

Home Insurance

Insurance Product Information Document

Company: Ageas Product: Ageas Extra Home Insurance

Ageas is a trading name of Ageas Retail Limited. Ageas Retail Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register no 312468.

This document provides a summary of the key information for this product. **Full information is provided in the policy documentation.**
The level of protection depends on the cover you selected and this is shown on your Statement of Fact.

What is this type of insurance?

This policy allows you to cover the buildings and/or contents of your home against loss or damage from specific events, for example fire, storm or leaking water.



What is insured?

For full details of what is insured please refer to the policy document and Statement of Fact

- ✓ **Buildings** up to £1,000,000
- ✓ Damage caused by events such as fire, vandalism, theft, storm, flood, subsidence, leaking or freezing of water
- ✓ Accidental damage to underground services
- ✓ Alternative accommodation costs - up to £100,000 if your home cannot be lived in following insured damage
- ✓ Reasonable costs to trace and access the source of a water or oil leak
- ✓ Replacement locks or keys - up to £1,500 following loss or theft
- ✓ Your legal responsibilities as owner of the buildings - up to £2,000,000

- ✓ **Contents** up to £75,000 or any higher limit shown on your Statement of Fact for items in your home
- ✓ Damage caused by events such as fire, vandalism, theft, storm, flood, leaking or freezing of water
- ✓ Valuables up to £15,000 or any higher limit shown on your Statement of Fact. Valuables over £2,000 each must be specified in order to be fully covered. Please see your policy wording for the list of items that are valuables
- ✓ Alternative accommodation costs – up to £15,000 or any higher limit shown on your Statement of Fact if your home cannot be lived in following insured damage
- ✓ Contents in outbuildings or garages - up to £15,000 (£3,000 for Theft)
- ✓ Damage to refrigerated or frozen food
- ✓ Bicycles - up to £2,000 any one cycle and £5,000 in total
- ✓ Mobile phones - up to £2,000 in total
- ✓ Replacement locks or keys - up to £1,500 following loss or theft
- ✓ Home office equipment for business use - up to £2,000 any one item and up to £5,000 in total
- ✓ Your public and personal legal responsibilities - up to £2,000,000
- ✓ Your legal responsibilities to domestic employees - up to £5,000,000

Optional Cover

- Accidental damage to buildings - this covers unintentional one off incidents which damage your buildings such as putting a foot through the ceiling while in the loft
- Accidental damage to contents - this covers unintentional one off incidents which damage your contents such as spilling red wine on a carpet
- Everyday personal belongings - covers loss of or damage to your personal belongings up to the limits shown on your Statement of Fact when away from home
- Specified personal belongings - covers loss of or damage to personal belongings as shown on your Statement of Fact, while in and away from home



What is not insured?

For full details of what is not insured please refer to the policy document and Statement of Fact

- ✗ The excess – the first amount of any claim you will have to pay. This is:
 - £1,000 of any buildings claim for subsidence, ground heave or landslip
 - £500 of any claim for leaking or freezing water or leaking oil**
 - £250 of any claim for flood
 - £100 of any other claim** (but not Legal responsibilities)** plus any additional excess applied by endorsement and any voluntary excess you have selected
- ✗ Loss or damage caused by wear and tear, gradual cause, electrical or mechanical breakdown
- ✗ Damage due to failure, wear and tear or lack of grouting or sealant
- ✗ Damage caused by rain or water entering the home as a result of poor workmanship, bad design or wear and tear
- ✗ Loss or damage caused by frost, fungus, mould, insects, birds or wild animals
- ✗ Criminal or deliberate damage caused by you or your family and loss by confiscation
- ✗ Storm or flood damage to gates, fences or swimming pool and hot tub covers
- ✗ Items held for business purposes other than home office equipment
- ✗ Loss or damage caused by computer viruses or hacking



Are there any restrictions on cover?

- ! Damage caused by vandalism, leaking or freezing water or leaking oil, theft and accidental damage is excluded when your home is unoccupied for more than 60 days in a row
- ! Damage caused by vandalism, theft and accidental damage is excluded when your home is occupied by anyone other than you and your family
- ! The buildings maximum claim limit must be enough to rebuild your property on a like for like basis otherwise we may not pay all or part of your claim.
- ! The contents maximum claim limit must be enough to replace all your contents as new on a like for like basis (including all valuables, bicycles and personal belongings) otherwise we may not pay all or part of your claim
- ! If bicycle optional cover is insured, theft cover away from home is only provided if locked to an immovable object
- ! The policy is designed to cover only things that you couldn't have reasonably prevented from happening
- ! We won't pay for, or make a contribution towards any claim for undamaged items that form part of a set or suite
- ! Where cover is duplicated in more than one section the policy will state if you can only claim under one section

- Bicycle Cover - covers loss of or damage to bicycles as shown on your Statement of Fact, while in and away from the home

! Security conditions or other terms may have been applied by endorsement



Where am I covered?

- ✓ UK and Isle of Man
- ✓ We will also provide worldwide cover for your legal responsibilities
- ✓ Our personal belongings and bicycle optional sections cover up to 60 days worldwide cover and annual UK & European cover



What are my obligations?

- To provide honest, accurate and complete answers to any questions we may ask you on which we will base the insurance contract
- To advise us without delay of any changes in your circumstances including, for example:
 - o moving house
 - o starting a business from home
 - o having anyone other than your family living at the property
 - o having building work carried out
 - o changing the number of bedrooms
 - o leaving your home unoccupied for more than 60 days
 - o the level of cover you need has increased
 - o you or someone who lives in your home receives a county court judgment or is declared bankrupt
 - o you or someone who lives in your home receives a criminal conviction (except for motoring offences where a prison sentence has not been served)
- To take care to keep your property in good condition
- To provide full, honest and accurate information when making a claim and to make the claim as soon as possible after the event and not to throw away any damaged items until we say you may
- Allow us to negotiate defend or settle any disputes or claims on your behalf. Let us take legal action in your name and to get back any payment we have made under the policy
- Failure to meet your obligations could result in your policy being cancelled, treated as if it never existed or your claim being rejected or not fully paid.
- In some cases the insurer may apply one or more endorsements to the policy setting out, for example, security requirements. It is important that you comply with any terms set out in the endorsement(s) as, if you don't, you may not be covered in the event of a claim. If any endorsements apply to your policy, these will be explained to you (or displayed online) before you buy, and will also be shown on your Statement of Fact that you receive after you buy.



When and how do I pay?

- Annually by credit/debit card; or
- Monthly by Direct Debit



When does the cover start and end?

This policy runs for one year from the date you select and is renewable each year unless you or we cancel it. Your policy start and end dates are confirmed on your Statement of Fact.



How do I cancel the contract?

You can cancel your policy by calling 0345 165 0900 or by writing to Ageas, Deansleigh House, Deansleigh Road, Bournemouth BH7 7DU. You can cancel your policy by emailing home@ageas.co.uk.

Cancellation within the first 14 days

If you cancel your policy within 14 days of the purchase date or the date at which you receive your documents (if this is later) then:

If your policy has not yet started we'll refund your full premium, plus insurance premium tax (IPT) where applicable, minus our administration fee for cancellation.

If your policy has started, as long as you've not made a claim and nothing has happened which could lead to a claim, we'll refund you for the time left on the policy (plus IPT where applicable). We'll do this by working out the cost of your insurance per day, and then refund you for the days that you haven't yet used, minus our administration fee for cancellation.

If you've made a claim or something has happened which could lead to a claim, no refund will be paid. If you pay for your insurance on a monthly basis, we'll also ask you to pay the remainder of the year's premiums.

Cancellation after the first 14 days

After the initial 14 days, as long as you've not made a claim and nothing has happened which could lead to a claim, we'll refund you for the time left on the policy (plus IPT where applicable). We'll do this by working out the cost of your insurance per day, and then refund you for the days that you haven't yet used, minus our cancellation fee. If you've had a claim during the cover period, or something has happened which might lead you to make a claim, then you won't receive any refund. If you pay for your insurance on a monthly basis, we'll also ask you to pay the remainder of the year's premiums.

It's important to be aware that your policy won't be cancelled if you simply stop your Direct Debit.

Details of our administration fees are shown in your Terms of Business Agreement.