

Let

Landlords Home Insurance Policy



For UK landlords insurance for policy wording reference: LET/0116/PW

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**.

About Plum & Policy Underwriters

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** under the 'underwriters' section.

You can also visit our website which shows further detail at 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**.

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

Words and their Meanings

Any words or phrases with special meanings have been defined and are shown in bold. A list of defined words and their meanings is shown in the 'Definitions – Words with Special Meanings' section of the Let **policy** wording, a specimen of which is available on request from **your broker or insurance intermediary**.

The **policy** documentation can also be made available to **you** in large print, audio or Braille on request via **your broker or insurance intermediary**.

About the Let Policy

Let is a landlord's home insurance **policy** which is designed to cover the following:

- The **buildings** of **your home**
- **Landlords contents**
- **Your** liabilities to the public and any **domestic employees**
- Landlords Legal Expenses
- Rent Guarantee (optional extra)

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

Cover is based on specified perils. 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

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**.

Policy Benefits

Buildings and landlords 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

Significant Policy Features & Benefits

ADDITIONAL BUILDINGS COVER	POLICY LIMIT
Loss or damage to buildings caused by breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts	Unlimited
Frost damage to fixed water tanks, apparatus and pipes	Unlimited
Accidental damage of fixed glass, solar panels, sanitary ware and ceramic hobs	Unlimited
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	Unlimited
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	Unlimited
Increased domestic metered water charges following an escape of water	Up to £1,000 in any period of insurance
Anyone buying your premises until completion of sale	Unlimited
The cost of locating the source of an escape of water, oil or gas	Up to £5,000 in any period of insurance
The cost of alternative accommodation for your tenants and your tenants pets while your home is occupied by squatters	Up to £5,000 per claim
Ground rent which 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	Up to £1,000 per claim
Costs you have to pay for replacing locks and keys to safes, alarms and outside doors or 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	Up to £2,500 in any period of insurance
Costs of metered electricity, gas or water arising from its unauthorised use by persons taking possession or occupying the home without your consent	Up to £2,500 per claim
Theft/attempted theft by your tenants	Up to £5,000 per claim
Loss of domestic oil	Up to £1,000 in any period of insurance
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 your tenant staying at your home	Up to £1,000 per claim
Damage to your garden, plants & shrubs by fire, lightning, explosion, impact, theft, vandalism or malicious damage	Up to £1,000 in total per claim 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.

ADDITIONAL LANDLORDS CONTENTS COVER	POLICY LIMIT
Accidental damage to televisions and other audio and visual equipment all situated within the home and which belong to you as landlord	Unlimited
Alternative accommodation costs	Up to 20% of the landlords contents sum insured (but for no more than 12 months)
Loss of domestic oil	Up to £1,000 in any period of insurance
Loss or damage to landlords contents of common parts of the premises to which all tenants have access	Up to £1,000 in any period of insurance
Theft/attempted theft by your tenants	Up to £5,000 per claim
Increased domestic metered water charges following an escape of water	Up to £1,000 in any period of insurance
Costs you have to pay as leaseholder (not tenant) for replacing locks and keys to safes, alarms and outside doors or 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	Up to £2,500 in any period of insurance
Ground rent which you have to pay whilst the home cannot be lived in	Up to 10% of the landlords contents sum insured (but for no more than 12 months)
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

Cover may be extended to include further **accidental damage** to **buildings** and **landlords contents** for an additional premium.

Significant or Unusual Exclusions of Limitations

Landlords Contents Cover

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

Property in the open but within the premises	Up to £500 in total per claim
Landlords contents in garages and outbuildings	Up to £500 in total per claim
Pictures, paintings and works of art	Up to 5% of the landlords contents sum insured but not more than £5,000 for any one claim.

Landlords Contents does NOT include:

- Property belonging to tenants
- Motor vehicles (other than domestic gardening equipment) 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 **landlords contents** used or held to furnish the **premises**
- Any property insured under any other insurance
- Land or water
- Stamp or coin collections
- **Money** and **credit cards**
- Bills of exchange, promissory notes, securities, deeds, registered bonds and other such documents
- Stock and materials in trade, business books, plans, specifications, designs and computer records
- Platinum, gold, silver, gold and silver plated articles, gemstones, jewellery, watches and furs
- Clothing
- Pedal cycles
- Guns
- Home computers, laptops, tablets, gaming consoles and mobile phones

General Policy Conditions & Exclusions

General conditions and exclusions apply to all sections of this **policy**. A list of these are shown in sections 'General Conditions' and 'General Exclusions' of the Let **policy wording**, a specimen of which is available on request from **your broker or insurance intermediary**

Your Policy Documentation

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 notify **us** as soon as practicably possible 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.

There are a number of claims conditions that operate, please refer the following pages which explain **your** duties in the event of a claim and how **we** deal with **your** claim.

For Sections 1 to 4 please see pages 15 and 16.

For Section 5 please see pages 35 and 36

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**.

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 following non-payment correspondence issued to **you** by **us**.
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. 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**.

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

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** for details of the Financial Ombudsman Service.

Authorisation, Regulation & Compensation

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
Bank of England, Threadneedle Street, London, EC2R 8AH

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

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.

© 2016 Plum Underwriting Ltd, all rights reserved.

Plum Underwriting Ltd is authorised and regulated by the Financial Conduct Authority No.309166
LET/0116/KF v2.1 15022016