

# Let Protect Insurance

## Insurance Product Information Document



### Arranged by: Commercial Express Quotes Limited Product: Let Protect

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### Underwritten by: Ascot Syndicate 1414 at Lloyd's

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This document is a summary of insurance cover and restrictions found in the policy. It is not personalised to your individual selections and does not provide a complete representation of all the provisions of your policy. Please refer to your policy wording, including the schedule, for full details of your cover and the terms and conditions.

#### What is this type of insurance?

This policy provides cover for Residential Property Owners (including holiday homes/second homes) for the insured events caused by fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons, theft or attempted theft, earthquake, storm or flood, escape of water or oil from any tank apparatus or pipe, impact by any road vehicle or animal not belonging to you or under your control, falling trees, branches, telegraph poles, lampposts or pylons and falling aerials, accidental breakage of fixed glass, sanitary fittings and ceramic hobs forming part of the building and subsidence.

If your building is unoccupied cover will depend upon the level of cover chosen (bronze, silver or gold). Not all of the insured events listed above will be covered. The insured events for the level of unoccupied cover chosen will be shown in your schedule.



#### What is insured?

##### Buildings (if selected)

- ✓ Cost of re-instatement following damage caused by an insured event (listed above) including an allowance for removal of debris
- ✓ Additional costs incurred complying with European Community & Public Authorities legislation,
- ✓ Architects, surveyors, legal and consulting fees
- ✓ Landscaped gardens (following damage by emergency services) £5,000 in any one period of insurance
- ✓ Capital additions (newly acquired or newly erected property & alterations, additions and improvements to the property) – up to 10% of the building sum insured or £250,000 whichever is less
- ✓ Loss of rent and alternative accommodation as a result of damage – Up to 20% of the building sum insured for loss of rent and maximum £150,000 for alternative accommodation.
- ✓ Illegal cultivation of drugs – clean-up costs and remedial work in reinstating your building back to its original condition - £5,000 in any one period of insurance
- ✓ Trace and access (cover is more restrictive if unoccupied gold cover is selected) - £5,000 in any one period of insurance
- ✓ Loss of metered water - £2,500 any one claim, restricted to £5,000 any one period of insurance
- ✓ Accidental damage to cables or underground services

Not all the above covers are available if your property is unoccupied. Please refer to your policy for further details.

##### Property Owners Liability

- ✓ following bodily injury or damage caused by an accident happening at the premises up to the limits specified in the schedule

##### Contents (if Selected)

The replacement/repair cost of the contents as new as a result of damage



#### What is not insured?

##### We will not pay for:

- ✗ Damage caused by moth, termites, vermin or insects, wear, tear, gradual deterioration, rust or oxidation, rot, mould or mildew or inherent vice
- ✗ Corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, scratching or denting
- ✗ Change in climatic or atmospheric conditions or in water table levels
- ✗ Theft, wind, rain, hail, sleet, snow, flood or dust damage to movable property in the open, fences and gates, terraces, patios, paths, drives, footpaths, walls, hedges, swimming pools, tennis courts, squash courts, greenhouses or wooden outbuildings.
- ✗ Any unexplained loss
- ✗ Theft or attempted theft following damage unless the building was entered using forcible and violent means or caused by a person authorised to be in any part of the building or when occupied by asylum seekers.
- ✗ Any undamaged part of an item forming part of a set.
- ✗ Damage to property in the course of construction or erection
- ✗ Damaged caused by the settlement or movement of made up ground or coastal or river or watercourse erosion or bedding down of new structures
- ✗ Damage due to collapse/cracking of the building.
- ✗ Acts of fraud or dishonesty.
- ✗ Cracking, fracturing, collapse or overheating of boilers, economisers, vessels, tubes or pipes, nipple leakage and or the failure of welds of boilers.
- ✗ Bursting, overflowing, discharging, or leaking, of water tanks, apparatus, or pipes occurring whilst the whole of the buildings are unoccupied.
- ✗ Damage caused by tearing or fouling or chewing by animals.
- ✗ Damage to the interior of any building or to the contents, caused by rain, snow, sand or dust, whether driven by wind or not, unless the building, first sustains storm damage to its roof through which the rain, snow, sand or dust enters.
- ✗ Malicious persons damage to contents when the buildings are occupied by asylum seekers
- ✗ Malicious acts or vandalism to contents by any persons authorised to be in the buildings.
- ✗ Damage to contents used for business or professional purposes.
- ✗ Damage to contents in the open.
- ✗ The cost of general maintenance or upkeep

### Accidents to Domestic Staff (if Selected)

following injury sustained by domestic staff arising from their services provided to you in the course of the business, up to the limit specified in the schedule.

- ✘ Damage arising from Japanese knotweed
- ✘ Notifiable disease
- ✘ Any domestic staff with whom you enter into a full employment contract where employers liability cover is required by law.



### Are there any restrictions on cover?

- ! Additional endorsements may apply to your policy, these will be shown in your schedule.
- ! If buildings are subject to a contract or order of demolition cover is restricted to removal of debris only.
- ! The excess (which is the amount you have to pay towards a claim) apply to each and every claim (and premises) in respect of subsidence, landslip or heave (£1,000) unless another amount is noted on your schedule. The excess for building, contents and property owner's liability cover varies dependant of the location and age of the building and occupancy but will be between £100 to £1,500 unless shown otherwise by endorsement on your schedule. Please refer to your policy wording.
- ! Some elements of cover are restricted where the property is unoccupied. This will depend on the level of cover you have selected.
- ! Damage to buildings caused by malicious persons authorised to be in the buildings at the time of damage is restricted to £5,000 unless you have obtained a tenant reference.
- ! If you have selected contents cover damage to contents from theft and attempted theft from outbuildings is restricted to £500
- ! If your buildings or contents are underinsured, we will only pay a proportion of the claim.
- ! Failure to meet your obligations/policy conditions could result in a claim being rejected, a reduction in the amount we pay or the cancellation of your policy



### Where am I covered?

- ✓ At the address specified in the schedule within Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



### What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give accurate and complete answers to any questions you are asked relating to the insurance. It is important that you review your policy periodically to ensure that the cover remains adequate and notify your broker without delay if any updates are required.
- You must notify your insurance advisor without delay if the risk has altered by the removal of any fire or security protections, where your interest ceases, by a change of the type of tenant or use of the buildings.
- You must make good or remedy any defect or danger which becomes apparent or take such additional precautions as circumstances may require.
- You must not undertake building works without underwriters express written agreement
- You must comply with the maintenance and safety, roof maintenance and unoccupied buildings conditions as shown in your schedule.
- If the buildings become unattended for more than 30 days in a row between 1<sup>st</sup> December and 28<sup>th</sup> February you must turn off the water at the mains and drain the system, turn off any oil supply at the tank or where the buildings benefit from gas or oil-fired central heating this must be connected to a frost-stat and continuously operate at not less than 4 degrees Celsius
- If the property is a holiday or second home you must inspect the buildings every 14 days keeping a written record, ensure all doors and windows are securely fastened and all security and alarm protections are set. See policy wording for full condition
- To make a claim you must call the underwriters claims representatives on the telephone number and comply with the conditions confirmed under the claims conditions section in the policy wording. It is your responsibility to prove any loss and you must provide us with evidence of the value or age (or both) for all items involved in a claim.



### When and how do I pay?

- Your broker will advise you of the full details of when and the options by which you can pay.



### When does the cover start and end?

- This insurance cover is for a twelve (12) month period, the dates are specified in the schedule



### How do I cancel the contract?

- You can cancel this policy by contacting Commercial Express Quotes Limited via your insurance advisor.
- If you cancel this policy within 14 days of the date you receive the policy or the start of the period of insurance whichever is later, then provided you have not made a claim you will be entitled to a refund in any premium paid subject to a deduction for any time for which you have been covered. This is calculated on a proportional basis.
- If you cancel outside of the 14 days period as stated above and you have not made a claim we shall calculate a proportionate premium for the period you have been insured and will refund any balance, less an administration fee, for any remaining period of cover. We will retain at least £25.00 + IPT + original policy fee from all premiums charged.