keyfacts

SUMMARY OF COVER
PrimeLET

Towergate Underwriting Let Property PrimeLET Policy Summary of Cover
Some important facts about your insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. The Towergate Underwriting PrimeLET insurance policy provides cover for buildings and/or contents. Sections are provided for Buildings (with an Accidental Damage Option), Contents (with an Accidental Damage option).

All Sections
Significant or unusual exclusions and limitations:
You must comply with conditions of the policy explained in the General Conditions Section of the policy booklet for cover to apply. These include your duty to take reasonable precautions to prevent loss and actions you must take as soon as you are aware of a possible claim under the policy. See also the General Exclusions Section of the policy booklet for these exclusions that apply to all Sections.

- You will have to pay the first part of most claims – this is known as an 'excess'. For properties let to working professional tenants the standard excess is £100 (£250 for students and DSS tenants) but an excess of £250 applies for escape of water, or, £1,000 applies for subsidence under the Buildings and Contents Sections.
- Certain losses or damage if any endorsement/clause is shown on your policy schedule – e.g. theft cover may be restricted under the Contents Section unless there is a Property Manager in place.
- Loss or damage due to illegal activities will not be covered under this policy

Section 1 – Buildings

Significant Features and Benefits

Cover is provided for an extensive list of perils such as fire, storm, flood, theft, etc – see policy wording.

In addition cover is provided for:

- Loss of rent & alternative accommodation following an insured loss
- Accidental damage to fixed glass, sanitary fixtures and underground services damage caused by emergency access.
- Costs of tracing and accessing leaks (up to £1,000)
- Your legal liability as the owner of your property
- Theft or malicious damage caused by your tenants

With the **Accidental Damage Option** this cover is extended to cover all other accidental damage that we regard as insurable – see Buildings Section 1, Accidental Damage, for details.

Significant or unusual exclusions or limitations

- Damage by wet or dry rot
- Certain losses or damage when your home is unoccupied or unfurnished for more than 30 days in a row
- Certain loss or damage caused by you, paying guests or tenants (if property not professionally managed).
- Damage due to a fault or limit of design, manufacture or installation. In particular there is no cover for damage to underground services that do not work because they are worn out.
- The cost of replacing any undamaged items, which form part of a set, suite or item of a uniform nature
- Loss or damage to your buildings from any cause not listed in the policy booklet – but wider cover is available with the **Accidental Damage Option**

Section 2 – Contents

Significant Features and Benefits

Cover is provided for an extensive list of perils such as fire, storm, flood, theft, etc – see policy wording.

In addition cover is provided for:

- Accidental damage to audio, video and computer equipment
- Contents in outbuildings (limited to £2,500 for theft) and in the open (up to £250)
- Replacement locks if keys are lost or stolen (up to £500)
- Loss of domestic fuel and metered water (up to £1,000)
- Loss of rent & alternative accommodation following an insured loss
- Loss damage caused by emergency access

With the **Accidental Damage Option** all other accidental damage occurring in the home, that we regard as insurable, is covered. See Contents Section 2, **Accidental Damage**, for details.

Significant or unusual exclusions or limitations

- No cover is provided for boats, boards or water craft of any kind
- No cover is provided for items used for business or professional purposes
- Certain losses or damage when your home is unoccupied for more than 30 days in a row
- The cost of replacing any undamaged items, which form part of a set, suite or item of a uniform nature
- Theft of contents temporarily removed from the home
- Loss or damage to your contents from any cause not listed in the policy booklet – but wider cover is available under the Accidental Damage Option.
- The following exclusions apply under the **Accidental Damage Option** – see Contents section, Section 2 , Accidental Damage, for details
- Accidental damage occurring outside the home

Policy Duration
This is an annually renewable policy.

Cancellation
If after consideration you decide this policy does not meet your needs, you have 14 days from the date you receive your policy schedule to cancel this and receive a full refund – provided that no claim has been made.

How to Claim
For all claims please call Towergate Underwriting Let Property on 01708 777710

Underwritten by:
Allianz Insurance plc, number 84638. Registered Office: 57 Ladymead, Guildford, Surrey GU1 1DB. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Allianz Insurance plc is on the Financial Services Register, registration number 121849.
Royal & Sun Alliance Insurance plc, number 93792. Registered Office: St Mark's Court, Chart Way, Hosham, West Sussex RH12 1XL. Royal & Sun Alliance Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential regulation Authority. Royal & Sun Alliance plc is on the Financial Services Register, registration number 202323.

Towergate Underwriting and Towergate Underwriting Let Property are trading names of Towergate Underwriting Group Ltd. Registered address: Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent ME14 3EN. Registered in England no. 4043759. Authorised and regulated by the Financial Conduct Authority.

Towergate Underwriting Let Property - Policy Schedule

towergate
underwriting

Policyholder: Hallyards Ltd

Broker Details:
CIA INSURANCE
INWOODS HOUSE
ASHLAWN ROAD
RUGBY
WARWICKSHIRE
CV22 5QF

Correspondence Address:
16 Sandfield Road
Prestwick
Ayrshire

KA9 1NB

Period of Insurance: 23/11/2016 to 22/11/2017

Insurer: Allianz plc (55%) & Royal and Sun Alliance plc (45%)

Policy Number: 21051 -CIA0304830

Premium Details:

Annual Premium:	£ 518.22
Insurance Premium Tax:	£ 51.82
Total Payable:	£ 570.04

Risk Address:
12&14&16 Sandfield Road
Prestwick
Ayrshire

KA9 1NB

Occupancy Type	**Year Of Construction**	**Premium excl IPT**
Professional/Working	1900	£ 518.22

Buildings

	Sum Insured:	£540000
	Accidental Damage Included:	Yes
	Interested Parties:	
Buildings Property Owners Liability	Cover Included:	Yes*
	Sum Insured:	£5,000,000*
Malicious Damage & Theft by Tenants	Cover Included:	Yes*
Trace and Access	Cover Included:	Yes*
Additional Cover Included		£5,000 Landlords White Goods*

*** Cover only included if Buildings section applies**

Contents

	Sum Insured:	Not Insured
	Accidental Damage Included:	No
Contents Property Owners Liability	Cover Included:	Yes*
Malicious Damage & Theft by Tenants	Cover Included:	Yes*

***Cover only included if Contents section applies**

Excesses (where applicable):	Compulsory	Voluntary
Building excess	£250	£0
Contents excess	£0	£0
Escape of Water excess	£250	
Subsidence excess	£1000	

Endorsements Applicable to the Policy:

40 FLAT ROOF ENDORSEMENT

42 UNOCCUPANCY ENDORSEMENT AFTER 45 DAYS

43 UNOCCUPANCY ENDORSEMENT AFTER 90 DAYS

46 MALICIOUS DAMAGE AND THEFT ENDORSEMENT

50 CONTRACTORS EXCLUSION CLAUSE

52 CHIMNEY ENDORSEMENT

<u>Important Client Information - Please read this carefully</u>

If any of the information contained in this document is inaccurate or if you have any queries please contact your insurance broker as soon as reasonably possible.

Sum Insured

It is essential and in your own interest that you consider the adequacy of your cover advising us immediately of any increases or alterations required. Please check that the sums insured within this policy schedule represent the full re-instatement value of your property. Failure to specify an accurate sum insured could result in claims payments being reduced by the proportion of the stated sum insured to the correct value at risk.

Misrepresentation

In arranging your insurance, we will have asked a number of questions which your were required to answer. You must take care to ensure that you have answered all these questions honestly, to the best of your knowledge, and have provided full answers and all relevant details.

If questions are not answered honestly and to the best of your knowledge then you policy may be cancelled or your claims rejected or not fully paid. You may also have difficulty in obtaining insurance in the future or experienced extra cost in doing so.

If there are any changes to your details during the period of insurance cover, please contact your Insurance Advisor as soon as possible. Please refer to your policy wording for the list of changes that we need to know about.

Policy Detail

POLICY SECTIONS APPLYING

1 - CONTENTS

ENDORSEMENTS APPLYING

Endorsement 40 - FLAT ROOF ENDORSEMENT

The flat roof of the Building specified in the Schedule must have been inspected, repaired, renovated or replaced no more than two years prior to inception of this insurance and records of this inspection and repair must be made available to us on request. Future inspection, repair, renovation and replacement where necessary will take place at least once every five years and records of inspection and repair retained for our inspection on request. We will not cover loss or damage to any flat roof that is over 15 years old.

Endorsement 42 - UNOCCUPANCY ENDORSEMENT AFTER 45 DAYS

The definition of unoccupied in the policy wording is amended to:
The part or whole of the property not lived in by a person authorised by You for more than 45 consecutive days.
a) The Building must be inspected at least once every 14 days by You or Your representative and a detailed written record retained for Our inspection on request showing dates visited, who attended and observations made.
b) The gas and water supplies must be turned off and the water drained OR the central heating must be set for a continual minimum temperature of 13°c during the period 1st November to 1st April.
c) The electricity supply must be turned off unless required for central heating as in b) above or to maintain a security system.
d) External door locks of a reasonable standard for the protection of the Building must be fitted and in use at all times.
e) All refuse and waste materials must be removed from the interior of the premises and no accumulation of waste is allowed in the adjoining yards or spaces owned by You

Endorsement 43 - UNOCCUPANCY ENDORSEMENT AFTER 90 DAYS

The Building Specified in the Schedule is covered against loss or damage directly caused by the perils of Fire, Lightning, Explosion and Aircraft only.

Endorsement 46 - MALICIOUS DAMAGE AND THEFT ENDORSEMENT

It is hereby noted that Theft/Attempted Theft and Malicious Damage caused by the tenant is included subject to a maximum amount of £5,000 per individual claim under Section 1 Buildings and Section 2 Contents, unless this is specifically excluded by endorsement 51. There is no cover for loss or damage whilst the property is unoccupied.

Endorsement 50 - CONTRACTORS EXCLUSION CLAUSE

This insurance excludes any claims arising out of the activities of contractors.

Endorsement 52 - CHIMNEY ENDORSEMENT

All chimneys to solid fuel stoves, boilers and open fires must be kept in a good state of repair and be professionally cleaned once a year prior to winter use

IMPORTANT NOTICE TO POLICYHOLDERS

This Important Notice highlights any changes to **Your** existing PrimeLet Insurance Policy terms and conditions made in the last 12 months. The revised cover detailed in this Important Notice will form part of **Your** new policy and is applicable from **Your** new cover start date. Please read it carefully with the rest of **Your** policy documents, including **Your** Statement of Fact to make sure it still meets **Your** needs. If **You** have any questions, please do not hesitate to contact us.

Any new wording or deletions made, replace the wording in Your policy booklet and any previous Important Notices.

If **Your** policy was incepted or renewed on or after the 1st January 2016 the policy is now underwritten by a consortium of leading UK insurers comprising:

Allianz Insurance plc (55%)
Registered in England & Wales, number 84638. Registered Office: 57 Ladymead, Guildford, Surrey GU1 1DB. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Allianz Insurance plc is on the Financial Services Register, registration number 121849.
Royal and Sun Alliance plc (45%)
Registered in England & Wales, number 93792. Registered Office: St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL. Royal and Sun Alliance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Royal and Sun Alliance plc is on the Financial Services Register, registration number 202323.

If **Your** policy was incepted or renewed before the 1st January 2016 then this policy is underwritten by a consortium of UK insurers whose
proportionate liability is as follows:

Royal & Sun Alliance Insurers plc (45%) No. 93792.Registered in England & Wales at St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL.

Pinnacle Insurance plc (35%) No. 1007798. Registered in England at Pinnacle Insurance plc, Pinnacle House, Al Barnet Way, Borehamwood, Hertfordshire WD6 2XX

Allianz Insurance plc (20%) No. 84638. Registered in England at 57 Ladymead, Guildford, Surrey GU1 1DB.

If **Your** policy was incepted or renewed on or after the 12th August 2016 the following additional changes apply:

Complaints Procedure - Compensation
This wording has been amended to:
Financial Services Compensation Scheme
Towergate Underwriting Let Property and the insurers of this policy are covered by the Financial Services Compensation Scheme (FSCS). If **We** are unable to meet **Our** obligations, **You** may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.
Further information is available from the FSCS at www.fscs.org.uk.

Introduction to **Your** PrimeLET Insurance Policy
The following wording is now included:

Misrepresentation
In arranging **Your** insurance **We** will have asked a number of questions which **You** were required to answer. **You** must take reasonable care to ensure that **You** have answered all these questions honestly, to the best of **Your** knowledge, and have provided full answers and all relevant details. If questions are not answered honestly and to the

best of **Your** knowledge then **Your** policy may be cancelled or **Your** claim rejected or not fully paid. **You** may also have difficulty in obtaining insurance in the future or experience extra cost in doing so.

Introduction to **Your** PrimeLET Insurance Policy - Changes in **Your** circumstances
This wording has been amended to:

Changes in Your circumstances
You must tell **Us** as soon as possible about any changes that may affect **Your** policy cover. If **We** are not advised of any changes to **Your** circumstances, then **Your** policy may be cancelled, or **Your** claim rejected or not fully paid.

The changes that **You** should tell **Us** about are:

- If **You** change **Your** correspondence address
- If **You** change **Your** insured address;
- If **You** change **Your** name;
- If there is a change in the type of tenant;
- If the **Property** is no longer let;
- If the **Property** is to be left **Unoccupied** for more than 30 consecutive days;
- If the **Property** becomes permanently **Unoccupied** (i.e. not lived in, or intended to be lived in or insufficiently furnished for normal occupation);
- If **You** are convicted of a criminal offence (other than motoring offences);
- If **You** become bankrupt;
- If the full rebuilding cost of **Your Property** changes (if **You** have **Buildings** Insurance with **Us**);
- If the **Contents** sum insured changes (if **You** have **Contents** Insurance with **Us**);
- If there are any renovations or building works being carried out, or due to commence, at **Your Property**;
- If the **Property** is not in a good state of repair;
- If there is any flooding to the **Property**, or within 100m of the **Property**;
- If the **Property** is showing signs of potential subsidence, landslip or heave damage, i.e. cracking;
- If any other houses in the same street have been affected by subsidence, landslip or heave;
- If **You** have made a claim under any other home or landlords policy that is not provided by **Us**;
- If **You** have any other insurance policy refused, declined, cancelled or voided.

When **You** tell **Us** about a change, **We** will reassess the premium and the terms of **Your** policy. **You** will be informed of any revised premium or terms and asked to agree before any change is made. In some circumstances **We** may not be able to continue **Your** policy following the changes. If this is the case, **You** will be notified and the policy will be cancelled in line with the cancellation rights detailed in 'General Conditions - 7. Cancelling this policy'.

Introduction to **Your** PrimeLET Insurance Policy
The following wording is now included:

How We Use Personal Information

We hold personal information in accordance with the Data Protection Act 1998. The information supplied to **Us** by **You** may be used to:

- Provide **You** with a quotation, deal with the associated administration of **Your** policy and to handle claims;
- Search credit references, credit scoring and fraud agencies who may keep a record of the search;
- Share with those companies who are underwriting **Your** policy, other insurance organisations to administer **Your** policy, to help offset risk, for statistical analysis, to handle claims and prevent fraud;
- Support the development of **Our** business by including **Your** details in customer surveys, for market research and business reviews which may be carried out by third parties acting on **Our** behalf.

We may need to collect and process data relating to individuals who may benefit from the policy ("Insured Persons"), which under the Data Protection Act is defined as sensitive (such as medical history of Insured Persons) for the purpose of evaluating the risk and/or administering claims which may occur. **You** must ensure that **You** have explicit verbal or written consent from the Insured Person to such information being processed by **Us** and that this fact is made known to the Insured Person.

Personal details may be transferred to countries outside the EEA. They will at all times be held securely and handled with the utmost care in accordance with all principles of English law.

Under the Data Protection Act 1998 individuals are entitled to request a copy of all the personal information **We** hold about them. Please contact **Us** at Towergate Underwriting Let Property, Towergate House, St. Edward's Court, London Road, Romford, Essex, RM7 9QD.

We can only discuss the details given with **You**. If **You** would like anyone else to act on **Your** behalf please let **Us** know. **Your** details will not be kept longer than is necessary.

Telephone calls may be recorded for **Our** mutual protection, training and monitoring purposes.

By applying for and/or entering into this insurance policy **You** will be deemed to consent to the use of **Your** data and **Your** insurance policy data in this way and for these purposes.

<u>Section 1 - **Buildings** - Settlement of Claims - Sum Insured Condition</u>
This wording has been amended to:

Sum Insured Condition
It is up to **You** to make sure that the amount **You** insure for represents the full value of the **Property** concerned. For **Buildings**, this means the full cost of rebuilding **Your Property** including any outbuildings plus an amount for any additional charges which could be incurred in rebuilding
such as demolition costs, architects and surveyors fees and complying with the requirements of local authorities.

If the Sum Insured is less than the full replacement cost **We** will only pay the same proportion of the loss or damage as the Sum Insured bears to the full replacement cost.

<u>Section 2 - **Contents** - Settlement of Claims - Sum Insured Condition</u>
This wording has been amended to:

Sum Insured Condition
It is up to **You** to make sure that the amount **You** insure for represents the full value of the **Property** concerned. For **Contents** this means the full cost of replacing all the **Property** as new.

If the Sum Insured is less than the full replacement cost **We** will only pay the same proportion of the loss or damage as the Sum Insured bears to the full replacement cost.

<u>General Conditions - 4. Fraud</u>
This wording has been amended to:

4. Fraud
If **You** or anyone acting on **Your** behalf:
- (a) makes any false or fraudulent claim,
- (b) makes any exaggerated claim,
- (c) supports a claim by false or fraudulent documents, devices or statements (whether or not the claim is itself genuine),
- (d) makes a claim for loss or damage which **You** or anyone acting on **Your** behalf deliberately caused,

We will:
(i) refuse to pay the whole of the claim; and
(ii) recover from **You** any sums that **We** have already paid in respect of the claim.

We will also notify **You** if **We** will be treating the policy as having terminated with effect from the date of the earliest of any acts set out in (a) - (d) above. In that event, **You** will:
- have no cover under the policy from the date of the termination; and
- not be entitled to any refund of premium.

General Conditions - 7. Cancelling this policy
This wording has been amended to:

7. Cancelling this policy
(a) **You** have the right to cancel **Your** policy during a period of 14 days after the later of the day of purchase of the contract or the day on which **You** receive **Your** policy documentation. If **You** wish to do so and the insurance cover has already commenced, whether within the first 14 days or not, **You** will be entitled to a refund of the premium paid subject to a deduction for the time for which **You** have been covered. This will be calculated on a pro-rata basis for the period in which **You** received cover and will include an additional charge to cover the administrative cost of providing the policy.
(b) Should **You** cancel the policy after the 14 days, **We** will work out the premium for the period **We** have been insuring **You**, based on proportionate rates, and refund any balance. However, **We** will charge **You** at least two months` premium.
(c) Other than when General Condition 4 - Fraud applies, **We** may cancel this Policy by sending 14 days` notice by recorded delivery to **Your** last known address. As long as **You** have not made a claim during the current **Period of Insurance**, **You** will be entitled to a return of **Your** premium relating to the remaining part of the **Period of Insurance** **You** have paid the premium for.

General Exclusions - 2. Terrorism
This wording has been amended to:

2. Terrorism
a. in respect of England, Wales and Scotland but not the territorial seas adjacent thereto as defined in the Territorial Sea Act 1987: loss or destruction or damage or consequential loss of whatsoever nature, directly or indirectly caused by, resulting from or in connection with
i. any Act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to such Act of Terrorism
ii. any action taken in controlling, preventing or suppressing any Act of Terrorism, or in any other way related to such Act of Terrorism
In respect of a. above an Act of Terrorism (Terrorism) means:-
Acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's government in the United Kingdom or any other government de jure or de facto
b. in respect of territories other than those stated in a. above loss or destruction or damage or any consequential loss of whatsoever nature, directly or indirectly caused by, resulting from or in connection with
i. any act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to such act of Terrorism
ii. any action taken in controlling, preventing or suppressing any act of Terrorism, or in any way related to such act of Terrorism

General Exclusions
The following wording has been removed:
Any action taken in controlling preventing suppressing or in any way relating to 1 or 2 above.