

## Home and Legacy Prestige Home – Policy Summary

This is a policy summary only and does not contain the full terms and conditions of the contract. It does not form part of the contract between you and us. Full terms can be found in the policy wording, a copy of which is available on request. If you take out a policy with us you will receive a full policy wording as part of your policy documents.

### How long does the cover last?

The policy lasts for 12 months or for the period of insurance shown on the insurance schedule.

### What type of cover is provided?

Home and Legacy's Prestige Home insurance policy is designed to protect your domestic buildings and contents against all risks of physical loss or damage. With the contents insurance there is an option to cover fine art, antiques, collectibles and personal possessions. Subject to our approval, cover can also be offered on a 'warranty free' basis which means that security restrictions often found in home policies will not apply. You can buy the buildings and contents covers separately or you can take them out together. Whichever you select, Family Legal Protection, Identity Fraud and Emergency Property Assistance covers are always included. Policies also provide access to our 24 hour emergency property assistance and legal help lines.

### We can also cover for additional homes in Great Britain under the same policy, if required.

Additions, alterations, improvements to your home and new acquisitions are automatically covered for up to 20% of the sum insured under all parts of the policy - provided that you notify us with full details within 60 days. You must also tell us about any building works you plan that are expected to cost you more than £25,000.

### Occupancy of the Home

Full cover will continue if your home is left unoccupied for up to 45 consecutive days. After 45 days a number of exclusions will apply – cover for loss or damage caused by escape of water from fixed water apparatus (unless your home is kept heated to a temperature of at least 15°C and any loft hatch kept open to allow warm air to circulate, or the water is shut off and the fixed water tanks, apparatus and pipes are drained) and cover for theft or attempted theft, vandalism or accidental damage will be excluded. This exclusion also applies to outbuildings containing plumbing and associated amenities at your home.

### Who is providing the insurance?

#### Parts A to D, (Buildings, Contents, Fine Art/Antiques and Personal Possessions)

The insurance for Parts A-D is offered from one of a panel of insurers whose details are shown below. The insurer applicable for your cover will be shown on your policy schedule:

Allianz Insurance plc, Registered in England No. 84638, Registered Office: 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom, authorised and regulated by the Financial Services Authority, Register No. 121849.

Aviva Insurance UK Limited, Registered in England No. 99122, Registered Office: 8 Surrey Street, Norwich NR1 3NG, United Kingdom, authorised and regulated by the Financial Services Authority, Register No. 202280.

Ageas Insurance Ltd, Registered in England No. 354568, Registered Office: Ageas House, Tollgate, Eastleigh, Hampshire, SO53 3YA, United Kingdom. Ageas Insurance is authorised and regulated by the Financial Services Authority, FSA Register No. 202039.

Royal & Sun Alliance Insurance plc, Registered in England and Wales No. 93792, Registered Office: St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL, United Kingdom, authorised and regulated by the Financial Services Authority, Register No. 202323.

#### Part E, Sections 1 and 2 (Family Legal Protection and Identity Fraud)

Great Lakes Reinsurance (UK) PLC, registered in England and Wales No. 2189462, Registered Office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ, United Kingdom, authorised and regulated by the Financial Services Authority, Register No. 202715.

#### Part E, Section 3 (Emergency Property Assistance)

Europ Assistance Holding Irish Branch, Registered in England and Wales No. 758979, Registered Office: Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN. United Kingdom, authorised and regulated by the Financial Services Authority, Register No. 202846.

The key information about each part of the cover available is set out under the respective headings below. This includes the most significant and unusual exclusions or limitations to the cover and where to find them in the full policy wording. It is important that you read the full policy wording. A copy is available from Home and Legacy or your insurance intermediary on request.

Endorsements that vary the terms and conditions of the insurance may also apply to your policy. If you take out a policy with us your policy schedule will show any endorsements that apply.

## What happens if I take out cover and then change my mind?

The policy provides you with a 14 day reflection period, either from the day of purchase or renewal of the contract or the day on which you receive your policy documentation whichever is the later, to decide whether you wish to continue for the agreed period of insurance. We will return any premium paid in full provided no claims have been made.

If you have made a claim the amount of refund will be calculated proportionately for the time for which you have been covered based on the annual premium payable.

Details are shown in the full policy wording which is available on request.

## cancelling cover after the initial period of reflection

If you cancel your insurance after the first 14 days, provided you have not made a claim, you will be entitled to a proportionate refund of the premium paid subject to the deduction of a £100 administration fee (to cover Home & Legacy's costs) and any Insurance Premium Tax where this is applicable. If you have made a claim the full annual premium may be payable. If the policy is cancelled after 14 days, any optional add-ons (travel insurance) will automatically be cancelled.

Full details are shown on page 4 of the policy wording.

### Part A – Buildings

Full details can be found in Part A of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part A
<b>Buildings</b> Cover is provided for the structure of the buildings of your home (including garages and outbuildings) against all physical risks of loss and damage.	Excludes the standard deductibles, the part of a claim that you must bear and any increased amount you agree to pay – <b>the deductibles applicable will be shown on your policy schedule. If you make a claim for what we identify as one or more separate events, you will need to pay a deductible for each separate event identified.</b>	<b>Policy Schedule</b>  <b>Section 1</b>
<b>Outdoor Items</b> Cover for loss of or damage to permanent outdoor items, (e.g. statues and garden ornaments), whilst they are in the open at your home.	Limited to a maximum of 10% of the buildings sum insured for any single event.  Loss or damage to trees, shrubs, plants and lawns is subject to a maximum single item limit of £2,500  There is no cover for damage caused by flood, storm, pressure of snow, frost damage or death by natural causes e.g. (disease) or neglect to trees, shrubs, plants	and lawns.  <b>Section 2</b>
<b>Trace and Access</b> The cost to trace and access leaking pipes within the home.	Limited to a maximum of <b>£10,000</b> for any one event.  Cover under this section does not include loss or damage to the heating or water system or oil container.	<b>Section 4</b>
<b>Liability to Others</b> Property owner's liability insured.	Limited to a maximum of <b>£2,000,000</b> any one event.  Excludes liability arising out of your business.	<b>Section 8</b>

### Part B – Contents

Full details can be found in Part B of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part B
<b>Contents</b> Cover is provided for all risks of physical loss or damage to your contents and possessions wherever they are in the world – subject to some exclusions – <b>refer to Part B of the policy under – What is not covered.</b>	Excludes the standard deductibles, the part of a claim that you must bear and any increased amount you agree to pay - <b>the deductibles applicable will be shown on your policy schedule. If you make a claim for what we identify as one or more separate events, you will need to pay a deductible for each separate event identified.</b>  Excludes accidental damage losses and losses following theft not involving forced entry for contents at student's accommodation and parent's/grandparents nursing homes.  Cover is limited for any one event to: <ul style="list-style-type: none"> <li>• <b>£ 5,000</b> for gold, silver &amp; outdoor items</li> <li>• <b>£10,000</b> for damage caused by pets</li> <li>• <b>£10,000</b> for business property</li> <li>• <b>£10,000</b> for loss or damage to quad bikes, motorcycles under 51cc, golf buggies and electric wheelchairs</li> <li>• <b>£5,000</b> for contents at student's accommodation and grandparent's nursing homes.</li> </ul>	<b>Section 1</b>  <b>What is not covered</b>  <b>Section 12</b>  <b>Basis of Settlement</b>

## Part B – Contents Cont.

Full details can be found in Part B of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part B
<b>Liability to Others</b> Liability to others in a personal capacity and as occupier of your home.	Excludes liability outside of the United Kingdom in any country where you own residential property.  Limited to a maximum of <b>£2,000,000</b> any one event.	<b>Section 17</b>
<b>Liability to Employees</b> Liability to domestic employees.	Limited to a maximum of <b>£10,000,000</b> any one event.	<b>Section 18</b>

## Part C – Fine Art, Gold, Silver, Gold & Silver Plate & Antiques (optional cover)

Full details can be found in Part C of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part C
Cover for fine art, gold silver, gold and silver plate and antiques within your home or during periods of temporary removal (including whilst stored within a bank vault or depository) against all risks of physical loss or damage.  <b>Your policy schedule will state if cover is included.</b>  <b>New Acquisitions</b> Automatic cover for new purchases acquired anywhere in the world – Giving 60 days in which to notify insurers.	Cover is excluded for loss or damage to items that are left in an unattended vehicle unless they are hidden from view with all windows closed and all doors and the boot locked.  There is a limit of <b>£15,000</b> for any pair or set unless the item, pair or set is individually listed as a specified item on your policy schedule.  Limited to a maximum of 20% of the sum insured for this section.	<b>Sections 1 and 2</b>  <b>What is not covered</b>  <b>Basis of Settlement</b>

## Part D – Personal Possessions (optional cover)

Full details can be found in Part D of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part D
Cover for personal possessions that you would normally wear or carry about with you, whilst you are anywhere in the world (including whilst stored within a bank vault or depository) against all risks of physical loss or damage.  e.g. jewellery, watches, guns, furs.  <b>Your policy schedule will state if cover is included.</b>	Excludes the standard deductibles, the part of the claim that you must bear, and any increased amount you agree to pay – <b>the deductibles applicable will be shown on your policy schedule.</b>  There is no cover for musical instruments used for business purposes or photographic equipment.  There is a limit of <b>£5,000</b> for any item, pair or set, unless the item, pair or set is individually listed as a specified item on your policy schedule.	<b>Sections 1 and 2</b> <b>Policy Schedule</b>  <b>What is not covered</b>  <b>Basis of Settlement</b>

## Part E – Family Legal Protection, Identity Fraud & Emergency Property Assistance

Full details can be found in Part E of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part E
<b>Family Legal Protection</b> Provides a 24hr advice line – to give access to legally qualified staff to advise you on any personal legal, medical and tax problems; confidential telephone counselling service providing assistance with problems such as identity fraud, bereavement, stress and family matters; pays Legal costs up to <b>£100,000</b> arising from personal legal disputes including bodily injury; consumer contract; the rightful occupation or ownership of your home; employment; taxation and legal defence.	There is no cover for claims that are not reported within 180 days of occurrence or any costs incurred without our prior approval.	<b>Section 1</b>

## Part E – Family Legal Protection, Identity Fraud & Emergency Property Assistance Cont.

Full details can be found in Part E of the policy wording

Significant features and benefits	Significant exclusions or limitations	Location in Part E
<b>Identity Fraud</b> The policy provides cover for legal costs and expenses following the unlawful act of transferring or using your means of identity up to <b>£50,000</b> .	There is no cover for claims that are not reported within 180 days of occurrence or any costs incurred without our prior approval.	<b>Section 2</b>
<b>Emergency Property Assistance</b> Provides a 24hr advice line – to give access to qualified tradesman combined with Emergency Property Assistance cover to pay the cost of call-out, parts, materials and labour (up to 2 hours) to <b>£500</b> including VAT following insured emergencies, including failure of the primary heating system, and a variety of other emergencies.	There is no cover for call outs that are not considered to be emergencies e.g. – routine maintenance or if the equipment affected has not been properly installed, maintained, serviced or kept in repair in accordance with the manufacturer's instructions.	<b>Section 3</b>

### **How do I make a claim?**

Please contact your intermediary who will then notify Home and Legacy. Alternatively please call Home and Legacy on **0844 893 8360**. Full details of how to claim are stated in the policy wording under – **how to make a claim**.

### **How do I make a complaint?**

If you have a complaint please contact:  
The Customer Satisfaction Manager,  
Home and Legacy Insurance Services Limited,  
500 Avebury Boulevard,  
Milton Keynes, MK9 2LA.

Tel: 0844 893 8360  
Fax: 0844 893 8386

Complaints which we are required to resolve will be passed on to us by Home & Legacy.

Full details of our complaints procedure can be found in the policy wording.

If it is not possible to resolve the problem you will be provided with information about the Financial Ombudsman Service who offer a free independent service for resolving disputes about most financial matters. The Financial Ombudsman Service can be contacted at:

The Financial Ombudsman Service,  
South Quay Plaza,  
183 Marsh Wall,  
London, E14 9SR.

Tel: **08000 234 567** free for people phoning from a "fixed line" (for example, a landline at home) or **0300 123 9 123** free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02.  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

### **Would I receive compensation if insurers were unable to meet their liabilities?**

In the event that insurers are unable to meet their liabilities you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS).

Further information about the compensation scheme is available from the FSCS.

The FSCS can be contacted at:  
Financial Services Compensation Scheme,  
7th floor, Lloyds Chambers,  
Portsoken Street, London E1 8BN.

Tel: 0207 892 7300.  
Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

**This policy summary can be made available in large print, audio or Braille.**

**Please contact Home & Legacy on 0844 893 8360 who will be pleased to organise an alternative for you.**

**Please note that telephone calls may be recorded for our joint protection, training and/or monitoring purposes.**