

Home and Legacy Landlord’s Legal Expenses – 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 if different, for the period shown on your schedule.

What type of cover is provided?

Home and Legacy’s Landlord’s Legal Expenses insurance is a legal expenses insurance contract for private individuals who are letting their main home and individuals or businesses that own and let one or more investment properties on a residential basis under a written tenancy agreement.

The insurance provides cover for legal costs and other expenses that could arise in the event of disputes with tenants who breach their obligations under the tenancy agreement. It also pays legal costs to defend any legal action taken by tenants alleging that you have failed to meet your obligations under the terms of the tenancy agreement – **if the minimum amount in dispute is at least £250.**

The insurance additionally provides you with access to a 24 hour legal helpline service to obtain professional advice on any legal personal matter or tenancy related matters (but not in regard to any legal disputes with your letting/managing agent) – **refer to the LawCare section which is on page 5 in the policy wording.**

Who is providing the insurance?

This policy is arranged by FirstAssist Insurance Services Ltd and underwritten by Great Lakes Reinsurance (UK) PLC.

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, Register No. is 310671.

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.

The key information about the insurance is set out below. 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, either from the day of purchase 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. If you chose to cancel the policy within the reflection period you will be entitled to a refund of the premium you have paid unless you have made a claim. 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.

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 £15 administration fee and any Insurance Premium Tax where this is applicable. **Full details can be found on page 3 in the policy wording.**

Landlord’s Legal Expenses Insurance – full details can be found in the policy wording

Significant features or benefits	Significant exclusions or limitations	Where located in policy
<p>Legal Expenses The cost of taking legal action up to £60,000 for any one claim arising during the period of the policy:</p> <ul style="list-style-type: none"> for disputes with tenants, if they breach the terms of the tenancy agreement to assist to obtain unpaid rent from the tenants to defend any legal action that might be taken by tenants if they allege that you have not met your obligations under the terms of the tenancy agreement to remove unauthorised occupants from the property – <i>squatters</i>. 	<p>Cover is excluded for any claim:</p> <ul style="list-style-type: none"> that is not made within 60 days of the event which resulted in a dispute, or the date that the event first became known to you if there is not a written tenancy agreement that complies with the requirements of any relevant legislation and statutory instruments if a deposit has not been collected before start of the tenancy – the deposit must be a minimum of a month’s rent if all tenants have not been satisfactorily referenced – a minimum of 2 references must be obtained for each tenant, one of these must be a financial reference for disputes with multiple tenants on a single property where their liability is not joint and several For known circumstances or those which should have been known by you at the start of the policy. 	<p>Section 1 - Legal Expenses</p> <p>What is covered and What is not covered - page 6</p> <p>Also refer to the Claims Conditions on page 8 and the General Conditions on page 9</p>

Significant features or benefits	Significant exclusions or limitations	Where located in policy
Alternative Accommodation <ul style="list-style-type: none"> The cost of your alternative accommodation if there is a valid claim under the policy, no other suitable accommodation is available and possession of the property cannot be re-gained. 	Limited to £50 per day for up to 30 days and a maximum of £1,500 for any one claim.	Section 2 What is covered and What is not covered - page 7
Witness Attendance Allowance <ul style="list-style-type: none"> Witness attendance allowance if there is a valid claim under the policy and you or representatives of your letting or managing agent are absent from work because of attendance at court as a witness or as a defendant. 	Limited to £100 per person per full day and a maximum of £1,000 for any one claim.	Section 3 What is covered and What is not covered - page 7

How do I notify a claim?

Please contact your intermediary who will then notify Home and Legacy. Alternatively please call Home and Legacy on **0844 893 8360**. If you are abroad and would like to contact us please call +44 (0) 20 3118 7777. **Full details of how to claim are stated in the policy wording on page 3 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 by Home & Legacy. **Full details of the complaints procedure can be found in the policy wording on page 4.**

If it is not possible to resolve the problem you will be provided with information about the Financial Ombudsman Service who offers 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: 0800 0 234 567 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

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

Would I receive compensation if you were unable to meet your liabilities?

In the event that we are unable to meet our 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

Telephone: 0207 892 7300 Email: 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.