

Buildings & Contents Insurance



Insurance Product Information Document

Company: Plum Underwriting Ltd

Product: Retreat Policy

This insurance is underwritten by 'certain insurers at Lloyd's of London' under a facility managed by Plum Underwriting Ltd.

Legal Expenses cover is underwritten by Inter Partner Assistance SA under a facility managed by Arc Legal Assistance Ltd.

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This Insurance Product Information Document provides a summary of the key information for this product. For full pre-contractual and contractual information, please refer to your policy documentation comprising the policy wording, schedule and any applicable endorsements.

What is this type of insurance?

This insurance covers the buildings and/or contents for physical loss or damage caused by specific events. Optional covers are available, these will be shown on your policy schedule if you chose to include them.



What is insured?

For full details of what is and isn't covered, please refer to your policy documentation.

- ✓ The maximum amount you can claim for physical loss or damage to buildings and/or contents is the amount shown on your schedule
- ✓ Fire – Up to the maximum claim amount shown on your schedule
- ✓ Storm – Up to the maximum claim amount shown on your schedule
- ✓ Escape of water from fixed water tanks, apparatus, pipes – Up to the maximum claim amount shown on your schedule
- ✓ Theft/attempted theft – Up to the maximum claim amount shown on your schedule
- ✓ Escape of oil from a fixed domestic oil-fired heating installation – Up to the maximum claim amount shown on your schedule
- ✓ Collision by any vehicle or animal – Up to the maximum claim amount shown on your schedule
- ✓ Flood – Up to the maximum claim amount shown on your schedule
- ✓ Subsidence/heave/landslip – Up to the maximum claim amount shown on your schedule
- ✓ Alternative accommodation – Up to 25% of the sum insured for buildings or contents
- ✓ Loss of oil – Up to £2,500
- ✓ Loss of metered water – Up to £2,500
- ✓ Theft/attempted theft by guests/tenants – Up to £10,000
- ✓ Replacement locks & keys – Up to £5,000
- ✓ Home owners & occupiers legal liability – Up to £5,000,000
- ✓ Legal expenses – Up to £100,000

Optional Cover

Accidental Damage – Covers sudden & unintentional physical damage that occurs unexpectedly. For example, accidentally spilling paint on your carpet or accidentally putting a hammer through a wall while hanging a picture.



What is not insured?

- ✗ Any loss or damage caused by escape of water due to lack of grouting or sealant
- ✗ Any loss or damage caused by wilful acts by you or any of your employees
- ✗ Any loss or damage caused by wear & tear or any gradual operating cause, mechanical/electrical breakdown, or fault/failure
- ✗ Storm or flood damage to contents in the open, gates and fences
- ✗ Subsidence/heave/landslip arising from movement of solid floors slabs, unless the foundations beneath the exterior walls of the home are damaged by the same cause and the same time
- ✗ Any alternative accommodation costs incurred without our agreement to pay
- ✗ Any loss or damage that commenced before cover starts



Are there any restrictions on cover?

- ! If the holiday home is unfurnished, we do not insure loss or damage caused by escape of water, theft or attempted theft.
- ! We do not insure loss or damage caused by theft/attempted theft from the holiday home unless as a result of violent and/or forcible entry or exit other than loss or damage which is covered under additional cover P/J – Theft/Attempted Theft by Guests/Tenants(s)
- ! We do not insure loss or damage caused by escape of water while the holiday home is unoccupied for more than 14 consecutive days between 1st November and 31st March unless the water is turned off at the internal stopcock and all tanks/pipes are drained, the taps are left open and plug holes left unobstructed; OR the central heating system is in constant operation to maintain a minimum temperature of 60 degrees Fahrenheit (15 degrees Celsius)
- ! We will not pay any claim for loss or damage resulting from unauthorised entry into the holiday home when the premises are unoccupied or unfurnished unless the security of the holiday home is in full & effective operation and the premises are inspected internally & externally every 30 days



Where am I covered?

At the address shown in your policy documentation which is located in England, Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands.



What are my obligations?

In deciding to accept this policy and in settling the terms including the premium we have relied on the information you have given us through your broker or insurance intermediary. You must take care when answering any questions we ask by ensuring that any information provided is accurate and complete. You must tell us within 14 days of you becoming aware of any changes in the information you have provided to us which happens before or during any period of insurance. When we are notified of a change we will tell you if this affects your policy. For example, we may cancel your policy in accordance with the Cancellation and Cooling-Off provisions, amend the terms of your policy or require you to pay more for your insurance. If you do not inform us about a change it may affect any claim you make or could result in your insurance being invalid.

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. If you do not tell your broker or insurance intermediary where the estimated cost is more than £25,000, we will not pay your claim. You do not need to tell your broker or insurance intermediary if the work is for redecoration only.

You have an ongoing duty to 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. Your sum insured for contents must be the cost to replace as new. If, at the time of any loss or damage, the sum insured is not enough we will proportionally reduce the amount of any claim payment made by the percentage of under payment of premium which has arisen as a result of the shortfall in the sum insured. For example, if the premium you have paid for your buildings insurance is equal to 75% of what your premium would have been if your buildings sum insured was enough to reconstruct your buildings, then we will pay up to 75% of any claim made by you. If however the correct sum insured is shown to exceed our acceptance terms and criteria, we may have to cancel your policy from commencement.



When and how do I pay?

Please contact your broker or insurance intermediary for details.



When does the cover start and end?

The policy runs for 12 months and starts with effect from the date shown on your schedule.



How do I cancel the contract?

You may cancel this policy at any time by notifying us via your broker or insurance intermediary. Any refund will be on a proportional basis less the policy fee and always subject to the period of insurance being claim free.

If you find this insurance does not meet your requirements and decide to cancel this policy within 14 days of either the date you receive your policy documentation or the start of the period of insurance, we will refund the full premium you have paid, providing that you have not made a claim.

A fee may be applied by your broker or insurance intermediary. Please refer to your broker or insurance intermediary terms of business for full details.