

Important Notice for *Principal Home* Policyholders



This Notice must be read carefully as it gives information about changes to your insurance cover and your SmartWater complimentary system which may apply from renewal.

Changes to the Terms of the Principal Home cover

This Notice details the most significant of a number of changes that are to be made to the terms of your **Principal Home policy wording** with version reference **ACPERHL1119 11.08**. The changes will take effect from your renewal date whether or not you have chosen to include the Part of the cover that is to be amended. You should also note that in addition to the changes that we have outlined in this Notice, we have made others which correct formatting and grammatical errors that have come to light. We have not detailed these in this Notice as they do not affect the insurance cover that is provided under the policy. Please check your policy schedule to see the Parts of the cover that apply in your case.

Before you renew your policy, please make sure that the amended cover to be provided continues to meet your needs. When you renew your insurance you are agreeing to accept the changes we have detailed. As the changes detailed form part of your policy please keep them with your policy booklet for future reference.

Policy Booklet

If you would like to have an up to date copy of the **Principal Home policy booklet** or **Principal Home policy summary** with the changes incorporated, they can be downloaded from our website at www.homeandlegacy.co.uk. Alternatively, if preferred we can send copies to you. Please email your request to renewals@homeandlegacy.co.uk or call us on **0844 893 8360**.

Policy Excess

Please note that the 'standard' policy excess for most claims under Parts A, B and D Buildings, Contents and Personal Possessions is £250. If the excess for your cover is currently £100 and you wish to maintain it at this level this may be possible, subject to payment of an additional premium and acceptance by the insurer. Should you opt to continue with a £100 excess this will not apply for losses that occur following escape of water from fixed water apparatus, pipes or tanks. The revised 'standard' policy excess of £250 will be applied for all losses of this nature. **For full details of the excesses that are to apply to your cover from renewal, please refer to your Schedule of Insurance.**

The changes to the **Principal Home** booklet are detailed below. We have indicated the location in the policy booklet where the change is to be applied and then provided a statement to explain the change. For some of the changes we have provided the replacement wording in full.

Location in Policy Wording	Statement of change in Terms
Page 4 Cancellation	<p><i>The Cancellation wording is amended following the introduction of a cancellation administration fee which will apply when insurance is cancelled after the first 14 days:</i></p> <p>Cancelling your policy within the first 14 days We want you to be happy with your policy. If, having examined your insurance documentation, you decide not to proceed you may cancel the insurance, within 14 days of concluding the contract; or the day you receive your policy documentation if that is later.</p> <p>You can do this by contacting us or the insurance intermediary through whom you arranged this insurance. If you choose to cancel the policy, provided you have not made a claim, you will be entitled to a full refund of the premium paid. 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. Where an event has occurred which may give rise to a total loss claim the full annual premium may be payable.</p> <p>If you choose to cancel this policy any additional optional benefits that you have selected will also be cancelled.</p> <p>You may contact Home and Legacy Insurance Services Limited by telephone on 0844 893 8360 or write to us at 500 Avebury Boulevard, Milton Keynes MK9 2LA.</p> <p>If after 14 days you have not cancelled your policy, we will assume that you wish your policy to continue for the agreed period of insurance.</p>

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	<p>Cancelling your policy after the first 14 days</p> <p>We and /or the insurer can cancel this Principal Home Policy by sending 14 days notice in writing to you at your last known address.</p> <p>If you cancel the policy outside the first 14 days you will be entitled to a refund of the premium paid, subject to a deduction for the time you have been covered, plus an administration fee of £50 to cover Home & Legacy's costs. As long as you have not claimed during the current period of insurance the amount of refund will be calculated on a proportionate basis for the time for which you have been covered based on the annual premium payable plus the additional charge of £50 for administration (subject to Insurance Premium Tax, where applicable). Where an event has occurred which has resulted in a claim or which may give rise to a claim, the full annual premium may be payable to us.</p> <p>If the policy is cancelled after 14 days, any optional add-ons (travel insurance) will automatically be cancelled.</p> <p>If the amount due when you cancel the policy is more than the amount you have paid you may be asked to pay the difference.</p>
<p>Page 4 Financial Services Compensation Scheme (FSCS)</p>	<p><i>The protection you have under this scheme has changed:</i></p> <p>The protection is now 90% of the claim with no upper limit. (It was previously 100% of the first £2,000 and 90% of the remainder). For compulsory insurance the limit is unchanged at 100% of the claim.</p> <p>Further information about the compensation scheme arrangements is available from the FSCS. Phone: 0207 892 7300 or Email enquiries@fscs.org.uk</p>
<p>Page 5 How to make a claim</p>	<p><i>For claims made under Parts A-D we have provided a contact number for calling us from overseas:</i></p> <p>If you are abroad and would like to contact us to make a claim please call + 44 (0)203 118 7777.</p>
<p>Pages 9-11 Definitions</p>	<p><i>Various amendments have been made to the definitions as described below:</i></p> <p>Buildings – <i>this definition is extended and now includes:</i> solar panels</p> <p>Event – <i>this definition is re-stated and now reads as:</i> All loss, damage or legal liability that arises as a result of any single incident or occurrence.</p> <p>Money – <i>this definition is extended for clarity.</i> Money - does not include money held for trade or business purposes, promotional vouchers, air miles vouchers, store points, lottery tickets, scratch cards or raffle tickets.</p> <p><i>New definitions are included for:</i></p> <p>Mould - a fungus that produces a superficial growth on various kinds of damp or decaying organic matter. Also includes mould spores and mycotoxins; and</p> <p>Vermin – Various species regarded as pests or nuisances including, but not limited to, mice, rats, squirrels, insects, arachnids, worms or disease-ridden creatures.</p>

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<p>Part A – Buildings Insurance</p> <p>Page 13</p> <p>Page 14</p> <p>Page 14</p> <p>Page 15</p> <p>Page 16</p>	<p><i>The following amendments apply under:</i></p> <p>What is not covered, Event 1 - Accidental damage caused by sudden, external and visible means:</p> <p>Exclusion 1b has been extended to include rising damp and mould; Exclusion 1c has been extended to include alteration; and Exclusion 1e has been extended to include pressure of snow.</p> <hr/> <p>What is not covered under Event 8 - Escape of water from fixed water apparatus, pipes or tanks</p> <p><i>Exclusion 8c is amended to note the following:</i></p> <p>There is no cover provided when your home is unoccupied unless the Buildings (including any outbuildings containing plumbing and associated amenities) are kept heated to a temperature of at least 10 degrees centigrade and any loft hatch kept open to allow warm air to circulate; or the water shut off and the fixed water tanks, apparatus and pipes are drained.</p> <hr/> <p>What is not covered under Event 12 - Outdoor items</p> <p><i>Exclusion 12a is extended as cover is to be excluded for:</i></p> <p>Loss or damage caused by the pressure of snow.</p> <hr/> <p>What is covered under Event 18 – Emergency Access to Gardens</p> <p><i>The cover under this section is enhanced and re-stated under a new heading ‘Emergency Access to your home’ - previously cover was provided only for making good damage to gardens.</i></p> <p>Cover is now provided for the cost of making good damage to your home caused by access to your Home by emergency services in order to combat fire or flooding.</p> <hr/> <p><i>A new insured event is included under - What is covered /not covered as below:</i></p> <p>Event 23. Replacement of external locks and keys</p> <p>What is covered The costs involved in replacing the keys and locks to the external doors and windows of the Buildings if the keys are lost or stolen.</p> <p>What is not covered Any amount exceeding £1,000 for any one Event.</p> <p>It is also important to note that if your policy includes Part A, Buildings and Part B, Contents Insurers will not pay more than £1,000 in total for any one Event insured under 23. Replacement of external lock and keys, Buildings and Event 19. Replacement of external locks and keys provided under the Contents Section.</p>
<p>Part B – Contents Insurance</p> <p>Page 18</p>	<p><i>The following amendments apply under:</i></p> <p>Event 1, Accidental loss or damage by sudden external and visible means whilst within the Home</p> <p><i>Exclusion 1a is extended and now includes:</i></p> <p>What is not covered Loss or damage caused by rising damp and mould.</p>

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Page 18	<p>Event 5. Theft or attempted theft - What is not covered</p> <p><i>A new exclusion 5c is included:</i></p> <p>There is no cover for loss or damage: c) to quad bikes, mechanically propelled gardening equipment, mechanically propelled models and toys, golf carts and motor cycles (refer to the contents definition) when left unattended unless kept in a locked building or outbuilding.</p>
Page 18	<p>Event 6. Pressure of Snow</p> <p><i>An exclusion is now included:</i></p> <p>There is no cover for loss or damage to:</p> <p>Trees, shrubs, hedges and other growing plants.</p>
Page 19	<p>Event 8. Escape of a) Water from fixed water apparatus, pipes or tanks b) Oil from any fixed domestic heating system.</p> <p><i>The exclusion is re-stated to read as below:</i></p> <p>There is no cover for Loss or damage:</p> <p>When the Home has become Unoccupied unless the Buildings (including any outbuildings containing plumbing and associated amenities) are kept heated to a temperature of at least 10 degrees centigrade 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.</p>
Page 20	<p>Event 19. Replacement of external locks and keys</p> <p><i>The limit is increased from £500 to £1,000 and the exclusion is re-stated to read as below:</i></p> <p>There is no cover for:</p> <p>Any amount exceeding £1,000 for any one Event.</p> <p>Anything that is excluded elsewhere under Part B, Contents Insurance.</p> <p>If your policy includes Part A, Buildings and Part B, Contents Insurers will not pay more than £1,000 in total for any one Event insured under 23. Replacement of external lock and keys, Buildings and 19. Replacement of external locks and keys, Contents.</p>
Page 22	<p><i>A new event 26 is included. As a result of this addition, insured events 26 and 27 are re-stated as Events 27 and 28.</i></p> <p>Event 26. Computer Records What is covered If personal or business records or facts stored in your computer or laptop are lost or damaged Insurers will pay for the cost of retrieving or reconstructing the records or facts onto Your computer or laptop up to a maximum of £1,500 for any one Event.</p> <p>What is not covered Loss or damage to any software, hardware or materials on which the information is recorded.</p> <p>Loss or damage resulting from an error in computer programming or instruction to your computer or laptop.</p>

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<p>Part C – Fine Art</p> <p>Page 24</p>	<p>Fine art, gold, silver, gold and silver plate and antiques</p> <p><i>The wording of the exclusions under this Part of the policy are amended to make it clearer that there is no cover provided for loss or damage caused due to rising damp, mould or alterations.</i></p> <p><i>In addition, the exclusion for Loss or damage when your home is unoccupied is re-stated as below:</i></p> <p>There is no cover for:</p> <p>Loss or damage when the Home has become Unoccupied unless the Buildings (including any outbuildings containing plumbing and associated amenities) are kept heated to a temperature of at least 10 degrees centigrade 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.</p>
<p>Part D – Personal Possessions</p> <p>Page 27</p> <p>Page 28</p>	<p>Personal Possessions</p> <p><i>The wording of the exclusions under this Part of the policy are also amended to make it clearer that there is no cover for loss or damage due to rising damp, mould or alterations.</i></p> <p>What is not covered</p> <p>1b) vi) other than mechanically propelled gardening equipment - has been removed from cover</p> <p><i>In addition, the exclusion for Loss or damage when your home is unoccupied is re-stated as below:</i></p> <p>There is no cover for:</p> <p>Loss or damage when the Home has become Unoccupied unless the Buildings (including any outbuildings containing plumbing and associated amenities) are kept heated to a temperature of at least 10 degrees centigrade 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.</p>
<p>Part E – Family Legal Protection and Identity Fraud</p> <p>Page 37</p> <p>Special Conditions</p>	<p><i>Special Condition 2 is restated as below:</i></p> <p>Our consent to pay Legal costs and expenses must be obtained in writing. Legal costs and expenses incurred before such consent is given will not be covered. Consent will be given if You can satisfy Us that:</p> <ul style="list-style-type: none"> a) there are reasonable prospects of successfully pursuing or defending the Legal proceedings; and b) it is reasonable in all the specific circumstances of the case for Legal costs and expenses to be provided. <p>Legal costs and expenses incurred in providing initial assessment shall only be covered where there are reasonable prospects of successfully pursuing or defending the Legal proceedings and the claim is covered under all other terms and conditions of the Policy.</p> <p>The decision to grant consent will take into account the advice of Your Appointed representative as well as that of Our own advisers. We may require, at your expense, an opinion of Counsel on the merits of the legal proceedings. If the claim is subsequently admitted Your costs in obtaining such an opinion and providing such advice will be covered under this insurance.</p>

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	<p>If You decide to commence or continue Legal proceedings for which We have denied support under Claims Settlement Condition 2a) and Your action is successful, We will pay Legal costs and expenses as if We had given Our consent in the first instance.</p>
<p>Page 37 Special Conditions</p>	<p><i>Special Condition 6 is re-stated as below:</i> You are free to choose an Appointed representative (by sending Us a suitably qualified person's name and address) If You ask Us, We may assist You in choosing a suitable representative.</p> <p>In selecting a representative, You have a duty to ensure that the fees charged by the representative are reasonable having regard to the nature of the work required, its complexity and value, and the level of experience appropriate to the matter.</p> <p>We may choose not to accept Your chosen representative. If this occurs We will explain why. If there is a disagreement over the choice of representative in these circumstances, You may choose another suitably qualified person and submit the name of that person to Us for approval.</p> <p>Any representative is appointed in Your name to act for You.</p>
<p>Part E – Emergency Property Assistance</p> <p>Page 41</p>	<p><i>Special Condition 6 is re-stated as below to clarify the situation in regard to the work that will be carried out by a contractor following the reporting of an emergency situation:</i></p> <p>6. We provide rapid, expert help if You suffer an Emergency arising from an incident covered under this section of the policy. We will arrange for one of Our repairers on Our nationwide list of approved tradesmen to attend and take action to stabilise the situation and remove the Emergency.</p> <p>We will undertake work to resolve the Emergency by completing a temporary repair which will resolve the emergency but will need to be replaced by a permanent repair to put right the damage caused to the property by the Emergency. A permanent repair will be carried out only if it can be undertaken on the first visit and would cost no more than a temporary repair.</p> <p>All requests for assistance must be made to the Home & Legacy Helpline and not to the contractor direct otherwise the claim will not be covered. You must telephone the Home & Legacy Helpline on 0845 070 1228 and select 'option 3'.</p> <p>The Home & Legacy Helpline will discuss with you the assistance you require and obtain a suitable contractor provided that the work is not prevented by any of the following:</p> <ul style="list-style-type: none"> a) adverse weather conditions; b) industrial disputes (official or otherwise); c) failure of the public transport system, including the road and railway networks and repairs to them; or d) other circumstances preventing access to the home or making it impractical to carry out the necessary work. <p>The Home & Legacy Helpline and the contractor will have reasonable discretion as to when and how work is undertaken.</p> <p>An incident which could result in serious property damage or personal injury should be notified immediately to the appropriate utility supplier and/or the emergency services. If you have followed the correct claims procedure above the contractor will charge the cost of all work covered by this insurance directly to the insurer.</p>

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<p>General Conditions Page 42</p>	<p><i>The wording has been amended to clarify the Index Linking process and is re-stated as below:</i></p> <p>Index Linking Inflation may make the sum insured inadequate. Insurers will therefore adjust the sum insured for buildings and contents each month in accordance with the movements in the following indices. No increase or decrease in premium will be due for each monthly sum insured change but at each renewal the revised sum insured will be calculated and shown on the schedule.</p> <p>If you claim for loss or damage, Insurers will continue to make the monthly index linking adjustments between the date of the loss or damage and the date when the loss or damage is repaired or replaced for up to one year. You must take all reasonable steps to have the repair or replacement carried out straight away.</p>
<p>General Exclusions Page 44</p>	<p><i>The following additional General Exclusion is added on page 44:</i></p> <p>This Principal Home Policy excludes all loss or damage resulting from building works costing more than £10,000 or involving the application of heat and/or where You have entered into a contract which removes or limits Your legal rights against the contractor or building firm (unless full details of any building works and building contract have been disclosed and agreed by Us).</p>

SmartWater Theft Prevention System

Last year as an added benefit of your Principal Home policy we provided a complimentary **SmartWater Theft Prevention System**. We are pleased to advise that should you decide to renew your home insurance this benefit will continue and your complimentary subscription will automatically be renewed for a further 12 months.

However, should you decide not to renew your home insurance, we will notify SmartWater to cancel your subscription as our complimentary service is only provided for Home & Legacy home policyholders.

It will still be possible for you to continue with the service, but you will need to contact SmartWater directly to arrange this. You will need to do this within 30 days of your renewal and pay the annual subscription which for former Home & Legacy policyholders is **£59.88** (inc.VAT). SmartWater can be contacted on **0800 521 669**.