



Schofields UK Let Property Insurance Policy Summary

The information provided in this summary is key information **you** should read. This summary does **NOT** contain the full terms, conditions, excesses and exclusions. These are detailed in the certificate wording, a copy of which is available on request and can be viewed on **your** insurance intermediaries' website www.schofields.ltd.uk

BUILDINGS AND CONTENTS SECTIONS

INCLUDES COVER FOR LOSS OR DAMAGE CAUSED BY:

Fire, Lightning, Explosion, Earthquake, Aircraft and other flying devices or articles dropped from them, Storm, Flood, Escape of Water from fixed water tanks, apparatus or pipes, Escape of Oil from domestic fixed oil tanks, apparatus or pipes, Theft or attempted theft, Collision by any vehicle or animal, Riots, Strikes, Violent Disorder, Civil Commotion, Malicious Damage, Subsidence, Landslip or Heave, Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts, Falling Trees, Lamp-posts or Telegraph Poles.

BUILDINGS SECTION ALSO INCLUDES COVER FOR:

Accidental damage to underground pipes, breakage of fixed glass, sanitary fixtures and ceramic hobs.

Unless otherwise agreed **buildings** are deemed to be built of brick, stone or concrete and the roof with slate, tiles, asphalt or concrete.

Certain restrictions apply when the **let property** is **unoccupied**, particularly with regard to burst pipes, theft/attempted theft and malicious damage.

A property is deemed to be **unoccupied** when it has been left without **tenant(s)** for more than 30 days in a row.

NOTICE OF CHANGE OF CIRCUMSTANCE

You must tell **your insurance intermediary** as soon as possible if **you** leave the **premises unoccupied**, if there is a change in how the let property is used or if the type of tenant changes.

SIGNIFICANT EXCLUSIONS OR LIMITATIONS

BUILDINGS SECTION

- The first £50 of every claim increased to £250 in respect of claims arising from weight of snow and escape of water from fixed water tanks, apparatus or pipes, except for **subsidence**, **heave** and **landslip** where this amount is increased to £1,000.
- The cost of replacing undamaged items which form part of a pair, set, suite or part of a common design or function.

CONTENTS SECTION

- The first £50 of each and every claim, increased to £250 in respect of claims arising from escape of water from fixed water tanks, apparatus or pipes, except for **subsidence**, **landslip** or **heave** where the amount is increased to £1,000.
- The cost of replacing undamaged items which form part of a pair, set, suite or part of a common design or function is excluded.
- Property of **Tenants** is excluded.
- Cash, money, jewellery, gold articles, works of art, **valuables** are excluded.
- Excluding property not permanently kept at the **premises**, including baggage and personal effects temporarily removed from the permanent dwelling house. Growing plants/gardens, trees and items of a similar nature.
- Motor vehicles including motor bikes, quad bikes or sit on lawn mowers, caravans, trailers or watercraft and their accessories.

ACCIDENTS TO DOMESTIC STAFF SECTION

Legal liability for accidental **bodily injury** to domestic staff such as cleaners, caretakers or gardeners employed under a contract of service. The limit of liability is £5,000,000 any one accident, plus costs and expenses incurred in defending a claim.

LEGAL LIABILITY TO THE PUBLIC SECTION

Legal liability for **bodily injury** to third parties including damage to their property arising from use of the **premises** as a let property, including injury or damage to the **tenants**. The limit of liability is £5,000,000 any one accident plus costs and expenses incurred in defending a claim.

LOSS OF RENT

Providing cover whilst the **premises** cannot be lived in for rent **you** would have received from existing **tenants** and also the cost of alternative accommodation following damage to the **premises**, by an insured contingency and defined in the certificate of insurance. The amount payable is up to a limit of 20% of the sum insured for **buildings** or **contents** for any one claim.

THEFT OF KEYS SECTION

Provides cover for replacing locks to external doors and alarm following theft of keys.

About your insurance

This insurance is administered by Schofields Underwriting Agencies on behalf of Certain Underwriters at Lloyds, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. **Our** Firm Reference Number(s) and other details can be found on the Financial Services Register at www.fca.org.uk.

The **period of insurance** will be for twelve (12) months unless otherwise agreed by Underwriters. The **period of insurance** will be shown in the **schedule**.

At least 21 days before each insurance renewal date, **you** will be advised of the premium and terms and conditions that will apply for the following year. All premiums quoted are inclusive of Insurance Premium Tax. Please note in normal circumstances **your** premium is due to be paid in full by the inception date of the insurance, unless **you** have specifically agreed alternative payment methods. Failure to pay within the terms may result in **your** Insurance being cancelled.

Cancellation

14 day cooling-off period

You may cancel the insurance by sending **your insurance intermediary**, Schofields Underwriting Agencies, written notice within fourteen (14) days of it starting or (if later) within fourteen (14) days of **you** receiving the insurance documents. **We** will return any premium **you** have paid providing **you** have not made a claim.

Cancellation after the 14 day cooling-off period

You may cancel this insurance after the first fourteen (14) days by giving **your insurance intermediary** notice in writing. **We** will refund the part of **your** premium which applies to the remaining **period of insurance**. For example, if **you** have been covered for six (6) months, the deduction for the time **you** have been covered will be half the annual premium.

If **you** cancel this insurance outside of the 14 day cooling off period, there will be an additional charge of £25.00 applied by **your insurance intermediary** to cover the administrative cost of providing the insurance. If **we** pay any claim, in whole or in part, then no refund of premium will be allowed.

If **you** pay **your** premium by instalments and **you** wish to cancel this insurance, cover will be cancelled from the date of the cancellation request. Where a claim has been notified during the current **period of insurance**, **you** must continue with the instalment payments throughout the remaining **period of insurance**, or pay the remaining premium in full. If **you** fail to do so, **we** may deduct any outstanding amount from any claims settlement.

Claims

In the unfortunate event **you** should need to make a claim please contact Adjusting Associates as soon as reasonably possible, quoting **your** policy number, where **your** claim will be registered and **you** will be told what to do next, contact details:

Adjusting Associates LLP

Telephone: 01443 229513. Facsimile: 01443 229995. Email: claims@adjustingassociates.com

Address: Unit 2, Sovereign Court, Sterling Drive, Llantrisant, Rhondda Cynon Taff, CF72 8YX.

Complaints Procedure

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times, **we** are committed to providing **you** with the highest standard of service.

If **you** have any questions about **your** policy, **you** should in the first instance contact **your insurance intermediary**, Schofields Underwriting Agencies.

If **you** have any questions about a claim, please contact **your** claims handler, Adjusting Associates.

In the event that **you** are dissatisfied and wish to make a complaint, **you** can do so at any time by referring the matter to either the insurer, Axis Management Agency Limited or the Complaints team at Lloyd's. Contact details are as follows:

Complaints, Axis Management Agency Limited, 21 Lombard Street, London, EC3V 9AH.

Tel No: 020 7050 9000. E-mail: complaints@axiscapital.com; or

Complaints, Lloyd's, One Lime Street, London, EC3M 7HA.

Tel No: 020 7327 5693. Fax No: 020 7327 5225. E-mail: complaints@lloyds.com. Website: www.lloyds.com/complaints

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at www.lloyds.com/complaints and are also available from the above address.

If **you** remain dissatisfied with the outcome of **your** complaint, **you** may have the right to refer **your** complaint to an alternative dispute resolution service.

If **you** live in the United Kingdom or the Isle of Man, the contact information is: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Tel No: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK). Email complaint.info@financial-ombudsman.org.uk.

If **you** live in the Channel Islands, the contact information is: Channel Islands Financial Ombudsman, PO Box 114, Jersey, Channel Islands JE4 9QG. Tel No: Jersey +44 (0)1534 748610; Guernsey +44 (0)1481 722218; International +44 1534 748610. Fax No: +44 1534 747629. Email: enquiries@ci-fo.org. Website: www.ci-fo.org

If **you** have purchased **your** policy online **you** can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: <http://ec.europa.eu/odr>

Making a complaint does not affect **your** right to take legal action.

Financial Services Compensation Scheme

Lloyd's Underwriters are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if a Lloyd's Underwriter is unable to meet its obligations to **you** under this insurance.

If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: www.fscs.org.uk.

Schofields Underwriting Agencies is authorised and regulated by the Financial Conduct Authority.

Our FCA Registration number is 118669. This can be checked on the Financial Services Register by visiting the FCA's website at www.fca.org.uk or by contacting the FCA on 0800 111 6768.