



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 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.

First Assist Insurance Services Limited is registered in England and Wales No. 04617110. Registered office at Marshalls 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 full policy year. If you chose to cancel the policy 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, we will give you a pro-rata refund on your premium based on the cover you have had less a charge of £15.00 to cover operational costs, plus insurance premium tax at the prevailing rate.

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 – <i>the deposit must be a minimum of a months rent</i> if <u>all</u> tenants have not been satisfactorily referenced – <i>a minimum of 2 references must be obtained for each tenant, one of these must be a financial reference</i> 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</p> <p>What is covered and What is not covered</p>

Significant features or benefits	Significant exclusions or limitations	Where located in policy
<p>Alternative Accommodation</p> <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. 	<p>Limited to £50 per day for up to 30 days and a maximum of £1,500 for any one claim.</p>	<p>Section 2</p> <p>What is covered and What is not covered</p>
<p>Witness Attendance Allowance</p> <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. 	<p>Limited to £100 per person per full day and a maximum of £1,000 for any one claim.</p>	<p>Section 3</p> <p>What is covered and What is not covered</p>

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**. 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 about anything other than the sale of the policy, please contact:

FirstAssist Insurance Services Limited who arranges the insurance on our behalf. FirstAssist can be contacted at:
 First Assist 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 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
 Telephone: 0845 080 1800 Email: complaint.info@financial-ombudsman.org.uk

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 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, Portoken Street, London E1 8BN
 Telephone: 0207 892 7300 Email: enquiries@fscs.org.uk