



For ROI home insurance policy reference: FLXI/0115/PW

Defined Words

Any words with special meanings are shown in bold. A list of defined words is shown at the end of this KeyFacts document or **you** can refer to the 'Definitions' section of the Flex policy wording, a specimen of which is available on request from **your broker or insurance intermediary**.

This Summary

This KeyFacts summary does not contain the full terms and conditions of the contract which can be found in the insuring document, a copy of which is available on request. The summary does not form part of **your policy**.

Insurer

The insurance is underwritten by **underwriters** as shown in **your schedule** under a facility managed by Plum Underwriting Ltd.

All **underwriters** providing cover under this **policy** are authorised in the United Kingdom by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and are regulated by the Central Bank of Ireland for the conduct of business rules in Ireland unless stated otherwise in **your schedule**.

The Flex insurance policy

Flex is a home insurance policy which is designed to cover the following:

- The **buildings** of **your home**
- **Your contents, valuables**, money and credit cards
- **Your personal possessions** and pedal cycles
- **Your** liabilities to the public and any domestic employees

The **policy** will relate to those sections of the insurance which **you** request and **we** agree to insure.

Cover is based on specified perils, but **you** can extend some parts of the policy against physical loss or damage (all risks).

Some cover is optional such as accidental damage so it's very important **you** discuss **your** requirements with **your broker or insurance intermediary** to ensure **you** get the right cover for **you**.

Significant Features & Benefits

Buildings and contents are covered for loss or damage caused by the following specified perils:

- fire, lightning, explosion or earthquake
- aircraft and other flying devices or items dropped from them
- storm, flood or weight of snow
- escape of water from fixed water tanks, apparatus or pipes
- escape of oil from a fixed domestic oil-fired heating installation or smoke damage caused by a fault in any fixed domestic heating installation

- theft or attempted theft
- collision by any vehicle or animal
- any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously
- loss or damage caused by **subsidence** or **heave** of the site on which the **buildings** stand or **landslip**
- falling trees, telegraph poles or lamp-posts

Buildings cover also includes:

- loss or damage to **buildings** directly caused by breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts
- frost damage to fixed water tanks, apparatus and pipes
- **accidental damage** of fixed glass, solar panels, **sanitary ware** and ceramic hobs
- **accidental damage** to domestic oil pipes, underground water supply pipes, underground sewers, drains and septic tanks, underground gas pipes and underground cables which **you** are legally liable responsible for and which provide services to or from **your home**.
- loss of rent due to **you** and alternative accommodation costs up to 10% of the **sum insured** for **buildings** (but for no more than 12 months)
- architect's and surveyor's fees, debris removal and additional costs as a result of local authority requirements
- increased domestic metered water charges up to €1,000 in all following an escape of water
- anyone buying **your home** until completion of sale
- the cost of locating the source of an escape of water, oil or gas up to €5,000
- loss of oil up to €1,000
- alternative accommodation for **you**, **your** family and **your** pets if **your home** is occupied by squatters
- damage to the **buildings** caused if emergency services have to make a forced entry into **your home**
- damage to Garden Plants & Shrubs by fire, lightning, explosion impact, theft vandalism or malicious damage up to €1,000 in total and up to €250 any one plant, tree or shrub.
- **your** legal liability as owner up to €2,000,000 for any one accident or series of accidents arising out of one event.
- The cost of alternative accommodation for **you**, **your** family and **your** domestic pets while **you home** is occupied by squatters
- Damage to the buildings caused when the fire service, the police or the ambulance service have to make a forced entry because of an emergency to **you**
- Costs **you** have to pay for replacing locks to safes, alarms and outside doors in the **home** following theft or loss of **your** keys

Contents cover also includes:

- property in the open but within the **premises** up to €1,000 in total
- pedal cycles up to €500 per claim
- temporary removal to certain other premises in the **United Kingdom** for up to €10,000
- **accidental damage** to televisions, satellite decoders, audio and visual equipment including radios, home computers, laptops, tablets, gaming consoles and mobile phones all situated within the **home**
- **accidental damage** of fixed glass and double glazing, **sanitary ware**, mirrors, glass tops and fixed glass in furniture and ceramic hobs
- rent **you** have to pay or alternative accommodation costs up to 10% of the **sum insured** for **contents** (but for no more than 12 months)
- fatal injury to **you** caused by fire or burglars up to a maximum of €10,000 for each insured person (€5,000 if under 16 years of age)
- replacement of locks following theft or loss of keys up to €2,500
- increased domestic metered water charges up to €1,000 in all following an escape of water
- Loss of domestic oil from fixed fuel oil tanks up to €1,000
- Loss or damage to additional **contents** between on month before and one month after a wedding, anniversary, birthday or religious celebration
- Loss or damage to **students and boarders possessions** inside the student and boarders accommodation or other occupied buildings or being carried between those buildings within the Republic of Ireland during the **period of insurance** up to €5,000
- **Home Business Contents** up to €5,000
- Guests, Visitors & Domestic Employees personal effects up to €500
- **your** legal liability as occupier up to €2,000,000 for any one accident or series of accidents arising out of one event

- **your** legal liability for accidents to domestic staff up to €5,000,000 for any one accident or series of accidents arising out of one event
- **your** legal liability as a tenant for loss or damage to the **buildings** for up to 10% of the **sum insured** for **contents**.
- Cover may be extended to include further **accidental damage** to **buildings** and **contents** for an additional premium.

Valuables and Personal Possessions away from the home cover includes:

- **Valuables** and **personal possessions** against physical loss or damage within agreed geographical limits. All items over £2,500 must be specified.

Extensions to cover available

- Pedal cycles can be covered anywhere in the Republic of Ireland and up to 60 days worldwide for theft and **accidental damage**
- Domestic freezer contents
- **Money** and **credit cards** can be covered against theft and unauthorised use within geographical limits shown in the **schedule**

Index Linking

The Buildings and Contents sum(s) insured are index linked to protect you against inflation (only if applicable).

Significant or Unusual Exclusions of Limitations

Contents Cover

Unless otherwise agreed by **us**, the following limitations apply to **contents**:-

- **money** and **credit cards** are insured up to a maximum of €500 in total
- deeds and registered bonds and other personal documents are insured up to a maximum of €1,500 in total
- stamps or coins forming part of a collection are insured up to a maximum of €2,500 in total
- gold, silver, gold and silver plated articles, jewellery and furs are insured up to a maximum of €2,500 within the private dwelling
- loss of domestic oil in fixed fuel oil tanks is insured up to a maximum of €1,000
- **contents** in garages and outbuildings are insured up to a maximum of €2,500 per claim.

Contents does NOT include:

- motor vehicles (other than domestic gardening equipment or motorised mobility scooters, electric wheelchairs and powerchairs) caravans, trailers or watercraft or their accessories
- any living creature
- any part of the **buildings**
- any property held or used for business purposes other than **your home business contents**
- any property insured under any other insurance
- land or water

Exclusions that apply to the whole of this insurance include but are not limited to:

- Loss or damage occurring before cover starts or arising from an event before cover starts
- Loss or damage caused by deliberate acts by **you** or where any member of **your** family or household is concerned as principal or accessory or any of **your** employees
- Loss, damage or liability directly or indirectly caused by or contributed to or by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- Loss, damage or liability resulting from computer viruses, erasure or corruption of electronic data or the failure of any equipment to correctly recognise the date or change of date
- Loss, damage or liability caused by biological or chemical contamination 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**
- Any reduction in value of the property insured following repair or replacement
- **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

- Loss or damage caused by or resulting from the presence of pyrite or iron pyrite within the **buildings**
- **We** will not pay any claim for loss or damage resulting from unauthorised entry into the **home** when the **premises** are **unoccupied** unless the security of the **home** is:
 - Maintained in good working order throughout the **period of insurance**
 - In full and effective operation when the **premises** is **unoccupied**

Index Linking

The **Buildings** and **Contents sum(s) insured** are index linked to protect **you** against inflation (only if applicable).

Excess

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

The standard **policy excess** is usually €250 unless a different limit is shown on **your schedule**.

For claims resulting from **subsidence, landslip or heave** the **excess** is €2,500 per section, unless a different limit is shown on **your schedule**.

For claims resulting from Escape of Water the **excess** is €1,000 per section, unless a different limit is shown on **your schedule**.

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.

Any other specific **excess(es)** that may be applied will be advised to **you** and shown on **your schedule**.

Your Policy Documentation

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

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 15 & 16 of the full policy wording which explains **your** duties in the event of a claim and how **we** deal with **your** claim.

How We Settle Your Claim

Buildings

If **your** claim for loss or damage is covered under section one, **we** will at **our** option pay the costs of repairing or rebuilding as long as:

- the **buildings** were in a good state of repair immediately prior to the loss or damage and
- the **sum insured** is enough to pay for the full cost of rebuilding the **buildings** in their present form and
- the damage has been repaired or loss has been reinstated.

2. **We** will pay up to 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**.

Contents

If **your** claim for loss or damage to the **contents** **we** will at **our** option repair, replace or pay for any article covered under section two.

For total loss or destruction of any article **we** will pay **you** the cost of replacing the article as new, as long as:

- the new article is as close as possible to but not an improvement on the original article when it was new; and
- **you** have paid or **we** have authorised the cost of replacement.

The above basis of settlement will not apply to:

- clothes
- pedal cycles

where **we** will pay up to the value of the item at the time of loss or damage.

We will pay up to 50% of the cost of replacing any undamaged parts of the **contents** which form part of a pair, set, suite or part of a common design or function but no more than the **contents sum insured** shown in **your schedule**

Valuables & Personal Possessions

1. **We** will at **our** option repair, replace or pay for any article lost or damaged.

2. If any insured item which is part of a pair or set and has an insured value of £2,500 or over **we** will pay up to 50% of the cost of replacing any undamaged parts of the **valuables & personal possessions** which form part of a pair, set, suite or part of a common design or function but no more than the **valuables & personal possessions sum insured** shown in **your schedule**.

Significant Conditions

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 **us** 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 us if the work is for redecoration only.

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.

Underinsurance

Buildings

If **you** are under-insured, which means the cost of rebuilding the **buildings** at the time of loss or damage is more than **your sum insured** for the **buildings**, then **we** will only pay a proportion of the claim. For example if **your sum insured** only covers one half of the cost of rebuilding the **buildings**, **we** will only pay one half of the cost of repair or replacement.

Contents

If **you** are under-insured, which means the cost of replacing or repairing the **contents** at the time of the loss or damage is more than **your sum insured** for the **contents**, then **we** will only pay a proportion of the claim. For example if **your sum insured** only covers one half of the cost of replacing or repairing the **contents**, **we** will only pay one half of the cost of repair or replacement.

Valuables & Personal Possessions

If the total value of unspecified or specified items at the time of the loss or damage is more than **your sum insured** for such items, then **we** will only pay for a proportion of the claim.

For example if **your sum insured** only represents one half of the total value of unspecified or specified items **we** will only pay one half of the cost of repair or replacement.

However, if **personal possessions** are lost or damaged away from the **home** **we** will not take account of the value of **personal possessions** in the **home** at the time of such loss or damage.

Period of Insurance

Your schedule states the **period of insurance**

The period covered by the insurance is normally for 12 months. Renewal will be subject to the terms and conditions that apply at the time of renewal.

If **we** have agreed a different **period of insurance** to the normal 12 months **your schedule** will state the agreed **period of insurance**.

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 policy** documentation or the start of the **period of insurance**, whichever is the later.

We will refund any premium **you** have paid, providing that **you** have not made a claim.

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 (United Kingdom)

All **underwriters** providing cover under this **policy** are members of the United Kingdom Financial Ombudsman Service, a free service set up by parliament in the United Kingdom to sort out individual complaints that consumers and financial businesses aren't able to resolve themselves.

Please see our Customer Service & Complaints Procedure in **your schedule** for full 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, United Kingdom

Plum Underwriting Limited is authorised by the Financial Conduct Authority in the United Kingdom and is regulated by the Central Bank of Ireland for conduct of business rules in Ireland.

Underwriters

All **underwriters** providing cover under this **policy** are authorised in the United Kingdom by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and are regulated by the Central Bank of Ireland for the conduct of business rules in Ireland 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 (United Kingdom)

The Financial Conduct Authority (FCA) in the United Kingdom 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 in the United Kingdom 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
United Kingdom
Telephone: +44 20 7066 1000
Email: consumer.queries@fca.org.uk

Authorisation, Regulation & Compensation

Prudential Regulation Authority (United Kingdom)

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
United Kingdom
Telephone: +44 20 3461 7000
Email: PRA.FirmEnquiries@bankofengland.co.uk

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
United Kingdom
Telephone: +44 20 7741 4100

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 the laws of the Republic of Ireland and subject to the exclusive jurisdiction of the courts of the Republic of Ireland.

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 United Kingdom Data Protection Act 1998, and the Republic of Ireland Data Protection (Amendment) Act 2003 for the purpose of providing insurance, handling complaints, claims and fraud prevention which may necessitate providing such information to other parties.

Insurance Act 1936

All monies which become or may become due under this **policy** shall in accordance with Section 93 be payable and paid in the Republic of Ireland.

Stamp Duties Consolidation Act 1999

The appropriate Stamp Duty has been paid or will be paid in accordance with the provisions of Section 5 of the Stamp Duties Consolidation Act 1999.

Government Charges

The First Premium herein includes any such charges.

Currency

It is understood and agreed that the currency of all premium, **sum insured**, payments and **excesses** shown in the **schedule** of this **policy** or any subsequent renewal notice or endorsement relating thereto shall be deemed to be the Euro.

Definitions – Words with Special Meanings

The following definitions apply to all sections of this **policy**.

Additional definitions are shown in the sections to which they apply.

A full specimen wording is available from **your broker or insurance intermediary**.

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) or 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.

Bodily injury

Shall include death or disease.

Buildings

- the **home** and its decorations
- fixtures, fittings and fitted appliances attached to the **home**
- **swimming pools**, hot tubs, tennis courts, drives, paths, patios and terraces, walls, gates and fences, fixed fuel tanks, septic tanks, lamp posts, wind turbines, solar panels, stairlifts and ornamental fountains and ponds **you** own or for which **you** are legally liable and within the **premises** named in the **schedule**

Contents

Household goods and other items within the **home**, which are **your** property or which **you** are legally liable for.

Contents includes:

- tenant's fixtures and fittings
- carpets
- radio and television aerials, satellite dishes, their fittings and masts which are attached to the **home**
- property in the open but within the **premises** up to €1,000 in total (other than radio and television aerials, satellite dishes, their fittings and masts which are attached to the **home**)
- **money** up to €500 in total
- **credit cards** up to €500 in total
- deeds and registered bonds and other personal documents up to €1,500 in total
- stamps or coins forming part of a collection up to €2,500 in total
- **valuables** up to €2,500 other than pictures and works of art which are covered up to the **contents sum insured**.
- gold, silver and platinum, including gold and silver plate)
- pedal cycles up to €500 in total per claim
- **contents** in garages and outbuildings up to €2,500 in total per claim

Contents does not include:

- motor vehicles (other than domestic gardening equipment or motorised mobility scooters, electric wheelchairs and powerchairs), caravans, trailers or watercraft
- or their accessories
- any living creature
- any part of the **buildings**
- any property held or used for business purposes other than **your home business contents**
- any property insured under any other insurance
- land or water

Credit cards

Credit cards, charge cards, debit cards, bankers cards and cash dispenser cards.

Endorsement

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

Europe

Europe is defined as:

- EU member states;
- Andorra, Faroe Islands, Monaco, Iceland, Lichtenstein, Norway, San Marino, Switzerland and The Vatican City;
- all Mediterranean Islands;
- all countries with a Mediterranean shoreline;
- the Canary Islands;
- Madeira;

and journeys between these countries.

Excess

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

Heave

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

Home

The private dwelling and the garages and outbuildings at the **premises** shown in the **schedule**.

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, postal and money orders
- postage stamps not forming part of a stamp collection
- savings stamps and savings certificates, travellers' cheques
- premium bonds, luncheon vouchers and gift vouchers
- electronic cash pre payment cards
- travel and seasonal travel tickets

all held for private or domestic purposes.

Occupant

A person or persons authorised by **you** to stay in the **home** overnight.

Period of insurance

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

Personal possessions

Clothing, baggage, sports equipment, camping equipment, MP3 players, mobile phones, hand held gamers, cameras, portable DVD and BluRay players, laptops, e-readers, tablets and other personal property that is designed to be worn or normally carried about the person and all of which belong to **you**.

Personal possessions does not include:

Money & Credit Cards

These are only covered in the **home** up to the limit detailed under the **contents** definition unless **you** have chosen 'Section 8 – Money & Credit Card Cover' which extends cover to outside of the **home** up to **your** chosen **sum insured**.

Pedal Cycles

Pedal cycles are only covered in the **home** up to the limit detailed under the **contents** definition unless **you** have chosen 'Section 7 – Pedal Cycle Cover' which extends cover to outside of the **home** up to **your** chosen **sum insured**.

Valuables

Valuables are only covered in the **home** up to the limit detailed under the **contents** definition unless **you** have chosen 'Section 5 – Valuables & Personal Possessions Cover' which extends **your valuables** cover to all risks and away from the **home** other than for Precious Metals and Pictures and Works of Art which are extended to all risks but at **your**

Please refer to 'Section 5 – Valuables & Personal Possessions Cover' of **your schedule** for exact cover and limitations

Policy

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

Premises

The address which is named in the **schedule**.

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

Sanitary ware

Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels.

Definitions - Words with Special Meanings**Schedule**

The **schedule** is part of this insurance and contains details of **you**, **your** statement of fact, the **premises**, the **sums insured**, the **excess**, any **endorsement(s)**, the **period of insurance** and the sections of this insurance which apply.

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(s) Insured

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

Swimming pools

Swimming pools which are permanently installed.

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

We/us/our/underwriters

Underwriters as named in **your schedule**.

You/your/insured

The person or persons named in the **schedule**, all members of their family, 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.