

Section 1 - Your Buildings

The following cover applies only if **your schedule** shows that it is included.

What is covered

We will insure **you** for physical loss or damage to the **buildings** occurring during the **period of insurance**.

How much we will pay

The full cost of repair, replacement or rebuilding of insured loss or damage (including **rebuilding expenses**) up to the **sum insured** shown on **your schedule** subject to the work being carried out. The basis of settlement is at **our** sole discretion.

We will not provide any contribution, allowance or consideration for the cost of extending, improving or refurbishing any part of the **buildings**.

We will not pay any costs which **we** have not agreed in writing, any expenses for preparing a claim or an estimate of loss or damage.

The most **we** will pay is the **buildings sum insured** shown on **your schedule** less the **excess** shown on **your schedule of insurance**.

Special Extensions

We will pay for:

1. Alterations to the **home**
The cost of alterations to the **home** made necessary due to an identifiable physical injury to **you** caused by a sudden and unforeseen accident during the **period of insurance**.
2. Alternative accommodation
The cost of using other accommodation substantially the same as **your** existing accommodation, which **you** have to pay as the **home** cannot be lived in following loss or damage which is covered under this Section.
3. Loss of rent
The rent **you** would have received but are unable to recover while the **home** cannot be lived in following loss or damage which is covered under this Section.
4. Denial of access
The cost of alternative accommodation, substantially the same as **your** existing accommodation if **you** are required to move from **your home** by a public authority due to any danger from neighbouring property which has been damaged by an event which would otherwise have been covered by this **policy** had **your home** been damaged.
5. Garden, plants & shrubs
Damage to **your** garden caused 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.

We will not pay for:

- a) More than £15,000 in any one **period of insurance**.
 - b) Alterations to the **home** following accidents to **domestic employees**.
-
- a) More than 2 years.
 - b) Any costs recoverable elsewhere.
 - c) Any costs incurred before **we** provided **our** agreement to pay.
-
- a) More than 2 years.
 - b) Any loss of rent payable after the property is reinstated and ready for habitation.
-
- a) More than £5,000 in any one **period of insurance**.
 - b) Any costs for a period greater than 30 days from the date when access is first denied.
 - c) Any costs recoverable elsewhere.
 - d) Any costs incurred before **we** provided **our** agreement to pay.
-
- a) More than 5% of the **buildings sum insured** or £25,000 whichever is the lower amount for any one claim.
 - b) More than £1,000 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.

Section 1 - Your Buildings

We will pay for:

6. Trace and access cover
The costs incurred to find the source of escape of:
 - a) Water, oil or gas from any domestic water or heating installation within the **home** including subsequent repairs to walls, floors and ceilings.
 - b) Water from underground service pipes, cables, sewers and drains for which **you** are legally responsible outside the **home** but at the address shown on **your schedule**.
7. Sale of **your home**
The purchaser of **your home** will be entitled to the benefit of this Section for the period from exchange of contracts or if in Scotland from the date **you** accept the offer of purchase until completion of the sale or expiry of the insurance whichever is the sooner.
8. Fixtures & Fittings
Loss or damage to fixtures and fittings that would normally form part of **your buildings** whilst temporarily removed from **your home** to another building within the **United Kingdom**.
9. Extended Replacement
We will, where **you** have provided **us** with a full independent professional valuation which **we** have accepted and which is no more than five years old, pay up to 125% of the index-linked **sum insured** for restoring, repairing or rebuilding **damage** to the insured **buildings** provided that such work is carried out and only if **you**:
 - a) have notified **us** of any additions, alterations and improvements to the **buildings**
 - b) have amended the **sum insured** to adequately reflect such work
 - c) pay any resultant additional premium **we** require.
10. Replacement locks
The cost of replacing locks to external doors, safes and burglar alarms in **your home** following the loss of or theft of **your** keys.

The **excess** for this special extension is £50.
11. New fixtures & fittings
Fixtures and fittings including appliances inside the **home** purchased by **you** for or in the course of installation

Fixed and unfix building materials and supplies within the boundaries of **your home** purchased by **you** for use in construction, redecoration, maintenance, repair or alteration of **your home**.

And subject to **you** notifying **us** and paying such additional premium as **we** advise at the time.

We will not pay for:

- a) More than £15,000 in any one **period of insurance**.
- a) If the **buildings** are more specifically insured by the purchaser.
- b) Any claim under Special Extensions 1 to 6.
- a) More than 10% of **your buildings sum insured** for any one claim.
- a) This extension if **your buildings** are Grade 1 or Grade A listed, or
- b) Tenants improvements to the **buildings**.
- a) Fixtures and fittings left in the open.
- b) More than £10,000 any one claim

Section 1 - Your Buildings

We will pay for:

12. Illegal depositing of waste

The removal of illegally deposited waste from **your home** to a licensed waste management site.

Reinstating any damage cause by the illegal dumping of waste at **your home**.

13. Fatal injury

We will pay a benefit if **you** suffer a physical injury as a result of:

- a) a fire or violence by burglars at **your home**, or
- b) an assault in the **United Kingdom** that is not connected to any business or occupation (other than **home business**)

and **you** die from the injury within 12 months of the incident.

14. Reward

A reward up to £10,000 to anyone who gives information that leads to the arrest and conviction of anyone who committed an illegal act which resulted in a claim under this insurance.

15. Squatters

The cost of alternative accommodation for **you, your** family, and **your** domestic pets while **your home** is occupied by squatters.

16. Emergency Entries

Damage to the **buildings** cause when the fire service, the police or the ambulance service have to make a forced entry because of an emergency to **you**.

We will not pay for:

- a) More than £5,000 any one claim

- a) More than £25,000 per person (or £5,000 for anyone under 16 years of age).
- b) This extension more than once under **your policy** for any one incident.

- a) Any reward where **you** or the Police would benefit from such payment.

- a) more than £10,000 any one claim

- a) more than £5,000 any one claim

Where limits are stated under the cover detailed above those values represent the maximum amount payable under that cover subject to all other terms, conditions and exclusions applicable to Section 1.

Section 1 - Your Buildings - Exclusions

The following section specific exclusions apply in addition to the General Exclusions.

What is not covered:

1. The **excess** shown in **your schedule**.
2. Loss or damage caused by:
 - contamination or pollution of any kind
 - storm, flood, frost, falling trees or weight of snow to gates, fences, pergolas, gazebos, arbours, hedges within the boundaries of the **home**
 - demolition, structural alteration, construction, renovation, structural repair, restoration, application of heat or any similar process
 - the process of dyeing, repair or renovation or whilst being worked on
 - rusting, corrosion, gradual or general deterioration or anything that happens gradually
 - termites, woodworm, or wood boring insects, invertebrate, molluscs', moths, insects, vermin, wet or dry rot, damp, mould, fungus, infestation or contamination caused by atmospheric or temperature changes
 - chewing, scratching, tearing, fouling, vomiting by **your** pets
 - frost damage, frozen pipework and resultant water damage, or escape of water damage whilst the **home** is **unoccupied** unless the water supply is turned off at the mains and all systems drained or the **home** is continuously heated throughout for the months of October to April
 - water suddenly leaking from **swimming pools**
 - escape of oil from any fixed heating installation or any domestic appliance whilst the **home** is **unoccupied**
 - theft, attempted theft, vandalism, malicious or **accidental damage** whilst the **home** is **unoccupied**
3. The cost of routine maintenance and decoration.
4. Loss of value following repair, replacement or reinstatement.
5. Loss or damage to **buildings** caused by **subsidence** or **heave** of the site on which the **buildings** stand or **landslip**
 - to **swimming pools**, hot tubs, tennis courts, service tanks, central heating oil tanks, ground source heating pumps, terraces, paths, drives, walls, fences, gates and hedges unless **your home** is damaged by the same cause and at the same time
 - Caused by impact and infill
 - Occurring while the **buildings** are undergoing demolition, structural alterations or structural repairs
 - Caused by **settlement**
 - Caused by riverbank or coastal erosion
 - Arising from defective materials or faulty workmanship
 - Arising from movement of solid floor slabs, unless the foundations beneath the exterior walls of **your home** are damaged by the same cause and at the same time
6. More than 50% of the cost of replacing any undamaged parts of the **buildings** which form part of a pair, set, suite or part of a common design or function but no more than the **buildings sum insured** shown in **your schedule**.

Section 2 - Your Contents including Fine Art, Antiques and Valuables

The following cover applies only if **your schedule** shows that it is included.

What is covered

We will insure **you** for physical loss or damage to **your contents, fine art and antiques**, and **valuables** occurring during the **period of insurance**.

Cover applies while the **contents, fine art and antiques**, and **valuables** are at the address shown in **your schedule** and while temporarily removed from the address elsewhere in the world.

How much we will pay

The full cost of repair or replacement up to the **sum insured** shown in **your schedule** or up to any other limit shown below under specific limits and special extensions. The basis of settlement is **our** sole discretion.

To replace any item, pair or set but no more than the current cost as new or the market value at the time of loss for **fine art and antiques**, and **valuables**.

For partial losses, **we** will pay for the cost of restoration or repair but no more than the **sum insured** shown in **your schedule of insurance** or up to any other limit shown below under specific limits and special extensions in all.

Less the **excess** shown on **your schedule**.

Specific Limits

Fine Art and Antiques

£15,000 for any one item unless a higher amount is shown in **your schedule**.

Valuables

£5,000 for any one item unless a higher amount is shown in **your schedule**.

Total Valuables

£5,000 in total unless a higher amount is shown in **your schedule**.

Contents in outbuildings including sheds and greenhouses

Up to £20,000 for any one claim

Contents outside of but in the boundaries of your home

Up to £10,000 for any one claim

Personal documents, title deeds and registered bonds

Up to £5,000 for any one claim

Theft from unattended vehicles

Up to £2,500 for any one claim

Saddlery and tack away from home

Up to £5,000 for any one claim

Watercraft including their furnishings, equipment and out board motors

Up to £5,000 for any one claim

Home Business Contents

Up to £20,000 for any one claim

Section 2 - Your Contents including Fine Art, Antiques and Valuables

Special Extensions

We will pay for:

1. **Alternative accommodation**
The cost of using other accommodation substantially the same as **your** existing accommodation, which **you** have to pay as the **home** cannot be lived in following loss or damage which is covered under this Section.
2. **Rent owed**
The rent **you** have to pay as occupier of the **home**, if the **home** cannot be lived in following loss or damage which is covered under this Section.
3. **Denial of access**
The cost of alternative accommodation, substantially the same as **your** existing accommodation if **you** are required to move from **your home** by a public authority due to any danger from neighbouring property which has been damaged by an event which would otherwise have been covered by this **policy** had **your home** been damaged.
4. **Bank cards**
Loss arising from fraudulent use of **your bank cards**.
5. **Money**
Physical loss of or physical damage to **your money**.
6. **Domestic heating oil**
Accidental loss of domestic heating oil from heating installations, oil tanks or pipes.
7. **Fatal injury**
We will pay a benefit if **you** suffer a physical injury as a direct result of:
 - a) a fire or violence by burglars at **your home**, or
 - b) an assault in the **United Kingdom** that is not connected to any business or occupation (other than **home business**) and **you** die from the injury within 12 months of the incident.

We will not pay for:

- a) More than 2 years.
 - b) Any costs recoverable elsewhere.
 - c) Any costs incurred before **we** provided **our** agreement to pay.
- a) More than 2 years.
 - b) Any loss of rent if **we** have already paid a claim under this section for alternative accommodation.
- a) More than £5,000 in any one **period of insurance**.
 - b) Any costs for a period greater than 30 days from the date when access is first denied.
 - c) Any costs recoverable elsewhere.
 - d) Any costs incurred before **we** provided **our** agreement to pay.
- a) More than £25,000 in any one **period of insurance**.
 - b) Any loss where **you** are in breach of the terms and conditions of the use of **your bank cards**.
 - c) Fraudulent activity by **you** or any person related to **you**.
 - d) Any loss reimbursed to the card holder.
 - e) Any loss insured elsewhere.
- a) More than £2,500 any one claim.
 - b) **Money** which will be replaced by the issuer.
 - c) **Money** left in an unattended vehicle.
 - d) More than £500 in a hotel or other temporary accommodation unless locked in a safe or safety deposit box.
 - e) Loss of value, confiscation or shortage due to **your** error or omission.
 - f) Any loss not reported to the police (or when outside of the UK to the local police, transit authority, hotel or airport security) within 24 hours of discovery of the loss.
- a) More than £10,000 in any one **period of insurance**.
 - b) Loss or damage while the **home** is **unoccupied**.
- a) More than £25,000 per person (or £5,000 for anyone under 16 years of age).
 - b) This extension more than once under **your policy** for any one incident.

Section 2 - Your Contents including Fine Art, Antiques and Valuables

We will pay for:

8. Fridge and Freezer contents
Loss or damage to fridge or freezer contents due to a change in temperature caused by:
 - a) the accidental failure of the fridge or freezer, or
 - b) contamination by the escape of refrigerant fumes, or
 - c) the failure of the power supply, unless resulting from the deliberate act or restriction of the supply company, strike action or industrial disputes.
9. Loss of metered water
The proven cost of increased metered water charges resulting from an escape of water giving rise to an insured loss under this **policy**.
10. New acquisitions
Loss or damage to newly acquired items of **contents** and **fine art and antiques**:
 - a) **you** must inform **us** within 60 days of the acquisition, and
 - b) **you** must pay the additional premium, and
 - c) the acquisition(s) must be under **your** direct care, custody and control if in transit.
11. Replacement locks
The cost of replacing locks to external doors, safes and burglar alarms in **your home** following the loss of or theft of **your** keys.
12. 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.
13. 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.
14. **Students and boarders possessions**
Physical loss or damage to **students and boarders possessions** inside the student or boarders accommodation or other occupied building or being carried between those buildings within the **United Kingdom** during the **period of insurance**.

We will not pay for:

- a) More than £10,000 in any one **period of insurance**.
 - b) Loss or damage while the **home** is **unoccupied**.
- a) More than 20% of the **contents, fine art and antiques** and **valuables sum insured** in any one claim.
- a) More than £5,000 in any one claim.
- a) More than £10,000 in any one claim.
 - b) Any single item over £1,000.
- a) More than £5,000 any one claim.
 - b) Theft unless accompanied by forcible and violent entry.

Section 2 - Your Contents including Fine Art, Antiques and Valuables

We will pay for:

15. Tenants liability

We will cover loss or damage which is covered under this section to the **buildings you** have been made legally responsible for as a tenant of the address shown in **your schedule**.

This does not include fixtures and fittings **you** have installed.

16. Guests, visitors and **domestic employees'** personal effects

Loss or damage to guests, visitors and **domestic employees'** personal effects not insured elsewhere while in the **home**.

17. Nursing/Residential Care Home Cover

Loss or damage to **contents** belonging to **your** dependent family members who are residing in a nursing or residential care home.

18. Pedal Cycles

19. **Contents** Elsewhere

Loss or damage to **your contents** kept in other homes, places of work, caravans or beach huts.

20. Marquees

Loss or damage to marquees that **you** have hired.

21. Quad Bikes, go-carts and off road motorcycles

Loss or damage to quad bikes that do not require a Road Traffic Act certificate of insurance and go-carts and off road motorcycles with an engine size of 50cc or less.

22. Death of artist

We will pay for the increased value to any one piece of art that is individually listed under **fine art and antiques**, where such increase is due to the death of the artist

We will not pay for:

- More than 20% of the **contents sum insured**.
- Loss or damage caused by fire, lightning or explosion (other than to landlords fixtures and fittings), or **subsidence, heave and landslip**.
- Loss or damage caused by the malicious intent of any person.
- Loss or damage while the **buildings** are **unoccupied**.
- Damage to the **buildings** which is excluded under Section I of this insurance (whether in force or not).
- The cost of maintenance and normal redecoration.

- More than £5,000 any one claim.
- Any single item, pair or set over £1,000.

- More than £10,000 any one claim
- Any single item, pair or set over £1,000.

- More than £5,000 any one claim unless a higher amount is shown in **your schedule**.
- Loss or damage to pedal cycles tyres, lamps and accessories unless the pedal cycle is stolen or damaged at the same time.
- Loss or damage to pedal cycles while left unattended while away from the **home** unless locked to an immovable object or kept in a locked building at the time of the theft.

- Theft unless accompanied by forcible and violent entry.
- More than £5,000 any one claim.
- Any single item over £500.

- Marquees hired from more than 7 days.
- More than £20,000 any one claim.

- More than £5,000 any one claim.
- Theft or attempted theft if left unattended unless from a locked building and the quad bike, go-cart or off road motorcycles has been disabled with a ground anchor
- Loss or damage whilst in use.

- More than 200% of any one piece of art subject to a maximum of £100,000 in total.
- Any claim where the artist's death occurs more than 6 months after the date of loss or damage.
- Any claim where **you** cannot provide an independent professional valuation which is not more than 3 years old at the time of loss or damage.
- Where **you** cannot prove the increased value of any piece of art.

Section 2 - Your Contents including Fine Art, Antiques and Valuables

We will pay for:

23. Defective Title

We will pay **you** the purchase price of an item individually listed in **your schedule** if it is proved that the item purchased by **you** is not rightfully **yours** and **you** are required by law to return it to its rightful owner.

24. Hole in One

We will pay **you** £500 if **you** achieve a hole in one in an official golf competition.

25. Hiring golf clubs overseas

In the event of loss or damage to **your** golf clubs, borrowed golf clubs or hired golf clubs whilst **you** are playing golf outside of the **United Kingdom** **we** will pay for the necessary hire of replacement clubs.

26. Moving Home

Loss or damage to **your contents** during removal, transit and storage to **your** new permanent residence by professional removal contractors.

27. Storage

Loss or damage to **contents** in a commercial storage facility within the **United Kingdom** during the **period of insurance** caused by any of the following perils:

- a) fire, lightning, explosion, earthquake or smoke
- b) storm, flood or weight of snow
- c) escape of water from fixed water apparatus pipes or tanks
- d) theft or attempted theft
- e) impact by any aircraft or other aerial devices, rail or road vehicles or anything dropped from an aircraft, an animal, falling trees, telegraph poles and lamp-posts, aerials, satellite dishes, their masts and fittings
- f) riot, violent disorder, strike, labour or political disturbance or civil commotion, malicious acts or vandalism.

28. Reward

A reward up to £10,000 to anyone who gives information that leads to the arrest and conviction of anyone who committed an illegal act which resulted in a claim under this insurance.

We will not pay for:

a) More than 110% of the total **sum insured** for **fine art and antiques** or £25,000 whichever is the less.

b) If **you** do not notify **us** of a claim in the **period of insurance**.

c) If the item was inherited or given to **you** as a gift.

a) Any claim where **you** do not provide **us** with the scorecard and certificate from **your** club or the match secretary.

a) More than £25 per day or £250 in total.

b) Any claims where **you** do not provide **us** with an invoice detailing the cost of the hire.

a) Loss or damage to **your contents** in storage for more than 15 days.

a) More than 20% of **your contents sum insured**.

b) Any single item over £2,500.

c) Theft unless accompanied by forcible and violent entry.

a) Any reward where **you** or the Police would benefit from such payment.

Where limits are stated under the covers detailed above those values represent the amount payable under that cover subject to all other terms, conditions and exclusions of Section 2.

Section 2 - Your Contents including Fine Art, Antiques and Valuables - Exclusions

The following section specific exclusions apply in addition to the General Exclusions.

What is not covered:

1. The **excess** shown in **your schedule**.
2. Loss or damage caused by:
 - contamination or pollution of any kind
 - to **contents** in the open by storm, flood, frost or weight of snow
 - demolition, structural alteration, construction, renovation, structural repair, restoration, application of heat or any similar process
 - rusting, corrosion, gradual deterioration or any gradually operating cause
 - chewing, scratching, tearing, fouling, vomiting by **your** pets
 - frost damage or frozen pipework and resultant water damage, or escape of water damage whilst the **home** is **unoccupied** unless the water supply is turned off at the mains and all systems drained or the **home** is continuously heated throughout for the months of October to April
 - theft, attempted theft, vandalism, malicious or **accidental damage** whilst the **home** is **unoccupied**
 - theft or disappearance of any item from an unattended vehicle unless hidden from view within a concealed boot, concealed luggage compartment, a closed glove compartment or under a manufacturers internal fitted cover/parcel shelf that is locked and forcible and violent entry is used to break into the vehicle
 - termites, woodworm, or wood boring insects, invertebrate, molluscs', moths, insects, vermin, wet or dry rot, damp, mould, fungus, infestation or contamination caused by atmospheric or temperature changes
 - process of dyeing, repair or renovation or whilst being worked on
 - **you** not receiving goods or services **you** have paid for through any internet website
 - by escape of oil from any fixed heating installation or any domestic appliance whilst the **home** is **unoccupied**.
 - rusting and/or bursting of gun barrels
 - an item being transported unless it is packed and secured well enough (given the nature of the item and how it is transported)
3. The cost of routine maintenance and decoration.
4. Loss or damage to **watercraft** whilst in use and unless kept in a securely locked building when not being used.
5. Loss or damage caused by theft or disappearance of **valuables** from baggage unless such baggage is carried by hand and under **your** personal supervision.
6. Loss or damage of any sports equipment whilst in use.
7. Loss or damage to **contents** caused by **subsidence** or **heave** of the site on which the **buildings** stand or **landslip**:
 - Caused by riverbank or coastal erosion
 - Arising from defective materials or faulty workmanship
 - Arising from movement of solid floor slabs, unless the foundations beneath the exterior walls of **your home** are damaged by the same cause and at the same time
8. More than 50% of the cost of replacing any undamaged parts of the **contents, fine art and antiques**, or **valuables** which form part of a pair, set, suite or part of a common design or function but no more than the **contents, fine art and antiques**, or **valuables sum insured** shown in **your schedule**.
9. Loss of value following repair, replacement or reinstatement.
10. Loss or damage to **contents** whilst in the care, custody or control of dealers or galleries for the purpose of exhibition or sale on behalf of **you**.

Section 3 - Your Legal Liability to the Public

If Section 1 – **Your Buildings** only are insured, **your** legal liability as owner only but not as occupier is covered in Part A below.

If Section 2 – **Your Contents** only are insured **your** legal liability as occupier only but not as owner is covered under Part A and Part B below.

If Section 1 – **Your Buildings** and Section 2 – **Your Contents** are insured **your** legal liability as owner or occupier is covered under Part A and Part B below.

What is covered

Part A

As owner or occupier for any amounts **you** become legally liable to pay as damages for bodily injury or damage to property caused by an accident happening at the **home** during the **period of insurance**.

Part B

As a private individual for any amounts **you** become legally liable to pay as damages for bodily injury or damage to property caused by an accident happening anywhere in the world during the **period of insurance**.

Special Extensions

We will pay for:

1. Defective premises

We pay **you** for any amount **you** become legally liable to pay under Section 3 of the Defective Premises Act 1972 or Article 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with any home which has been disposed of by **you** and which prior to such disposal was occupied for private residential purposes by **you**.

2. Unrecovered damages

We will cover **you** for sums which **you** have been awarded by a court in the **United Kingdom** and which still remain outstanding 3 months after the award has been made.

This coverage is subject to:

- a) Part B of this section would have paid **you** had the award been made against **you** rather than to **you**, and
- b) there is no appeal pending, and
- c) **you** agree to allow **us** to enforce any rights which **we** shall become entitled to upon making payment.

3. Voluntary Work

We will cover **your** legal liability arising out of any voluntary work **you** do as a director or officer of a registered charity or other non-profit seeking organisation.

We will not pay for:

- a) Any amount in excess of £1,000,000 in any one **period of insurance**.
 - b) Any legal liability where **you** are entitled to payment under any other insurance.
 - c) Any claim for the cost of repairing any fault or alleged fault.
-
- a) Any amount in excess of £2,000,000 in any one **period of insurance**.
-
- a) Any amount in excess of £1,000,000 in any one **period of insurance**.
 - b) The first £750 of any claim.

Section 3 - Your Legal Liability to the Public - Exclusions

The following section specific exclusions apply in addition to the General Exclusions.

What is not covered:

1. Any amount more than £5,000,000 for any one accident or series of accidents arising out of any one event plus the costs and expenses incurred by **you** with **our** written consent.
2. Liability arising from any kind of pollution and/or contamination other than:
 - a) caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the **period of insurance** at the **home** named in **your schedule**; and
 - b) reported to **us** not later than 30 days from the end of the **period of insurance**; in which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident.
3. Any damage to property belonging to **you** in **your** care or in the care, custody or control of any person in **your** service.
4. Any liability:
 - which **you** have assumed under a contract
 - arising out of advice given, services rendered or any activity in respect of any profession, occupation or business, other than: the use of **your home** as an office for non manual work in connection with **your home business**
 - for bodily injury to **you** or to any person who at the time of sustaining such injury is employed by **you**
 - for bodily injury arising from any infectious disease, virus or syndrome, including, but not limited to, sexually transmitted diseases or viruses, such as human immunodeficiency virus (HIV), acquired immune deficiency syndrome (AIDS) or any variations however caused
 - arising out of the ownership, occupation, possession or use of land or building not situated at the address shown in **your schedule**
 - if **you** are entitled to payment under any other insurance until such insurance is exhausted
 - in Canada or the USA after the total period of stay in either or both countries has exceeded 60 days in any one **period of insurance**
 - arising out of any criminal or violent act to another person or their property
 - arising out of any goods sold or supplied for any purpose or following any activity by **you** or **your** employees
5. Liability arising out of the ownership, possession or operation of:
 - a) any mechanically propelled or horse-drawn vehicle other than a domestic gardening machine operated within **your home**, pedestrian controlled domestic gardening machines operated elsewhere and motorised wheelchairs/powerchairs and mobility scooters
 - b) any power operated lift (other than domestic stairlifts)
 - c) any aircraft or watercraft other than what **we** have defined as **watercraft**
 - d) any animal other than horses, cats or dogs provided such dogs are not designated dangerous under the terms of the Dangerous Dogs Act 1991, the Dangerous Dogs Amendment 1997, the Dogs (Northern Ireland) Order 1983, the Dangerous Dogs (Northern Ireland) Order 1991, or the Control of Dogs (Scotland) Act 2010 or any amending legislation.
6. Costs and expenses incurred by **you** without **our** written consent.

Section 4 - Your Legal Liability to your Domestic Employees

This section only applies if Section 2 is insured.

The General Conditions, General Exclusions and the additional exclusions detailed below all apply to this section.

What is covered

We will cover **you** for any amounts **you** become legally liable to pay as compensation for accidental bodily injury to **your domestic employees** (employed by **you** in connection with the **home** named in the **schedule**) plus costs and expenses incurred by **you** with **our** written consent for damages in respect of accidental bodily injury occurring during the **period of insurance** anywhere in the world.

The accident must arise from the work **your domestic employees** are employed to carry out for **you** in the **United Kingdom** or while on temporary trips abroad from the **United Kingdom**.

Section 4 - Your Legal Liability to your Domestic Employees - Exclusions

The following section specific exclusions apply in addition to the General Exclusions.

What is not covered:

1. Any amount more than £10,000,000 for any one accident or series of accidents arising out of any one event.
2. Liability arising from the ownership, operation or possession of any mechanically-propelled vehicle (except domestic gardening equipment or motorised mobility scooters, electric wheelchairs and powerchairs).
3. Liability arising from the ownership, operation or possession of any aircraft or watercraft other than what **we** have defined as **watercraft**.
4. Any liability from Canada or the USA after the total period of stay in either or both countries has exceeded 60 days in any one **period of insurance**.
5. Liability arising from the ownership or possession of any dog designated dangerous under the terms of the Dangerous Dogs Act 1991, the Dangerous Dogs Amendment 1997, The Dogs (Northern Ireland) Order 1983, the Dangerous Dogs (Northern Ireland) Order 1991, or the Control of Dogs (Scotland) Act 2010 or any amending legislation.
6. Costs and expenses incurred by **you** without **our** written consent.

Section 5 - Home Emergency

Your schedule of insurance will show if this Section is operative

Definitions

Additional definitions applying to this section:

Approved contractor

A tradesperson authorised in advance on **our** behalf by Axa Assistance UK Ltd to carry out repairs.

Emergency

The result of a sudden and unforeseen incident at the **property** which immediately:

1. Exposes the **insured** or a third party to a risk to their health or
2. Creates a risk of loss of or damage to the **property** and/or any of **your** belongings or
3. Renders the **property** uninhabitable.

This definition shall include damage to or breakdown of the **essential services** to the **property** and/or permanent and irreplaceable loss of all keys required to gain access to the **property**, but not outbuildings.

Emergency repair

Work undertaken by an authorised contractor to resolve the **emergency** by completing a **temporary repair**.

Essential services

Mains drainage to the boundary of the **property**, water, electricity and gas within the **property** and the main source of heating where no alternative exists and the service is immediately necessary to prevent an **emergency**.

Insured/you/your

The policyholder and/or any member of the policyholder's family normally living at the **property**.

IPA/we/us/our/underwriter(s)

Inter Partner Assistance SA, which is fully owned by the AXA Assistance Group.

Permanent repair

Repairs and/or work required to put right the fault which caused the **emergency** on a permanent basis.

Property

Your principle permanent place of residence, comprising private dwelling, garage and outbuildings used for domestic purposes in the **United Kingdom**.

Temporary repair

The repair that will resolve the **emergency** but may need to be replaced by a **permanent repair**.

Vermin

Brown or black rats, house or field mice, wasps and hornets nests.

The Cover

How much **we** will pay

1. If **you** suffer an **emergency** at **your property** **you** should tell **us** on the emergency telephone number shown on **your schedule**. **We** will then:
 - (a) advise **you** how to protect yourself and the **property** immediately;
 - (b) organise and pay up to £500 including VAT, call out, labour, parts and materials to carry out an **emergency repair**, or if at a similar expense a **permanent repair**.
2. In the event of the **property** becoming uninhabitable and remaining so overnight, **we** will, subject to prior agreement with ourselves, pay up to £100 including VAT in total for:
 - (a) **your** overnight accommodation and/or
 - (b) transport to such accommodation.

Section 5 - Home Emergency

What is covered

Emergency incidents that will be covered by this **policy** are:

1. Plumbing problems related to leaking pipes, blocked drains or leaking radiators.
2. Blockages in toilet waste pipes.
3. Sudden and unforeseen roofing problems such as leaks or tiles blown off during a storm or bad weather.
4. Broken or damaged windows and doors presenting a security risk to the **property**.
5. Gas or electricity failure within the **property**.
6. Central heating or boiler failure.
7. Hot water failure.
8. **Vermin** inside the **property**.

What is not covered

1. Any leaking or dripping tap that requires re-washing or replacing, external overflows or replacement of boilers, cylinders, tanks, radiators and sanitary ware.
2. Burst or leaking flexible hoses which can be isolated or leaking washing appliances.
3. External water supply pipes after the internal stop tap.
4. Failure of the boiler or the heating occurring in the months May to August inclusive.
5. Failure of boilers or heating systems that have not been inspected or serviced by a qualified person within the preceding twelve months.
6. Boilers over 15 years old.
7. Replacement of light bulbs and fuses in plugs.
8. Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or sludge resulting from corrosion. Signs that work is needed may include a noisy boiler, sludged up pipes or poor circulation.
9. Loss of keys for outbuildings, garages and sheds.
10. **Vermin** outside the main dwelling e.g. in garages and other outbuildings.
11. Breakdown or loss of or damage to domestic appliances (including showers), saniflow toilets and other mechanical equipment.
12. Damage to boundary walls, hedges, fences or gates.
13. LPG fuelled, oil fired, warm air, solar and un-vented heating systems or boilers with an output over 60 Kw/hr.
14. Electricity supply to, or failure of burglar/fire alarm systems, CCTV surveillance or to **swimming pools** and their plumbing or filtration systems.
15. Septic tanks.
16. Loss or damage arising from circumstances known to **you** prior to the start date of this insurance.
17. The cost of replacement parts due to natural wear and tear or any loss or damage arising therefrom.
18. Loss or damage however caused to personal items, like paintings, electrical goods, jewellery, clothing, etc.
19. Loss or damage arising from disconnection or interruption of mains services by the deliberate act of the Utility Company concerned or any equipment or services which are the responsibility or property of the Utility Company.

Section 5 - Home Emergency

What is not covered

20. Any cost relating to the attempted repair by **you** or **your** own contractor.
21. Any defect, damage or failure caused by malicious or wilful action, negligence, misuse, third party interference or faulty workmanship, including any attempted repair or modification which does not comply with recognised industry standards.
22. Any **emergency** in a **property** that has been unoccupied for more than 30 consecutive days.
23. Any loss arising from subsidence caused by bedding down of new structures, demolition or structural repairs or alterations to the **property**, faulty workmanship or the use of defective materials, or river or coastal erosion.
24. Any loss or damage arising as a consequence of:
 - War, invasion, act of foreign enemies, **terrorism**, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot or civil disturbance;
 - Ionising radiation or contamination by radioactivity from nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component.
25. Any loss, injury, damage or legal liability arising from, or consisting of the following: the failure or inability of any equipment to correctly recognise or interpret data representing any date, in such a way that it does not work properly at all.

Section 5 - Home Emergency - Conditions

The following conditions apply in addition to the General Conditions. If **you** fail to comply with any of the conditions this insurance may become invalid:

Costs

No costs for repairs are payable under this insurance, unless **we** have been notified by **you** or a person calling on **your** behalf through the 24 hour claims service telephone number provided and have authorised an **approved contractor** in advance.

Proof of insurance

You must quote **your** policy number when calling for help. **You** must produce the relevant identification on the demand of the contractor or **our** other nominated agent.

Other insurance

If any loss, damage or expense covered under this insurance policy is also covered by any other insurance or maintenance contract, **we** will not pay more than **our** fair share (rateable proportion) of any claim.

Maintenance

This insurance does not cover normal day to day maintenance at **your property** that **you** should do. Nor does it pay for replacing items that wear out over a period of time or replacement of parts on a like for like basis where the replacement is necessary to resolve the immediate **emergency**.

Third Parties

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.

Availability of Parts

Availability of parts is an important part of the service. However, there may be times when replacement parts are delayed because of circumstances beyond **our** control. In these cases **we** will not be able to avoid delays in repair.

There also may be occasions where parts are no longer available. In these situations **we** will ensure **your property** is safe and if required, the **approved contractor** will provide **you** with a quotation for a suitable repair.

Section 6 - Legal Expenses & Identity Theft

Your schedule of insurance will show if this Section is operative

Cover under this section is managed and provided by Arc Legal Assistance Limited. It is underwritten by Inter Partner Assistance SA, on whose behalf **we** act.

How much we will pay

The insurance covers **advisers' costs** and other costs and expenses as detailed under the separate sections of cover, up to the **limit of indemnity** which is £100,000 where:

- a) The **insured incident** takes place within the **insured period** and within the **territorial limits**, and
- b) The **legal action** takes place in the **territorial limits**

Once **your** claim has been accepted, **we** will appoint one of **our** panel solicitors, or their agents, to handle **your** case. Should **you** wish to appoint **your** own **adviser**, **you** can only do so once court proceedings are issued or a **conflict of interest** arises and **you** must obtain approval from **us** before proceeding. If **you** do not obtain **our** approval **your** claim will be rejected. Where **we** agree to **your** own choice of **adviser** **you** will be liable to pay any **advisers' costs** over and above **our standard advisers' costs**.

Definitions

Definitions applying to this section only:

Adviser

Our specialist panel solicitors or their agents appointed by **us** to act for **you**, or, where agreed by **us**, another legal representative nominated by **you**.

Advisers' Costs

Legal and accountancy fees and costs incurred by the **adviser**. Third party's costs shall be covered if awarded against **you**.

Conflict of Interest

There is a conflict of interest if **we** administer and / or arrange legal expenses insurance on behalf of any other party in the dispute which is the subject of a claim under this insurance.

Excess

The amount that **you** must pay towards the cost of any claim as stated below:-

Property Protection Section: £250

HM Revenue & Customs Full Enquiry

An extensive examination by HM Revenue & Customs under Section 9A of the Taxes Management Act 1970 into all aspects of **your** PAYE income or gains.

Identity Theft

A person or group of persons knowingly using a means of identification belonging to **you** without **your** knowledge or permission with intent to commit or assist another to commit an illegal act.

Insurance Providers

Inter Partner Assistance SA who are a wholly owned subsidiary of AXA Assistance SA and part of the worldwide AXA Group.

Insured Incident

The incident or the first of a series of incidents which may lead to a claim under this insurance. Only one **insured incident** shall be deemed to have arisen from all causes of action, incidents or events that are related by cause or time.

In a claim arising from **identity theft** the **insured incident** is a single act or the start of a series of single acts against **you** by one person or group of people.

In a claim arising from an **HM Revenue & Customs Full Enquiry**, the **insured incident** shall be deemed to be the date HM Revenue & Customs issue a formal notice to **you** notifying of a full enquiry into **your** non-business affairs.

Section 6 - Legal Expenses & Identity Theft

Insured Period

One year from the inception or renewal date shown on **your** insurance schedule.

Legal Action(s)

The pursuit or defence of civil legal cases for damages or injunctions, or the defence of motor prosecutions.

Limit of Indemnity

The maximum payable in respect of an **insured incident**.

Standard Advisers' Costs

The level of **advisers' costs** that would normally be incurred in using a nominated **adviser** of **our** choice.

Territorial Limits

Contract Pursuit and Defence and Personal Injury Sections of Cover: European Union

All Other Sections of Cover: Great Britain, Northern Ireland, The Isle of Man and the Channel Islands.

We/Us/Our

Arc Legal Assistance Limited.

You/Your

The persons named on the home policy schedule, residing at the property being insured, together with members of the family permanently residing there. If **you** die **your** personal representatives will be covered to pursue or defend cases covered by this insurance on **your** behalf that arose prior to **your** death.

Section 6 - Legal Expenses & Identity Theft

What is covered

1. Contract Pursuit and Defence

Advisers' costs to pursue a **legal action** following a breach of a contract **you** have for buying or renting goods or services for **your** private use. This includes the purchase of **your** main home.

Advisers' costs to defend a **legal action** brought against **you** following a breach of a contract **you** have for selling goods (in a private capacity) for the private and personal use of another person. This includes the sale of **your** main home.

2. Personal Injury

Advisers' costs to pursue a **legal action** for financial compensation for damages following an accident resulting in **your** personal injury or death against the person or organisation responsible.

3. Employment Disputes

Advisers' costs to pursue a **legal action** brought before an Employment Tribunal (or its equivalent in Scotland, Northern Ireland, the Channel Islands or the Isle of Man) against an employer or ex-employer for breach of **your** contract of employment.

4. Property Protection

Advisers' costs to pursue a **legal action** for nuisance or trespass against the person or organisation infringing **your** legal rights in relation to **your** main home. This section does not extend to divorce or matrimonial matters.

Advisers' costs to pursue a **legal action** for financial compensation for damages against a person or organisation that causes physical damage to **your** main home. The damage must have been caused after **you** first purchased this insurance.

What is not covered (claims)

- a) Where the amount in dispute is less than £250 plus VAT.
 - b) Where the contract was entered into before **you** first purchased this or similar insurance which expired immediately before this insurance began.
 - c) Involving a vehicle owned by **you** or which **you** are legally responsible for.
 - d) In respect of works undertaken or to be undertaken by or under the order of any government or public or local authority.
-
- a) Arising from medical or clinical treatment, advice, assistance or care.
 - b) Arising from stress, psychological or emotional injury.
 - c) Arising from illness, personal injury or death which are caused gradually or are not caused by a specific event.
 - d) Involving a vehicle owned or driven by **you**.
-
- a) Where the breach of contract occurred within the first 90 days after **you** first purchased this insurance or purchased similar insurance which expired immediately before this insurance began.
 - b) For **advisers' costs** of any disciplinary, investigatory or grievance procedure connected with **your** contract of employment or the costs associated with any settlement agreement.
 - c) Where the breach of contract is alleged to have commenced or to have continued after termination of **your** employment.
 - d) For an allegation of less favourable treatment between men and women in terms of pay and conditions of employment.
 - e) For **advisers' costs** awarded by an Employment or Employment Appeals Tribunal that **you** are ordered or agree to pay.
 - f) For any hearing fees and issue fees which **you** may be required to pay in order to bring a claim at an Employment Tribunal (or its equivalent in Scotland, Northern Ireland, the Channel Islands or the Isle of Man).
-
- a) Where the nuisance or trespass started within 180 days of the first purchase of this insurance or the purchase of similar insurance which expired immediately before this insurance began.
 - b) In respect of works undertaken or to be undertaken by or under the order of any government or public or local authority.

Section 6 - Legal Expenses & Identity Theft

What is covered

5. Tax

Advisers' costs incurred by an accountant if **you** are subject to an **HM Revenue & Customs Full Enquiry** into **your** personal Income Tax position.

This cover applies only if **you** have:

- a) Maintained proper, complete, truthful and up to date records
- b) Made all returns at the due time without having to pay any penalty
- c) Provided all information that the HM Revenue & Customs reasonably requires

6. Motor Prosecution Defence

Advisers' costs to defend a **legal action** in respect of a motoring offence, arising from **your** use of a vehicle. Pleas in mitigation are covered where there is a prospect of such a plea materially affecting the likely outcome and when it is in the public interest to do so. Support for such pleas is solely at **our** discretion.

7. School Admission Disputes

Advisers' costs to appeal against the decision of a Local Education Authority (LEA) arising out of the LEA's failure to conform with its published admission policy, which leads to **your** child or children being refused entry at the state school of **your** choice.

What is not covered (claims)

- a) Where deliberate misstatements or omissions have been made to the authorities. In this event, **you** will be liable to pay all costs and fees.
 - b) Where the Special Compliance Officer is investigating **your** affairs.
 - c) For accountancy fees which relate to **your** business trade or profession.
 - d) In respect of income or gains which have been under-declared because of false representations or statements by **you**.
 - e) For **advisers' costs** for any amendment after the tax return has initially been submitted to the HM Revenue & Customs.
 - f) For **advisers' costs** arising after **you** receive a notice telling **you** that the enquiry has been completed .
 - g) For enquiries into aspects of **your** Tax Return (Aspect Enquiries).
-
- a) For **advisers' costs** where **you** are entitled to a grant of legal aid from the body responsible for its administration, or where funding is available from another public body, a trade union, employer or any other insurance policy.
 - b) For parking offences which **you** do not get penalty points on **your** licence for.
-
- a) Arising where examinations or other selection criteria are part of the acceptance process.
 - b) Involving schools which are not state schools falling under the LEA's jurisdiction or where the allocation of a place(s) does not sit within the LEA's responsibility.
 - c) Arising prior to submitting an application to the school or LEA.
 - d) Arising where the LEA's refusal occurred within 180 days of **you** first purchasing this insurance.
 - e) Where the process for appealing against the decision to refuse a place at the school has not been adhered to.
 - f) Where the child has been suspended, expelled or permanently excluded from another school.
 - g) For children under 5 years except for admission disputes arising where entry shall be in the academic year prior to their 5th birthday.

Section 6 - Legal Expenses & Identity Theft

What is covered

8. Personal Identity Theft

Advisers' costs arising from **identity theft**.

- a) To defend **your** legal rights and/or take steps to remove County Court Judgments against **you** that have been obtained by an organisation that **you** are alleged to have purchased, hired or leased goods or services from. Cover is only available if **you** deny having entered in to the contract and allege that **you** have been the victim of **identity theft**.
- b) To deal with all organisations that have been fraudulently applied to for credit, goods or services in **your** name or which are seeking monies or have sought monies from **you** as a result of **identity theft**.
- c) In order to liaise with credit referencing agencies and all other relevant organisations on **your** behalf to advise that **you** have been the victim of **identity theft**.

9. Vehicle Cloning

Advisers' costs to defend a **legal action** arising from use of **your** vehicle's identity by another person or organisation without **your** permission.

10. Social Media Defamation

Following defamatory comments made about **you** through a social media website, **Advisers' Costs** to write one letter to the provider of the Social Media website requesting that the comments are removed. Where the authors' identity of the defamatory comments is known, **You** are also covered for **Advisers' Costs** to write one letter to the author requesting that the comments are removed from the social media website.

What is not covered (claims)

- a) Where **you** have not been the victim of **identity theft**.
- b) Where **you** did not take precautions against **identity theft** or take action to protect yourself from **identity theft**.
- c) Where the **identity theft** has been carried out by somebody living with **you**.
- d) For **adviser's costs** arising from loss of cash from a bank, building society, credit union or other similar financial institution where that institution has refused to cover the loss.
- e) For any losses other than costs incurred by **you** as a result of **identity theft**.

You must agree to be added to the CIFAS Protection Register if **we** recommend it.

- a) Where the vehicle's identity has been copied by somebody living with **you**.
 - b) Where **you** did not act to take reasonable precautions against **your** vehicle's identity being copied without **your** permission.
 - c) For any losses (other than **adviser's costs**) incurred by **you** as a result of **your** vehicle's identity being copied without **your** permission.
-
- a) Claims where **you** are not aged 18 years or over.

Section 6 - Legal Expenses & Identity Theft

Telephone Helplines

European Legal & UK Tax Helpline

Use the 24 hour advisory service for telephone advice on any private legal or taxation problem of concern to **you** or any member of **your** household. **You** should also telephone the legal helpline if **you** need to make a claim under this insurance.

Simply telephone **0844 770 1040** and quote "**Plum Amethyst**".

Lifestyle Counselling Helpline & Online Support Service

This service can help with a range of problems from practical everyday matters to sensitive or emotional issues.

Our specialists will help **you** deal with personal relationship problems, problems with colleagues in the workplace and other issues affecting **your** general wellbeing.

Counsellors and information specialists are also trained to help **you** with practical problems like debt.

The helpline is complemented by a comprehensive online information and support service, through which **you** can access information and advice on a range of issues and problems which often impact on everyday life. Topics are diverse and include relationships, childcare issues, consumer issues, stress, health and fitness. Information is updated regularly by a team of experienced counsellors and information specialists.

You can access the Lifestyle Counselling Helpline on **0844 770 1036** or **you** can access the Online Support Service by visiting www.arlegal.co.uk/carefirst where **you** will be required to enter a username and password which is available from **your** broker.

Total Legal - Additional Legal Services

In this package **our** aim is to provide a wide ranging insured legal service. Inevitably there are areas where it is not possible to insure legal expenses, in particular those which everybody at some time faces, but which are nevertheless often expensive and sometimes unexpected. Examples are:

- Routine conveyancing costs arising from the sale or purchase of the home and re-mortgaging
- Divorce and child custody issues
- Wills and probate

To help **you** deal with these and other matters which may arise **we** are able to give **you** access to discounted legal services provided by **us** in partnership with **our** panel solicitors. **Our** panel solicitors are one of the country's leading law firms with expertise in all areas where assistance is likely to be required.

If **you** would like to make use of the service please contact the number above for an initial telephone consultation which will be provided at no cost to **you**. **Our** panel solicitors will give **you** a quotation for the likely cost of their representation and it will then be **your** decision whether **you** appoint them to act for **you**.

Section 6 - Legal Expenses & Identity Theft - Exclusions

1. There is no cover where:

- The **insured incident** began to start or had started before **you** bought this insurance
- **You** should have known when buying this insurance that the circumstances leading to a claim under this insurance already existed
- An estimate of **your advisers' costs** of acting for **you** is more than the amount in dispute
- **You** fail to give full information or facts to **us** or to the **adviser** on a matter material to **your** claim
- Something **you** do or fail to do prejudices **your** position or the position of the **insurance providers** in connection with the **legal action**
- **Advisers' costs** or any other costs and expenses incurred which were not agreed in advance or are above those for which **we** have given **our** prior written approval
- **You** have other legal expenses insurance cover.

2. There is no cover for:

- The **Excess**
- **Advisers' costs** or any other costs incurred in avoidable correspondence or which are recoverable from a court, tribunal or other party or which are not necessary
- The amount of **advisers' costs** in excess of **our standard advisers' costs** where **you** have decided to use an **adviser** of **your** own choice
- Claims over loss or damage where that loss or damage is covered under another insurance
- Claims made by or against **your** insurance advisor, the **insurance providers**, the **adviser** or **us**
- Any claim **you** make which is false or fraudulent
- Defending **legal actions** arising from anything **you** did deliberately or recklessly
- Appeals without **our** prior written consent
- The costs of any legal representative other than those of the **adviser** prior to the issue of court proceedings or a **conflict of interest** arising
- Any costs which **you** incur and wish to recover which **you** cannot substantiate with documentary evidence
- **Advisers' costs** if **your** claim is part of a class action or will be affected by or will affect the outcome of other claims.

3. There is no cover for any claim arising from:

- Patents, copyrights, trademarks, merchandise marks, service marks, registered designs, intellectual or artistic property, secrecy or confidentiality agreements and passing off
- Planning law
- Constructing buildings or altering their structure
- Libel, slander or verbal injury
- A dispute between **you** and someone **you** live with or have lived with
- A lease or licence to use property or land
- A venture for gain by **you** or **your** business partners
- A dispute about either the amount an insurance company should pay to settle an insurance claim or the way a claim should be settled
- An application for a judicial review
- A dispute with any financial services supplier arising from the sale or performance of products and services offered or provided to **you**
- Mining or quarrying
- Subsidence - downward movement of the site on which buildings are situated by a cause other than the weight of the buildings themselves
- Heave - the upward or sideways movement of the site on which buildings are situated caused by swelling of the ground
- Landslip - sudden movement of soil on a slope or gradual creep of a slope over a period of time.

Section 6 - Legal Expenses & Identity Theft - Conditions

Cancellation

You may cancel this insurance at any time by writing to **your** insurance advisor providing fourteen days written notice. If **you** exercise this right within 14 days of taking out this insurance, **you** will receive a refund of premium provided **you** have not already made a claim against the insurance.

We may cancel the insurance by giving fourteen days notice in writing to **you** at the address shown on the schedule, or alternative address provided by **you**. No refund of premium shall be made.

Claims

- a) **You** must notify **us** as soon as possible and within a maximum of 180 days once **you** become aware of the **insured incident**. There will be no cover under this policy if, as a result of a delay in reporting the claim, **our** position has been prejudiced. For claims relating to **identity theft**, these must be reported within 45 days of **you** becoming aware of the incident. To report a claim **you** must follow the instructions under "How to make a claim" under the 'Customer Services Information' section on page 40.
- b) **We** shall appoint the **adviser** to act on **your** behalf.
- c) **We** may investigate the claim and take over and conduct the **legal action** in **your** name. Subject to **your** consent which must not be unreasonably withheld **we** may reach a settlement of the **legal action**.
- d) **You** must supply at **your** own expense all of the information which **we** reasonably require to decide whether a claim may be accepted. If court proceedings are issued or a **conflict of interest** arises, and **you** wish to nominate a legal representative to act for **you**, **you** may do so. Where **you** have elected to use a legal representative of **your** own choice **you** will be responsible for any **advisers' costs** in excess of **our standard advisers' costs**. The **adviser** must represent **you** in accordance with **our** standard conditions of appointment available on request.
- e) The **adviser** must:
 - i. Provide a detailed view of **your** prospects of success including the prospects of enforcing any judgment obtained without charge.
 - ii. Keep **us** fully advised of all developments and provide such information as **we** may require.
 - iii. Keep **us** regularly advised of **advisers' costs** incurred.
 - iv. Advise **us** of any offers to settle and payments in to court. If against **our** advice such offers or payments are not accepted there shall be no further cover for **advisers' costs** unless **we** agree in **our** absolute discretion to allow the case to proceed.
 - v. Submit bills for assessment or certification by the appropriate body if requested by **us**.
 - vi. Attempt recovery of costs from third parties.
 - vii. Agree with **us** not to submit a bill for **advisers' costs** to the **insurance providers** until conclusion of the **legal action**.
- f) In the event of a dispute arising as to **advisers' costs** **we** may require **you** to change **adviser**.
- g) **Insurance providers** shall only be liable for costs for work expressly authorised by **us** in writing and undertaken while there are prospects of success.
- h) **You** must supply all information requested by the **adviser** and **us**.
- i) **You** are responsible for any **advisers' costs** if **you** withdraw from the **legal action** without **our** prior consent. Any costs already paid under this insurance must be reimbursed by **you**.
- j) **You** must instruct the **adviser** to provide **us** with all information that **we** ask for and report to **us** as **we** direct at their own cost.

Section 6 - Legal Expenses & Identity Theft - Conditions

Disputes

Subject to **your** right to refer a complaint to the Financial Ombudsman Service (see 'How to Make a Claim'), any dispute between **you** and **us** may, where we both agree, be referred to an arbitrator who will be either a solicitor or a barrister. If the parties cannot agree on their choice of arbitrator the Law Society may be asked to make a nomination. The arbitration will be binding and carried out under the Arbitration Act. The costs of the arbitration will be at the discretion of the arbitrator.

Prospects of Success

At any time **we** may form the view that **you** do not have a more than 50% chance of winning the case and achieving a positive outcome. If so, **we** may decline support or any further support. In forming this view **we** may consider:

- a) The amount of money at stake.
- b) Whether a person without legal expenses insurance would wish to pursue or defend the matter.
- c) The prospects of being able to enforce a judgment.
- d) Whether **your** interests could be better achieved in another way.

Customer Services Information

How to Make a Claim

As soon as **you** have a legal problem that **you** may require assistance with under this insurance **you** should telephone the Legal Helpline.

Specialist lawyers are at hand to help **you**. If **you** need a lawyer or accountant to act for **you** and **your** problem is covered under this insurance, the helpline will ask **you** to complete and submit a claim form online by visiting www.arclegal.co.uk/informationcentre. Alternatively they will send a claim form to **you**. If **your** problem is not covered under this insurance, the helpline may be able to offer **you** assistance under a private funding arrangement.

In general terms, **you** are required to immediately notify **us** of any potential claim or circumstances which may give rise to a claim. If **you** are in doubt about whether a matter constitutes a notifiable claim or circumstance, contact the Legal Helpline.

Data Protection Act

Your details and details of **your** insurance cover and claims will be held by **us** and/or the Insurance Providers for underwriting, processing, claims handling and fraud prevention, subject to the provisions of the Data Protection Act 1998.

Customer Service

Our aim is to get it right, first time, every time. If **we** make a mistake, **we** will try to put it right straightaway.

If **you** are unhappy with the service that has been provided, **you** should contact **us** at the address below. **We** will always confirm to **you**, within five working days, that **we** have received **your** complaint. Within four weeks **you** will receive either a final response or an explanation of why the complaint has not been resolved yet plus an indication of when **you** will receive a final response. Within eight weeks of **us** receiving **your** complaint, **you** will receive a final response or, if this is not possible, a reason for the delay plus an indication of when **you** will receive a final response. At this point, if **you** are unhappy with the delay, **you** may refer **your** complaint to the Financial Ombudsman Service. **You** can also refer to the Financial Ombudsman Service if **you** are not happy with **our** final response.

Our contact details are:-

Arc Legal Assistance Ltd
PO Box 8921, Colchester CO4 5YD
Tel 0844 770 9000
Email: claims@arclegal.co.uk

The Financial Ombudsman Service contact details are:-

Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall, London E14 9SR
Tel 08000 234 567
Email: complaint.info@financial-ombudsman.org.uk

Compensation

We and Inter Partner Assistance are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if Arc Legal or Inter Partner Assistance cannot meet their obligations. **Your** entitlement to compensation will depend on the circumstances of the claim. Further information about compensation scheme arrangements is available at <http://www.fscs.org.uk/> or by telephoning 0800 678 1100.

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