

Home Insurance

Insurance Product Information Document

Lead Company: Eaton Gate MGU Limited

Authorised and Regulated by FCA (773194)

Additional Company: ARAG plc

Authorised and Regulated by FCA (452369)

Product: Household

Product: Legal Expenses / Home Emergency

This document is a summary of insurance cover and restrictions found in the policy. It is not personalised to your individual selections and does not provide a complete representation of all the provisions of your policy. Please refer to your policy documentation, including the schedule, for full details of your cover, sums insured and the terms and conditions.

What is this type of insurance?

This Home Insurance Policy has been designed to meet the insurance needs of owners of homes and possessions against loss or damage. The core cover provided is for Personal Possessions, General Contents, Buildings and Liability. Lifestyle and Legal Expenses, as well as Home Emergency, are also included as mandatory covers.



What is insured?

Please check the Insurance Schedule to confirm that cover has been selected for all the stated risks

Personal Possessions (Optional):

- ✓ damage as a result of a sudden and unforeseen event to personal possessions owned by you or for which you are responsible at or whilst temporarily removed from the insured address anywhere in the UK and for up to 60 days elsewhere in the world.

General Contents (If Selected):

- ✓ damage as a result of a sudden and unforeseen event to general contents owned by you or for which you are responsible at the insured address. Additional covers include: (1) freezer contents up to £500 (2) loss of oil (domestic heating fuel) and metered water - up to £1,000 (3) student possessions - up to £1,000

Buildings (If Selected):

- ✓ damage as a result of a sudden and unforeseen event to buildings owned by you or for which you are responsible at the insured address. Additional covers include: (1) finding a leak (trace and access) - up to £3,500 (2) alternative accommodation - up to 25% of Sum Insured (3) additions & alterations - up to 10% of Sum Insured (4) loss of oil (domestic heating fuel) and metered water - up to £1,000

Accidental Damage (Optional):

- ✓ accidental damage as a result of a sudden and unforeseen event to Buildings or General Contents

Liability:

- ✓ property owner's legal liability for accidental third-party property damage or injury up to £2,000,000
- ✓ occupiers', personal and employers' liability for accidental



What is not insured?

- ✗ gradual physical loss or damage such as wear and tear, rising damp, infestation or the cost of routine maintenance and redecoration
- ✗ damage and liability arising from pollution or contamination unless accidental or domestic oil installation leakage
- ✗ damage caused by defective maintenance or faulty materials, design or workmanship
- ✗ any computer error or damage caused by electrical or mechanical fault or breakdown
- ✗ war and terrorism
- ✗ any virus, disease or pandemic

Personal Possessions (Optional):

- ✗ more than £250 for mobile phones, unless specified on your schedule
- ✗ theft or attempted theft by deception
- ✗ items whilst in storage
- ✗ business equipment
- ✗ loss of online goods or services
- ✗ theft of bicycles unless locked to an immovable object or kept in a locked building at the time of the theft

General Contents (If Selected):

- ✗ more than £500 for mobile phones, unless specified on your schedule
- ✗ the cost of replacing undamaged items or items which form part of a pair, set or suite, following loss of or damage to the matching item(s)
- ✗ damage to quad bikes, golf buggies, motorcycles, rowing boats, dinghies or sailboards when being used or raced

Buildings (If Selected):

- ✗ storm or flood to gates, hedges, fences and open sided buildings unless caused by falling trees or telegraph poles
- ✗ coastal or river erosion
- ✗ subsidence, ground heave or landslip to domestic tanks, permanent swimming pools, ornamental man-made ponds, fountains, cesspits, septic tanks, terraces, patios, hard tennis courts, driveways, footpaths, boundary and garden walls, gates, railings, hedges and fences unless the main house is damaged at the same time by the same cause
- ✗ damage caused by pets or any animal under your control
- ✗ existing damage occurring before the start of this insurance or damage caused deliberately by you

Liability:

- ✗ damage to your property or injury to you
- ✗ fines and penalties

third-party property damage or injury. Additional cover includes (1) tenant's liability - up to £2,000,000

Lifestyle and Legal Expenses:

- ✓ lifestyle and landlord legal costs and expenses for specified risks where the claim is reported and has greater than 51% prospect of success - up to £50,000

Home Emergency:

- ✓ emergency costs for specified risks - up to £3,000; (1) Main Heating System (2) Plumbing & Drainage (3) Home Security (4) Toilet Unit (5) Domestic Power Supply (6) Lost Keys (7) Vermin Infestation (8) Alternative Accommodation Costs

- ✗ from any unlicensed firearm

Lifestyle and Legal Expenses:

- ✗ legal costs and expenses incurred without insurer consent
- ✗ building contract value exceeding £6,000 inc. VAT
- ✗ any amount under £100 and disputes between family members

Home Emergency:

- ✗ breakdown of LPG fuelled, oil fired, warm air and solar systems and boilers with an output over 60Kw/hr or over 15 years old or not serviced within 12 months prior to a home emergency claim
- ✗ the cost of making permanent repairs including decoration or making good
- ✗ a property you rent or let



Are there any restrictions on cover?

- ! You must pay the applicable excess (the first amount of each claim for loss or damage as set out in your Schedule)
- ! Monetary limits apply for certain items or types of cover
- ! The policy may contain Endorsements that exclude certain types of loss or damage or impose higher excesses
- ! Loss or damage caused by subsidence, landslip or heave whilst the building is undergoing structural repairs, alterations or extensions
- ! If you are covered by other insurance for the same loss, we shall only be liable for its proportional share
- ! Cover is limited if your home is unoccupied for more than 30 consecutive days
- ! More than 25% of the General Contents sum insured for valuables, art, antiques or collectables in total or £2,500 for any one item (jewellery, watches, precious metals, paintings, furs) within the home, unless agreed otherwise and shown on your schedule
- ! Specified Jewellery and Watches under the Personal Possessions section require a professional valuation no more than 3 years old



Where am I covered?

- ✓ At the home you are insuring in the Territorial Limits, shown in the schedule and if you purchase the optional Personal Possessions cover, your valuables and personal belongings, including bicycles, will be insured anywhere in the UK or elsewhere in the world during a temporary visit not exceeding 60 days.



What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give complete and accurate answers to any questions you are asked relating to the insurance
- You must tell us immediately if you become aware of any inaccuracies or changes in the information you have provided to us, whether happening before or during the period of insurance
- You must tell us if your circumstances change either before your policy starts or during the period of insurance. For example, if you move house, start a business from the property, you change the use or you rent it out, you increase the value of your contents or buildings from what is shown on your schedule or if you leave your property unoccupied or unfurnished
- You must tell us before you start any conversions, extensions or other structural work to the buildings
- You must take all reasonable steps to prevent loss, damage or an accident and keep the buildings in a good state of repair
- You must tell us about any event which might lead to a claim as soon as possible and follow the claims procedure set out in the policy
- You must always make sure that your sums insured are adequate. If your sums insured are inadequate at the time of any loss or damage, then we will proportionally reduce the amount of any claim payment made.



When and how do I pay?

You must pay at the time of incepting the policy. You have the option of paying in full by Credit or Debit Card (Visa or Mastercard), Cheque or BACS transfer. Alternatively, you may choose to pay over 10 monthly instalments by direct debit via Close Brothers Premium Finance, subject to an annual service charge. Magnet Insurance will advise you of the monthly payment costs prior to you purchasing the policy.



When does the cover start and end?

This insurance cover is for a 12-month period and the start date and end date of the cover are specified in your policy schedule.



How do I cancel the policy?

You can cancel this insurance at any time by contacting your broker. If you cancel within 14 days of either the date you receive the policy documentation or the start of the period of insurance, whichever is the later, providing no claim has been made we will refund your premium in full. After the 14-day cooling off period, provided you have not made a claim, you will be entitled to a refund of any premium paid, subject to a deduction for any time for which you have been covered and the administrative cost of providing the insurance.