

Home and Legacy Ultra Landlord – 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.

What type of cover is provided?

The Policy is a home insurance contract for private individuals who are letting their main home and individuals or businesses that own and let one or more investment properties. The types of cover available are Buildings, Contents, Landlords Legal Expenses and optional Landlord Income Protection.

You can buy Buildings and Contents separately or you can take them out together. With both Sections you have the option to include the additional benefits of Theft, Intentional or Malicious damage by tenants or Theft, Intentional or Malicious damage by tenants together with Accidental Damage that is considered to be insurable.

Contents insurance can be tailored to individual requirements and is available to provide Limited Contents cover for properties let on an unfurnished basis, to cover carpets, curtains and domestic appliances, or General Contents cover for properties that are being let part or fully furnished. Cover is also available, if required, to cover Contents of Common Areas.

Landlord Legal Expenses insurance is included automatically whether you opt for Buildings insurance, Contents insurance or both. Legal Expenses insurance provides cover for legal costs and other expenses that could arise in the event of a dispute with your tenant(s).

You can also include Landlord Income Protection insurance as part of your cover on an optional basis, as an add-on. You can add this cover whether you opt for Buildings insurance, Contents insurance or both. Landlord Income Protection insurance provides cover for loss of rent if your tenant(s) fail to pay rent to you when it is due.

One Policy Wording covers all Sections of this Policy.

Who is providing the insurance?

Buildings and Contents Insurance

Allianz Insurance plc.

Legal Expenses and the Landlord Income Protection Insurance optional add-on

FirstAssist Insurance Services Limited who administer the insurance on behalf of the underwriter, Great Lakes Reinsurance (UK) PLC.

The key information about each Section of cover available is set out under the respective headings. This includes the most significant or unusual exclusions and limitations to the cover and where to find them in the full Policy Wording. There may be other exclusions or limitations that are significant to you so it is important that you read the full Policy Wording. A copy is available from your insurance intermediary, or us, on request.

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

The Policy provides you with a 14 day reflection period to decide whether you wish to continue for the full Policy year.

This is subject to certain terms, including a minimum temporary cover charge of £25. Details are shown in the full Policy Wording which is available on request.

If you cancel at any time and you have added the optional Landlord Income Protection insurance this optional cover will also be cancelled.

Buildings Section

The Policy covers the structure of the buildings of your property(ies) (including garages and outbuildings) against unexpected loss or damage, for example by storm, fire or someone breaking in and for your legal liability as owner of your property or as employer of any domestic employees you hire at the property.

The Policy also includes cover for Legal Expenses and other costs that you may incur if you suffer identity fraud or if you have to take legal action against your tenant(s).

Full details can be found in the Buildings Section of the Policy – the key exclusions and limitations are set out below.

You will have to pay the first £100 of any claim under this Section (unless you have selected a different amount), except for subsidence which is subject to a £1,000 excess or Legal Expenses claims (however the minimum amount in dispute for Legal Expenses claims must be at least £250).

Cover does not include laminate, wood effect or vinyl floor coverings that could be reasonably removed and re-used.

We will not cover you for storm or flood damage to cellars or basements due to a rise in the water table.

We will not cover you for damage caused to pitch fibre pipes as a result of pressure applied to them by weight of soil or other covering materials. In addition we will not cover you for de-lamination (separation of layers) of pitch fibre pipes.

Buildings Section continued

We will not cover you for Landlord Legal Expenses claims that are not reported to us within thirty (30) days of any dispute with your tenant(s), or for any dispute which starts within thirty (30) days of the Policy starting, if the Tenancy Agreement was in place before the Policy started.

We will not cover you for Landlord Legal Expenses claims where the tenant(s) and any guarantors have not been suitably referenced as set out in the Financial Reference definition on page 9 Buildings and page 25 Contents. What constitutes an acceptable reference is set out in event 19 Buildings and event 20 Contents Landlord's Legal Expenses - What Is Not Covered exclusion i).

We will not cover you for Landlord Legal Expenses claims without a reasonable prospect of success.

We will not cover you for certain losses or damage if an endorsement to that effect is shown on your Policy Schedule.

Contents Section

The Policy covers your household goods whilst they are within your property(ies), including outbuildings, against unexpected loss or damage, for example by fire or theft. Property in your garden (such as garden furniture) is covered up to £750 and cover for your legal liability is included as owner of the Contents or as employer of any domestic employees you hire at the property. The Policy also includes cover for legal expenses and other costs that you may incur if you suffer identity fraud or if you have to take legal action against your tenant(s).

Full details can be found in the Contents Section of the Policy – the key exclusions and limitations are set out below.

You will have to pay the first £100 of any claim under this Section (unless you have selected a different amount). This does not apply for Landlord Legal Expenses claims (however the minimum amount in dispute for Landlord Legal Expenses claims must be at least £250).

Cover does not include laminate, wood effect, or vinyl floor coverings that could not reasonably be removed and re-used.

We will not cover you for storm or flood damage in cellars or basements due to a rise in the water table.

We will not cover you for Landlord Legal Expenses claims that are not reported to us within thirty (30) days of any dispute with your tenant(s), or for any dispute which commences within thirty (30) days of the Policy starting, if the tenant(s) were in occupation before you first started your cover.

We will not cover you for Landlord Legal Expenses claims without a reasonable prospect of success.

We will not cover you for certain losses or damage if an endorsement to that effect is shown on your Policy Schedule.

Buildings and Contents Sections (optional covers)

Theft, Malicious Damage, Loss or Intentional Damage by your tenant(s)

If you have selected this optional additional benefit, your Policy will cover your Buildings and/or your Contents against such damage.

You will have to pay the first £250 (unless you have selected a higher amount) for each claim for Theft, Malicious Damage, Loss or Intentional Damage by your tenant(s).

Accidental Damage

If you have selected optional Accidental Damage your Policy will cover your buildings and/or your contents for Theft, Malicious Damage, Loss or Intentional Damage by your tenant(s) and any other Accidental Damage that is insurable.

Full details can be found in the Buildings and Contents Section of the Policy Events 20 and 21, Buildings Insurance, and Events 21 and 22, Contents Insurance – the key exclusions and limitations are set out below.

If you have selected optional Accidental Damage you will have to pay the first £100 of any claim (unless you have selected a different amount). This does not apply for Landlord Legal Expenses claims (but the minimum amount in dispute must be at least £250). You will have to pay the first £250 (unless you have selected a higher amount) of each claim for Theft, Malicious Damage, Loss or Intentional Damage or Accidental Damage caused by your tenant(s).

On what basis are claims settled?

We will pay to replace property or belongings lost or destroyed and we will pay to repair damaged items.

We will make a deduction for wear and tear for claims on household linen and carpets over one (1) year old.

We will pay for the damaged items that are part of a set or suite but we will not pay for the other pieces which are not damaged.

This is not a maintenance contract. This means that wear and tear or anything that happens gradually, for example the roof of your property needing to be re-tiled over time, is not covered.

Unoccupancy

The Policy excludes certain losses or damage if no-one is living at the property for more than ninety (90) consecutive days. If this applies to you, for example when the property is vacant between lets you will not be covered for theft, malicious damage or breakage of glass or sanitary fittings.

This applies under both the Buildings and/or Contents Sections.

Landlord Income Protection – (Optional add-on cover)

If you have selected the optional add-on to include Landlord Income Protection, your Policy provides cover for loss of rent if your tenant(s) fail to pay rent to you when it is due.

Full details can be found in the Landlord Income Protection Section of the Policy – the key exclusions and limitations are set out below.

We will not pay you the first month's rent.

We will not cover you for any rental arrears that are not reported to us within thirty (30) days of the rent due date.

We will not cover you for any rental arrears which commence within thirty (30) days of the Policy starting, if the tenant(s) were in occupation before you first started your cover.

We will not cover you for Landlord Income Protection claims where the tenant(s) and any guarantors have not been suitably referenced as set out in the Financial Reference definition on page 9 Buildings and page 25 Contents.

What constitutes an acceptable reference is set out in exclusion i) - What Is Not Covered on pages 41 and 42 of the Policy.

We will pay rent thirty (30) days in arrears.

How do I notify a claim?

Please ring Home and Legacy Insurance Services Limited on **0844 893 8360**.

How do I make a complaint?

If you have a complaint about anything other than the sale of the Policy, please contact us:

For Buildings and Contents Insurance

Allianz Insurance plc.
57 Ladymead, Guildford, Surrey, GU1 1DB
Telephone: 01454 611785
Fax: 01483 529717

For Landlord Legal Expenses and the optional Landlord Income Protection add-on

FirstAssist Insurance Services Limited,
Marshall's Court, Marshall's Road, Sutton, Surrey, SM1 4DU
Telephone: 0208 652 1313
Fax: 0208 661 7604

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service. Full details of our complaints procedure can be found in the Policy Wording.

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

Would I receive compensation if we were unable to meet our liabilities?

In the event that we are unable to meet our liabilities you may be entitled to compensation from the Financial Services Compensation Scheme. Further details are in the Policy document.

Allianz Insurance plc. is registered in England No. 84638. Registered office at 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom. Allianz Insurance plc is a member of the Association of British Insurers and the Financial Ombudsman Service. Allianz Insurance plc is authorised and regulated by the Financial Services Authority. FSA Register No. is 121849.

FirstAssist Insurance Services Limited is registered in England and Wales No. 04617110. Registered office at Marshall's Court, Marshall's Road, Sutton, Surrey SM1 4DU. United Kingdom. FirstAssist Insurance Services Limited is authorised and regulated by the Financial Services Authority. FSA Register No. is 310671

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

You can check this information on the FSA's Register by visiting the FSA's web site www.fsa.gov.uk/register or by contacting the FSA on 0845 6061234

