

What's Changed

Overseas Retreat - Holiday Home Insurance Policy 05/2020

For overseas holiday home insurance policy wording reference: OVS/0520/PW

The following document demonstrates any significant differences to the conditions of the policy and the cover between the May 2019 policy wording, with a wording reference of OVS/0519/PW, and the May 2020 policy wording, with a wording reference of OVS/0520/PW.

IMPORTANT: The changes may or may not affect you, but please ensure that you read, understand and consider against your own personal circumstances and if you are not clear about anything and how it will affect you speak to your broker or insurance intermediary immediately.

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<http://www.plum-underwriting.com/document-centre/>

- 1) 'Cooling-Off Period' section has been updated (page 2)
- 2) 'Policy Fees' section has been updated (page 3)
- 3) Full details regarding the Customer Complaint Procedure have been removed and added to the client Schedule/Statement of Fact (page 3)
- 4) Full details regarding who Authorises and Regulates which sections of cover have been removed and added to the client Schedule/Statement of Fact (page 3)
- 5) Full details regarding which Insurance Compensation Scheme applies to whom have been removed and added to the client Schedule/Statement of Fact (page 4).
- 6) The following new definitions have been added (pages 6-9):
 - Building Works
 - Electrically Assisted Pedal Cycles (EAPC)
- 7) The following definition has been amended (page 6 & 7):
 - Contents

8) The following 'General Condition' has been deleted (page 10):

3. Building Works

9) The following 'General Conditions' have been amended (page 11 & 12):

12. When the Holiday Home is Unoccupied or Unfurnished

10) The following 'General Exclusion' has been updated as follows (page 14):

4. Any 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.~~

11) The following 'General Exclusions' have been added (page 15):

11. We will not pay any claim for loss, damage, liability, cost or expense caused deliberately or accidentally by:

i. the use of or inability to use any application, software, or programme;

ii. any computer virus;

iii. any computer related hoax relating to i and/or ii above.

12. We will not pay any claim for loss of or damage to any electronic data (for example files or images) wherever it is stored.

12) A whole new section regarding Building Works has been added (pages 16 & 17)

13) The following covers under 'Section 1 – Buildings – Standard Cover' have been amended as follows (page 20):

This insurance covers the buildings for physical loss or damage caused by:	We will not pay for:
4. escape of water from or frost damage to fixed water tanks, apparatus or pipes	a) for loss or damage caused by subsidence, heave or landslip other than as covered under number 9 in Section 1 – Buildings – Standard Cover. b) for loss or damage to domestic fixed fuel-oil tanks, swimming pools , hot tubs and ornamental fountains or ponds. c) for loss or damage while the holiday home is unoccupied unless you or a responsible adult representative of yours turns off the water at the mains stopcock. d) for loss or damage whilst the holiday home is unfurnished . e) for loss or damage due to the failure or lack of grouting or sealant.
5. escape of oil from a fixed domestic oil-fired heating installation or smoke damage caused by a fault in any fixed domestic heating installation	a) for loss or damage while the holiday home is unfurnished . b) for loss or damage caused by escape of oil from an oil tank unless you can provide evidence that the oil tank is less than 10 years old or that it is inspected annually by a qualified OFTEC engineer and certified as in good condition without the need for repair or replacement

6. theft or attempted theft	<p>a) for loss or damage while the holiday home is unfurnished.</p> <p>b) for loss or damage resulting from theft or attempted theft from the holiday home unless as a result of forcible and violent and/or forcible entry or exit other than any loss or damage which is covered under additional cover O – Theft or attempted theft by Guests/Tenant(s).</p>
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14) The following covers under 'Section 1 – Buildings – Additional Cover' have been amended as follows (page 22 & 23):

This section of the insurance also covers:	We will not pay:
<p>C – Loss of Rent Holiday Rental Income/Alternative Accommodation The rent holiday rental income you would have received but are unable to recover while the holiday home cannot be lived in following loss or damage which is covered under the events insured under numbers 1 to 11 in Section 1 – Buildings – Standard Cover; or The cost of using other accommodation substantially the same as your existing accommodation, which you have to pay for you, your guests, your tenants and yours/their pets and horses as the holiday home cannot be lived in following loss or damage which is covered under the events insured under numbers 1 to 11 in Section 1 – Buildings – Standard Cover</p>	<p>a) any amount over 25% of the sum insured for the buildings damaged or destroyed. b) any loss of rent holiday rental income or alternative accommodation payable after the property is reinstated and ready for habitation. c) any costs incurred without our agreement to pay. d) any costs recoverable elsewhere. e) more than 24 months for this additional cover. f) any loss of rent holiday rental income at the same time as paying the cost of alternative accommodation. g) any alternative accommodation at the same time as paying loss of rent holiday rental income</p>
<p>G - Trace and Access The costs incurred to find the source of escape of: a) water, oil or gas (including LPG) from any domestic water or heating installation within the holiday 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 holiday home but at the address shown on your schedule.</p>	<p>a) more than £5,000 in any period of insurance. b) any costs incurred whilst the holiday home is unfurnished c) costs incurred if the escape of water, oil or gas (including LPG) commenced before cover starts.</p>
<p>H – Loss of Oil Loss of domestic oil from fixed fuel oil tanks</p>	<p>a) more than £2,500 in any period of insurance. b) loss of oil whilst the holiday home is unfurnished c) any loss of oil from an oil tank unless you can provide evidence that the oil tank is less than 10 years old or that it is inspected annually by a qualified OFTEC engineer and certified as in good condition without the need for repair or replacement</p>

15) The following cover under 'Section 1 – Buildings – Accidental Damage' has been amended as follows (page 25):

<p>This extension covers accidental damage to the buildings.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> a) for damage or any proportion of damage which we specifically exclude elsewhere under section 1. b) for the buildings moving, settling, collapsing or cracking. c) for damage while the holiday home is being altered, repaired, maintained or extended. d) for the cost of maintenance and routine decoration. e) for damage caused by insects, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost. f) for damage to swimming pools, hot tubs, tennis courts, drives, paths, patios and terraces, walls, gates and fences, septic tanks, lamp posts, ornamental fountains and ponds and fuel tanks. g) for any damage caused by or contributed to by or arising from any kind of pollution and/ or contamination. h) for damage caused by chewing, tearing, scratching, fouling, urinating or vomiting by your or your guests/tenants pets.
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16) The following covers under 'Section 2 – Holiday Home Contents – Standard Cover' have been amended as follows (page 27):

<p>This insurance covers the contents for physical loss or damage caused by:</p>	<p>We will not pay for:</p>
<p>4. escape of water from fixed water tanks, apparatus or pipes</p>	<ul style="list-style-type: none"> a) for loss or damage while the holiday home is unoccupied unless you or a responsible adult representative of yours turns off the water at the mains stopcock. b) for loss or damage whilst the holiday home is unfurnished. c) for loss or damage due to the failure or lack of grouting or sealant.
<p>5. escape of oil from a fixed domestic oil-fired heating installation or smoke damage caused by a fault in any fixed domestic heating installation</p>	<ul style="list-style-type: none"> a) for loss or damage while the holiday home is unfurnished. b) for loss or damage caused by escape of oil from an oil tank unless you can provide evidence that the oil tank is less than 10 years old or that it is inspected annually by a qualified OFTEC engineer and certified as in good condition without the need for repair or replacement.
<p>6. theft or attempted theft</p>	<ul style="list-style-type: none"> a) for loss or damage while the holiday home is unfurnished. b) for loss or damage resulting from theft or attempted theft from the holiday home unless as a result of forcible and violent and/ or forcible entry or exit other than any loss or damage which is covered under additional cover J – Theft or attempted theft by Guests/Tenant(s).

17) The following cover under 'Section 2 – Holiday Home Contents – Additional Cover' has been amended as follows (page 30):

This section of the insurance also covers:	We will not pay:
G – Loss of Oil Loss of domestic oil from fixed fuel oil tanks	a) more than £2,500 in any period of insurance . If you claim for such loss under sections 1 and 2, we will not pay more than £2,500 in total. b) loss of oil whilst the holiday home is unfurnished c) any loss of oil from an oil tank unless you can provide evidence that the oil tank is less than 10 years old or that it is inspected annually by a qualified OFTEC engineer and certified as in good condition without the need for repair or replacement

18) The following cover under 'Section 2 – Holiday Home Contents – Accidental Damage' has been amended as follows (page 32):

This extension covers accidental damage to the contents within the premises .	We will not pay a) for damage or any proportion of damage which we specifically exclude elsewhere under section 2. b) for damage or deterioration of any article caused by dyeing, repair, renovation or whilst being worked upon. c) for damage caused by chewing, tearing, scratching, fouling, urinating or vomiting by your or your guests/tenants pets. d) for damage caused by insects, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost. e) for any loss or damage caused by or contributed to by or arising from any kind of pollution and/or contamination.
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19) 'How we deal with your claim' under 'Section 2 – Holiday Home Contents – Conditions that Apply to this Section Only' has been amended (page 32)

20) The following under 'Section 3 – Accidents to Domestic Employees' has been amended as follows (page 33):

Limit of insurance

We will not pay more than **the limit shown on your schedule** ~~£10,000,000~~ for any one accident or series of accidents arising out of any one event, plus the costs and expenses which **we** have agreed in writing.

21) The following exclusion under 'Section 4 – Legal Liability to the Public' has been amended as follows (page 35):

We will not pay **you** for any liability

h) arising out of **your** ownership, possession or use of:

- i) any motorised or horsedrawn vehicle other than:
 - domestic gardening equipment used within the **premises**
 - pedestrian controlled gardening equipment used elsewhere and

- motorised mobility scooters, electric wheelchairs and powerchairs
- **electrically assisted pedal cycles**

22) The following under 'Section 4 – Legal Liability to the Public' has been amended as follows (page 37):

Limit of insurance

We will not pay more than **the limit shown on your schedule** ~~£5,000,000 in all~~ for any one accident or series of accidents arising out of any one event, plus the costs and expenses which **we** have agreed in writing.

End of 'Overseas Retreat 05/2020 - What's changed?' Document.

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