



## 2016 Key Facts

For UK home insurance policy reference: EFLX/0116/PW

### Defined Words

Words or phrases with special meanings which have been defined are shown in bold. A list of defined words and their meanings is shown in the section 'Definitions – Words with Special Meanings' of the eFlex 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 and/or statement of fact** of insurance under a facility managed by Plum Underwriting Ltd.

### The eFlex insurance policy

eFlex 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**.

### Period of Insurance

**Your schedule and/or statement of fact** 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 and/or statement of fact** 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 notifying **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 and/or statement of fact**.

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

#### 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. If **you** have made a claim **you** will not be eligible for a refund and **you** must pay **us** any amount **you** still owe **us** for the period for which **you** have been insured.

## 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 and/or statement of fact**.

### 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 and/or statement of fact**.

### Financial Ombudsman Service

Complaints that Plum Underwriting or **underwriters** cannot settle may be referred to the Financial Ombudsman Service. The Financial Ombudsman Service is a free service set up by parliament to sort out individual complaints that consumers or small business are not able to resolve with financial businesses.

Please see the customer complaints procedure shown in **your schedule and/or statement of fact** for details of the Financial Ombudsman Service.

## 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 and/or statement of fact** for the contact details.

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

Please refer to the Claims Conditions of the eFlex policy wording which explains **your** duties in the event of a claim and how **we** deal with **your** claim.

## 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 **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.

### 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.

## 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
- **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** 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 responsible for and which provide services to or from **your home**
- Loss of rent due to **you** and alternative accommodation costs up to 20% 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 domestic oil from fixed fuel oil tanks up to £1,000
- The cost of alternative accommodation up to £5,000 for **you** and **your** pets while **your 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** up to £1,000
- Damage to garden caused 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.

- Costs **you** have to pay up to £2,500 for replacing locks and keys to safes, alarms, outside doors and windows of the **home** following theft or loss of **your** keys or where there is evidence that such keys have been copied by an unauthorised person
- Loss of ground rent **you** have to pay whilst the **home** cannot be lived in up to 10% of the **sum insured** for **buildings** (but for no more than 12 months)
- Damage to landscaped gardens caused by the Emergency Services attending the **premises** up to £1,000
- The costs of unauthorised use of metered electricity, gas or water by persons taking possession or occupying the **home** without **your** consent up to £2,500
- **Your** legal liability as owner up to £2,000,000 for any one accident or series of accidents arising out of one event.

#### Contents cover also includes:

- Property in the open but within the **premises** up to £1,000 in total
- Pedal cycles up to £500
- Temporary removal of **contents** to certain other premises in the **United Kingdom** for up to £10,000
- **Accidental damage** to televisions, satellite decoders, audio and visual equipment (including MP3 players, cameras and portable DVD and BluRay players and radios), home computers, laptops, tablets, e-readers, gaming consoles (including hand held gamers) 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 20% 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)
- Costs **you** have to pay up to £2,500 for replacing locks and keys to safes, alarms, outside doors and windows of the **home** following theft or loss of **your** keys or where there is evidence that such keys have been copied by an unauthorised person
- 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 one month before and one month after a wedding, anniversary, birthday or religious celebration up to £2,500 (£500 any single item)
- 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 **United Kingdom** during the **period of insurance** up to £5,000
- **Home business contents** up to £5,000
- Guests & visitors personal effects up to £500
- Loss of ground rent **you** have to pay whilst the **home** cannot be lived in up to 10% of the **sum insured** for **contents** (but for no more than 12 months)
- Spoilage of fridge or freezer contents following accidental failure of the fridge or freezer or failure of the power supply up to £1,000
- Loss of **money** or **credit cards** anywhere in the world 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 employees** 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 'All Risks' cover includes:

- **Valuables** and **personal possessions** against accidental loss or damage (all risks) anywhere in the world

All items over £2,500 must be specified.

## Significant or Unusual Exclusions of Limitations

#### Contents Cover

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

- 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

- **Valuables** are insured within the **home** up to a limit of 33.33% of the **contents sum insured** and up to 10% of the **contents sum insured** for any single item of **valuables** unless otherwise shown on **your schedule and/or statement of fact**
- **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 any of **your** employees
- Loss, damage or liability 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 **policy** to the extent that the provision of such cover, payment or such claim or provision of such benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanction, laws or regulations of the European Union, United Kingdom or United States of America
- **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**

## Excess

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

The standard **policy excess** is usually £100 and the **excess** for escape of water claims is £350, unless a different limit is shown on **your schedule and/or statement of fact**.

For claims resulting from **subsidence**, **landslip** or **heave** the **excess** is £1,000, unless a different limit is shown on **your schedule and/or statement of fact**.

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 specific **excess(es)** that may be applied will be advised to **you** and shown on **your schedule and/or statement of fact**.

## Authorisation, Regulation & Compensation

### Plum Underwriting Limited

Plum Underwriting Limited is registered in England and Wales: 04509589, 36-38 Botolph Lane, London, EC3R 8DE

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

### Underwriters

The **underwriters** for **your policy** are detailed on **your policy schedule and/or statement of fact** under the 'underwriters' section. **You** can also visit **our** website which shows further detail at [www.plum-underwriting.com/about/underwriting-capacity/](http://www.plum-underwriting.com/about/underwriting-capacity/)

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 and/or statement of fact**. Further details can be found on the Financial Services Register at [www.fca.org.uk/register](http://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](mailto: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  
Bank of England, Threadneedle Street, London, EC2R 8AH

Telephone: +44 (0)20 7601 4878  
From abroad: as above  
Email: [enquiries@bankofengland.co.uk](mailto:enquiries@bankofengland.co.uk)

## **Laws Applying**

### **Choice of Law and Jurisdiction**

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 England and Wales 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.

### **Protecting your Information**

All personal information about **you** will be treated as private and confidential (even when **you** are no longer a customer), except where the disclosure is made at **your** request or with **your** consent in relation to administering **your** insurance or where Plum Underwriting Ltd are required by law.

Some or all of the information **you** supply to Plum Underwriting Ltd in connection with **your** insurance proposal may be passed to insurance companies and other companies for underwriting, claims and premium collection purposes. **Your** data will be held in accordance with the Data Protection Act 1998, under which **you** have a right of access to see personal information about **you** that is held in our records, whether electronically or manually. If **you** have any queries, please write to **your broker or insurance intermediary**.

Plum Underwriting Ltd and/or the **underwriters** and/or credit providers may use publicly available data from a variety of sources, including credit reference agencies and other external organisations to verify **your** identity or creditworthiness, to avoid fraud, and to obtain beneficial quotes and payment options on **your** behalf. Each of the searches may appear on **your** credit report whether or not **your** application proceeds.

By agreeing to these terms and conditions **you** agree to these uses of **your** information.