



CLEARCHOICE

Home insurance policy



Contents

Section	Page
About your policy	4
What to do if you have a complaint	5
Making a claim	6
The insurance contract	7
Words with special meanings	8
Policy conditions	11
Claims conditions	13
Policy exclusions	14
Homecare services	16
Buildings	17
Contents	24
Personal belongings, money and credit cards	33
No claim discount	37
How we use your Information	38

About Your Policy

Understanding and using your policy

This section 'About your policy' does not form part of the legal contract between you and us. It includes information which will help you to understand and use your policy.

Insurance policies can be difficult to understand so we have tried to make this policy easy to read. Some words have a special meaning in your policy and these are listed and explained on pages 8 to 10 'Words with special meanings'. From now on whenever a word with a special meaning is used it will be printed in **bold** type.

Your policy is in two parts – the policy wording and the schedule.

The policy wording explains what is and what is not covered, how **we** settle claims and other important information.

The schedule shows which sections of the policy wording apply, the limits to the cover and the premium. Please keep **your** schedule with the policy wording.

We will send **you** a new schedule whenever **you** or **we** make a change to the insurance and each year before renewal so **you** can check that the cover still meets **your** needs.

Once **you** have received **your** policy **you** will have 14 days to make sure the cover is exactly what **you** need. If it isn't, **you** can send back **your** documents and ask **us** to make any necessary changes. Alternatively, **you** can request cancellation of the policy and **you** will receive a full refund of premium, as long as no claim has been made.

Remember to keep **your** sums insured (which are shown on **your** schedule) up to date.

If **you** have selected **buildings** insurance, **you** should increase **your** sum insured if **you** extend or make improvements to **your** home, such as installing double glazing, adding a fitted kitchen or conservatory.

If **you** have selected **contents** and **personal belongings** insurance, **your** cover is for replacement as new. Remember to keep **your** sums insured up to date when **you** buy new items. Items such as jewellery, articles of precious metal, clocks, watches, paintings, works of art, antiques and stamp, medal and coin collections often change in value. These changes are not reflected in the indices used for inflation protection and **you** should make certain that these items are insured for the correct amount at all times.

If **you** have any questions please contact **us**. The telephone numbers are shown on **your** schedule.

What to do if you have a complaint

Our Commitment to Customer Service

At RSA, we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

Step 1

If your complaint relates to your policy then please contact the person who arranged the policy for you. If your complaint relates to a claim then please call the claims advice helpline number shown in your schedule.

We aim to resolve your concerns by close of the next business day. Experience tells us that most difficulties can be sorted out within this time.

Step 2

In the unlikely event that your concerns have not been resolved within this time, your complaint will be referred to our Customer Relations Team who will arrange for an investigation on behalf of our Chief Executive. Their contact details are as follows:

Post: RSA
Customer Relations Team
PO Box 255
Wyndham
NR18 8DP

Email: crt.halifax@uk.rsagroup.com

Our promise to you:

We will

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Use the information from your complaint to proactively improve our service in the future.

Once we have reviewed your complaint we will issue our final decision in writing within 8 weeks of the date we received your complaint.

If you are still not happy

If you are still unhappy after our review, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may be eligible to refer your case to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent body that arbitrates on complaints. They can be contacted at:

Post: Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Telephone: 0800 023 4567 (free from standard landline, mobiles may be charged)
0300 123 9123 (same rate as 01 or 02 numbers, on mobile phone tariffs)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

You have six months from the date of our final response to refer your complaints to the Financial Ombudsman Service. This does not affect your right to take legal action, however, the Financial Ombudsman Service will not adjudicate on any case where litigation has commenced.

Thank you for your feedback

We value your feedback and at the heart of our brand we remain dedicated to treating our customers as individuals and giving them the best possible service at all times. If we have fallen short of this promise, we apologise and aim to do everything possible to put things right.

How to make a claim

If **you** need to make a claim, what **you** need most of all is speedy, professional, practical help. That is exactly what **we** provide.

When an accident happens, **you** should take any immediate action **you** think is necessary to protect **your** property and belongings from further damage, such as switching off the gas, electricity or water.

Call **our** claims helpline on the number shown on **your** schedule. Please have **your** policy number handy when **you** call. While most claims can be agreed over the phone, there may be times when **we** will ask **you** to complete a claim form and provide **us** with further information and/or **we** may wish to arrange a visit and inspection.

- To help **us** deal with **your** claim quickly, please read this policy booklet carefully, particularly the Claims conditions and Policy exclusions on pages 11 to 15.

Guidance when making a claim

Claim Notification

Conditions that apply to the policy and in the event of a claim are set out in **your** policy booklet. It is important that **you** and **your family** comply with all policy conditions and **you** should familiarise yourself with any requirements.

Directions for claim notification are included under claims conditions. Please be aware that events that may give rise to a claim under the insurance must be notified as soon as reasonably possible although there are some situations where immediate notice is required. Further guidance is contained in the policy booklet.

Claims conditions require **you** to provide **us** with any reasonable assistance and evidence that **we** require concerning the cause and value of any claim. Ideally, as part of the initial notification, **you** will provide:

- **Your** name, address, and **your** home and mobile telephone numbers
- Personal details necessary to confirm **your** identity
- Policy number
- The date of the incident

- The cause of the loss or damage
- Details of the loss or damage together with claim value if known
- Police details where applicable
- Names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses

This information will enable **us** to make an initial evaluation on policy liability and claim value. **We** may, however, request additional information depending upon circumstances and value which may include the following:

- Original purchase receipts, invoices, instruction booklets or photographs, bank or credit card statements, utility bills, pre-purchase surveys, or plans or deeds of **your** property
- Purchase dates and location of lost or damaged property
- For damaged property, confirmation from a suitably qualified expert that the item **you** are claiming for is beyond repair

Where **we** have asked **you** for specific information relevant to **your** claim **we** will pay for any reasonable expenses **you** incur in providing **us** with the above information.

Sometimes **we**, or someone acting on **our** behalf, may wish to meet with **you** to discuss the circumstances of the claim, to inspect the damage, or to undertake further investigations.

Preferred Suppliers

We take pride in the claims service **we** offer to **our** customers. **Our** philosophy is to repair or replace lost or damaged property, where **we** consider it appropriate, and **we** have developed a network of contractors, repairers and product suppliers dedicated to providing claim solutions.

Where **we** can offer repair or replacement through a preferred supplier but **we** agree to pay **our** customer a cash settlement, then payment will normally not exceed the amount **we** would have paid **our** preferred supplier.

The Insurance Contract

This policy is a legal contract between **you** and **us**. The policy wording and schedule make one document and must be read together. Please keep them together.

The contract is based on the information **you** gave **us** when **you** applied for the insurance.

Our part of the contract is that **we** will provide the cover set out in this policy wording:

- for those sections which are shown on **your** policy schedule;
- for the **insurance period** set out on the same schedule.

Your part of the contract is:

- **you** must pay the premium as shown on **your** schedule for each **insurance period**;
- **you** must comply with all the conditions set out in this policy.

There are conditions of the insurance that **you** or **your family** will need to meet as **your** part of this contract on pages 11 to 13. The conditions set out the changes in circumstances that could affect **your** cover and when **we** would cancel **your** policy. Please take the opportunity to read the Policy Conditions.

If **you** do not meet **your** part of the contract, **we** may turn down a claim, increase the premium or **you** may find that **you** do not have any cover.

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both **you** and **we** may choose the law which applies to this contract, to the extent permitted by those laws. Unless **you** and **we** agree otherwise, **we** have agreed with **you** that the law which applies to this contract is the law which applies to the part of the United Kingdom in which **you** live, or, if **you** live in the Channel Islands or the Isle of Man, the law of whichever of those two places in which **you** live.

We and **you** have agreed that any legal proceedings between **you** and **us** in connection with this contract will only take place in the courts of the part of the United Kingdom in which **you** live, or, if **you** live in either the Channel Islands or the Isle of Man, the courts of whichever of those two places in which **you** live.

This policy has been issued by Royal & Sun Alliance Insurance plc in the United Kingdom.

Words with Special Meanings

This part of the policy sets out the words which have a special meaning. Each word is listed with the meaning explained below it and is printed in **bold** type whenever it appears in the policy.

Word	Meaning
Accidental Damage	Sudden, unexpected and visible damage which has not been caused on purpose.
Buildings	<p>The home, fixtures and fittings, patios, paved terraces, footpaths, tennis courts, swimming pools, garden ponds, statues and fountains permanently fixed into the ground, drives, walls, fences, hedges and gates.</p> <p>Buildings does not include aerials and satellite receiving equipment.</p>
Clerical business equipment	<p>Computer, telecommunication and office equipment, office furniture and stationery, owned by your family or your family's responsibility under contract.</p> <p>Clerical business equipment does not include business stock or business money or credit cards and no cover is provided for:</p> <ul style="list-style-type: none">– the cost of replacing paper records, except for their value as stationery; and/or– any loss or erasure of, or any damage, distortion or corruption to records, data, programs and software.
Contents	<p>Household goods, high risk items, personal documents, personal belongings, clerical business equipment, pedal cycles, money and credit cards all owned by your family or your family's responsibility under contract.</p> <p>Visitors personal belongings in your home.</p> <p>Contents does not include:</p> <ul style="list-style-type: none">– motor vehicles and children's motor vehicles whether licensed for road use or not (other than motorised or electric wheelchairs), mechanically propelled or assisted vehicles (other than garden machinery and pedestrian controlled vehicles), aircraft, trains and boats (other than models), gliders, hang gliders, wetbikes, hovercraft and other mechanically propelled or assisted watercraft, caravans, trailers or parts or accessories for any of them whether attached or detached, other than removable entertainment equipment while removed;– animals;– anything used for trade, professional or business purposes except clerical business equipment;– fixtures and fittings.

Word	Meaning
Credit Cards	<p>Credit, debit, charge or cash dispenser cards, all issued in the British Isles, owned by your family or your family's responsibility under contract.</p> <p>Credit cards does not include:</p> <p>Store loyalty cards or credit cards used or held for any trade, professional or business purposes;</p>
Excess	The first part of any claim which you must pay.
Heave	Upward and/or lateral movement of the site on which your buildings stand caused by swelling of the ground.
High risk items	Jewellery, watches, articles of precious metal, clocks, paintings, works of art, stamp, medal and coin collections.
Home	The house or flat at the address shown on your schedule, its garages, greenhouses and outbuildings, all used for domestic and clerical business purposes only.
Insurance period	The period shown on your schedule and any further period for which you have paid or have agreed to pay and we have accepted or have agreed to accept your premium.
Landslip	Downward movement of sloping ground.
Money	<p>Current bank notes and coins, stamps, cheques, electronic cash pre-payment cards, savings certificates, gift tokens, postal and money orders, phone cards or vouchers, traveller's cheques, premium bonds, parking, luncheon, retail vouchers and season or travel tickets, owned by your family or your family's responsibility under contract.</p> <p>Money does not include:</p> <ul style="list-style-type: none"> - promotional vouchers, air miles vouchers, credit notes, store or loyalty points, lottery tickets, scratchcards, raffle tickets and stamps which are part of a stamp collection; or - money used or held for any trade, professional or business purposes.
Pedal cycles	<p>Any pedal cycle and its accessories, owned by your family or your family's responsibility under contract. Pedal cycles includes motor assisted electric pedal cycles which are not legally required to be licensed for road use.</p>
Personal belongings	<p>Jewellery, watches and personal items which your family normally wear or carry, pedal cycles and their accessories all owned by your family or your family's responsibility under contract.</p> <p>Personal belongings does not include:</p> <ul style="list-style-type: none"> - household goods and domestic appliances; - external television and satellite receiving equipment;

Word	Meaning
	<ul style="list-style-type: none">– motor vehicles and children’s motor vehicles whether licensed for road use or not (other than motorised or electric wheelchairs), mechanically propelled or assisted vehicles, aircraft, trains and boats (other than models), gliders, hang-gliders, wetbikes, hovercraft and other mechanically propelled or assisted watercraft, caravans, trailers or parts or accessories for any of them whether attached or detached, other than removable entertainment equipment while removed;– animals;– money, credit cards, securities and documents of any kind;– anything used for any trade, professional or business purposes (other than portable computer equipment and mobile phones);– china, glass, pottery and any other items of a similar nature which are fragile.
Policyholder/you/ your	The person(s) named as policyholder on your schedule.
Subsidence	Downward movement of the site on which your buildings stand by a cause other than the weight of the buildings themselves.
Unoccupied	When your home has not been lived in by your family or by anyone who has your permission, for more than 60 days in a row. Lived in means slept in frequently.
We/our/us	Royal & Sun Alliance Insurance plc.
Wheelchairs	Any wheelchair or similar electric scooter specifically designed for the disabled or infirm and which does not legally require to be licensed for road use.
You/your/ policyholder	The person(s) named as policyholder on your schedule.
Your family	You or any of the following people providing they normally live with you : <ul style="list-style-type: none">– your husband, wife or partner;– children (including foster children);– your relatives;– your domestic employees.

Conditions and Exclusions

Policy Conditions

These are the conditions of the insurance **you** and **your family** will need to meet as **your** part of this contract. If **you** do not, a claim may be rejected or payment could be reduced. In some circumstances **your** policy might be invalid.

Taking care

Your family must take all reasonable steps to avoid incurring liability and prevent loss or damage to everything which is covered by this insurance and to keep all the property insured in good condition and in good repair.

Changes in your circumstances

Using the address on the front of **your** schedule, **you** must tell **us** within 30 days as soon as **you** know about any of the following changes:

- **you** are going to move **home** permanently;
- someone other than **your family** is going to live in **your home**;
- **your home** is going to be **unoccupied** for more than 60 days in a row;
- **your home** is going to be used for short periods each week or as a holiday home;
- work is to be done on **your home** which is not routine repair, maintenance or decoration for example, any structural alteration or extension to **your home**;
- the number of bedrooms in **your home** has changed;
- **you** or any member of **your family** has received a conviction for any offence except for driving;
- any part of **your home** is going to be used for any trade, professional or business purposes;

There is no need to tell **us** about trade, professional or business use if:

- the trade, professional or business use is only clerical; and
- **you** do not have staff employed to work from **your home**; and
- **you** do not have any visitors to **your home** in connection with **your** trade, profession or business; and
- **you** do not keep any business money or stock in **your home**.
- any increase in the value of **your contents** or the rebuilding cost of **your buildings**.

We may reassess **your** cover, terms and premiums when **we** are told about changes in **your** circumstances. If **you** do not tell **us** about changes or give **us** incorrect information, the wrong terms may be quoted, a claim might be rejected or a payment could be reduced. In certain circumstances **your** policy might be invalid, and **you** may not be entitled to a refund of premium.

Fraud

If dishonesty or exaggeration is used by **you**, **your family** or anyone acting on behalf of **you** or **your family** to obtain:

- a claims payment under **your** policy; or
- cover for which **you** do not qualify; or
- cover at a reduced premium;

all benefits under this policy will be lost, the policy may be invalid, **you** may not be entitled to a refund of premium and legal action may be taken against **you**.

Transferring your interest in the policy

You cannot transfer **your** interest in this policy to anyone else without **our** written permission.

Cancelling the policy

If **you** wish to cancel **your** policy please write to **us** at the address or call the number shown on **your** schedule. If **you** cancel the policy **you** may be entitled to a refund of premium provided that no claim has been made during the current **insurance period**.

Cancellation by you within the first 14 days

If **you** cancel the policy within 14 days of the date **you** receive **your** policy documents, **we** will refund the premium provided no claim has been made during the current **insurance period**.

Cancellation by you after the first 14 days

If **you** cancel the policy after 14 days of the date **you** receive **your** policy documents, **we** will refund premiums already paid for the remainder of the current **insurance period**, provided no claim has been made during the current **insurance period**.

Where we cancel your policy

Please also refer to the Fraud condition on page 11 of this policy and to the Changes in your circumstances condition on page 11 of this policy.

We may also cancel the policy where **we** have identified serious grounds, such as;

- failure to provide **us** with information **we** have requested that is directly relevant to the cover provided under this policy or any claim;
- the use or threat of violence or aggressive behaviour against **our** staff, contractors or property;
- the use of foul or abusive language;
- nuisance or disruptive behaviour

We will contact **you** at **your** last known address and, where possible, seek an opportunity to resolve the matter with **you**. Where a solution cannot be agreed between **us**, **we** may cancel the policy by giving **you** 14 days notice.

This will not affect **your** right to make a claim for any event that happened before the cancellation date. If **we** cancel the policy **we** will refund premiums already paid for the remainder of the current **insurance period**, provided no claim has been made during the current **insurance period**.

Where **we** have agreed to **you** paying **your** premium by monthly instalments, then in the event that there is a default in the instalments due under the schedule of payments, **we** reserve the right to cancel **your** policy by giving **you** 14 days notice at **your** last known address and **you** will no longer be insured by **us**.

If **your** monthly premium payment has a Fixed Sum Loan Agreement regulated by The Consumer Credit Act 1974, then this shall be deemed to be a linked loan agreement. In the event that there is a default in the instalments due under the payment schedule, **we** reserve the right to also terminate that linked loan agreement.

Cancelling the monthly premium instalment agreement

Your policy has a normal **insurance period** of 12 months and **your** legal contract with **us** is for this period. **You** may have asked and **we** may have agreed for **your** annual premium to be paid on a monthly basis by instalments.

Where **we** have agreed to **you** paying **your** premium by monthly instalments, then in the event that there is a default in the instalments due under the schedule of payments, **we** reserve the right to cancel **your** policy by giving **you** 14 days notice at **your** last known address and **you** will no longer be insured by **us**.

If **your** monthly premium payment has a Fixed Sum Loan Agreement regulated by The Consumer Credit Act 1974, then this shall be deemed to be a linked loan agreement. In the event that there is a default in the instalments due under the payment schedule, **we** reserve the right to also terminate that linked loan agreement.

If **you** want to cancel **your** schedule of payments but not **your** policy, **you** must contact **us** at the address given on the front of **your** schedule. **We** can then tell **you** how much **you** will have to pay for the rest of the **insurance period**. If this amount is not paid by the date given in **our** reply to **you**, then all cover under **your** policy will be cancelled from this date.

Financial sanctions

We will not provide any cover or be liable to provide any indemnity, payment or other benefit under this policy where doing so would breach any prohibition or restriction imposed by law or regulation.

If any such prohibition or restriction takes effect during the **insurance period** **we** may cancel this policy immediately by giving **you** written notice at **your** last known address. If **we** cancel the policy **we** will refund premiums already paid for the remainder of the current **insurance period**, provided no claims have been paid or are outstanding.

Other conditions

There are other conditions which relate to any claim **you** may make and these are shown on page 13 headed 'Claims conditions'. **You** should also refer to any conditions shown under individual sections of **your** policy.

Claims conditions

These are the claims conditions **you** and **your family** will need to keep to as **your** part of this contract. If **you** do not, a claim may be rejected or payment could be reduced. In some circumstances **your** policy might be invalid.

If anything happens which might lead to a claim, what **you** must do depends on what has happened. The sooner **you** tell **us** the better. In some cases, there are other people **you** must contact first.

When an incident occurs which may result in a claim, **you** must also read the information on 'How to make a claim' on page 6.

You should also check the information on 'How **we** settle claims' under the section of **your** policy which covers the loss or damage, e.g. **contents, buildings**.

What you must do

If **you** or **your family** are the victims of theft, riot, a malicious act or vandalism, or if **you** or **your family** lose something away from **your home**, tell the police immediately upon discovery and ask for a crime reference number and tell **us** as soon as **you** can, or in case of riot tell **us** immediately.

If someone is holding any of **your family** responsible for an injury or any damage, no one in **your family** must admit responsibility. Give **us** full details in writing as soon as **you** can and any claim form, application notice, legal document or other correspondence sent to **your family** must be sent to **us** straightaway without being answered.

For all other claims, tell **us** as soon as **you** can.

You should do all **we** reasonably ask **you** to do to get back any lost or stolen property.

Do not throw away any damaged items before **we** have had a chance to see them, or carry out any non-emergency repairs before **we** have had a chance to inspect them.

To help **us** deal with **your** claim quickly, **we** may require additional information which may include the following:

- Original purchase receipts, invoices, instruction booklets or photographs, bank or credit card statements, utility bills, pre-purchase surveys, or plans or deeds of **your** property;
- Purchase dates and location of lost or damaged property;
- For damaged property, confirmation from a suitably qualified expert that the item **you** are claiming for is beyond repair.

Where **we** have asked **you** for specific information relevant to **your** claim **we** will pay for any reasonable expenses **you** incur in providing **us** with the above information.

Rights and responsibilities

We may need to get into a building that has been damaged to salvage anything **we** can and to make sure no more damage happens. **You** must help **us** to do this but **you** must not abandon **your** property to **us**.

You must not settle, reject, negotiate or offer to pay any claim **you** have made or intend to make under this policy without **our** written permission. **We** have the right, if **we** choose, in **your** name but at **our** expense to:

- take over the defence or settlement of any claim;
- start legal action to get compensation from anyone else;
- start legal action to get back from anyone else any payments that have already been made.

You must provide **us** with any information and assistance **we** may require about any claim. **You** must help **us** to take legal action against anyone or help **us** defend any legal action if **we** ask **you** to.

When **you** call **us** **we** will advise **you** of **our** requirements, which will be either:

- ask **you** to get estimates for **building** repairs or replacement items; or
- arrange for the damage to be inspected by one of **our** Claims Advisors or an independent loss adjuster or other expert – their aim is to help **us** agree a fair settlement with **you**; or
- arrange for the repair or a replacement as quickly as possible.'

Where **we** have asked **you** for specific information relevant to **your** claim **we** will pay for any reasonable expenses **you** incur in providing **us** with the above information.

Other insurance

If **you** claim under this policy for something which is also covered by another insurance policy, **you** must provide **us** with full details of the other insurance policy. **We** will only pay **our** share of any claim.

Policy exclusions

These exclusions apply to all the sections of **your** policy.

This insurance does not cover:

Radioactive contamination

Any expense, legal liability or any loss or damage to property directly or indirectly caused by or contributed to by:

- ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of nuclear fuel; or
- the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.

War risks

Any loss, damage, liability, cost or expense of any kind caused directly or indirectly by war, invasion or revolution.

Sonic bangs

Any loss, damage, liability, cost or expense of any kind caused directly or indirectly by pressure waves from aircraft.

Pollution or contamination

Any claim or expense of any kind directly or indirectly caused by or arising out of pollution or contamination unless caused by:

- a sudden unexpected incident, or
- oil or water escaping from a fixed oil or fixed water installation,

and which was not the result of an intentional act,

and, which occurs during any **insurance period**.

All pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.

Rot

Any loss, damage, liability, cost or expense of any kind caused by rot whether or not this is caused directly or indirectly by any other cover included in this insurance.

Date change and computer viruses

Any direct or indirect loss or damage caused:

- to equipment by its failing correctly to recognise data representing a date in such a way that it does not work properly or at all; or
- by computer viruses.

Liability arising directly or indirectly from:

- equipment failing correctly to recognise data representing a date in such a way that it does not work properly or at all; or
- computer viruses.

For the purposes of this exclusion:

Equipment includes computers and anything else insured by this policy which has a microchip in it.

Computers include hardware, software, data, electronic data processing equipment and other computing and electronic equipment linked to a computer.

Microchips include integrated circuits and microcontrollers.

Computer viruses include any program or software which prevents any operating system, computer program or software working properly or at all.

Existing and deliberate damage

Any loss, damage, liability, cost or expense of any kind occurring, or arising from an event occurring, before the **insurance period** starts or caused deliberately by **your family**.

Terrorism

Any loss, damage, liability, cost or expense of any kind directly or indirectly caused by, resulting from or in connection with any act of terrorism.

For the purposes of this exclusion, 'terrorism' means the use, or threat of use, of biological, chemical and/or nuclear force or contamination by any person(s), whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government(s) or put any section of the public in fear.

Wear and tear

Any loss, damage, liability cost or expense of any kind directly or indirectly caused by or resulting from wear and tear, depreciation, corrosion, rusting, damp, insects, vermin, fungus, condensation, fading, frost or anything that happens gradually, the process of cleaning, dyeing, repair, alteration, renovation or restoration.

Defective construction or design

Any loss, damage, liability, cost or expense of any kind caused by or resulting from poor or faulty design, workmanship or materials.

Homecare Services

This part of the policy explains the cover **we** provide for Locks and Keys and Trees and Shrubs.

What is covered

Locks and Keys

Accidental damage to the locks of, or loss of the keys to the outside doors of, **your home** or to safes and alarms in **your home**.

We will pay the cost of:

- buying new keys; or
- changing parts of the locks; or
- replacing the locks

Trees and Shrubs

Loss of or damage to **your** trees, shrubs, plants, hedges and lawns on the land belonging to **your home** caused by:

- Fire, lightning, explosion, earthquake or smoke.
- Riot, civil commotion.
- Malicious acts or vandalism.
- Theft or attempted theft.
- Impact involving vehicles or aircraft or anything dropped from them.

What is not covered

The **excess**.

Loss or damage while **your home** is lent, let or sub-let to anyone other than **your family**.

Damage to locks caused by mechanical, electrical or electronic fault or breakdown.

Any amount exceeding the limit shown on **your** schedule.

The **excess**.

Any amount exceeding the limit shown on **your** schedule

Damage by smoke from air pollution

Loss or damage while **your home** is **unoccupied**

Loss or damage when **your home** is lent, let or sub-let to anyone other than **your family**.

Loss or damage while **your home** is **unoccupied**.

Loss or damage when **your home** is lent, let or sub-let to anyone other than **your family**.

How we settle claims for locks & keys and trees & shrubs

We will pay the cost of repairing or replacing the damaged parts of the locks and keys or trees and shrubs.

Where an **excess** applies, this will be taken off the amount of **your** claim.

The most **we** will pay for any one claim is the limit shown on **your** schedule.

Buildings

This part of the policy sets out the cover **we** provide for **your buildings**, unless **your** schedule states 'Not insured under this policy'.

What is covered

Damage to **your buildings** caused by the following:

- 1 Fire, lightning, explosion, earthquake or smoke.
- 2 Storm or flood.
- 3 Freezing of water in fixed water or fixed heating systems. Water escaping from washing machines, dishwashers, fixed water or fixed heating systems.
Oil escaping from a fixed heating system.
- 4 Riot, civil commotion.
- 5 Malicious acts or vandalism.

What is not covered

The **excess**.

Damage by smoke from air pollution.

The **excess**.

Damage by frost.

Damage to fences, hedges or gates.

Damage caused by a rise in the water table (the level below which the ground is completely saturated with water).

The escape of water **excess** shown on **your** schedule.

Damage to the appliance or system which the water or oil escapes from unless freezing causes the damage.

Damage while **your home** is **unoccupied**.

Damage by sulphate reacting with any materials from which **your home** is built.

Damage by water escaping which results in **subsidence**, movement, settlement or shrinkage of any part of **your buildings** or of the land belonging to **your buildings**.

The **excess**.

The **excess**.

Damage while **your home** is **unoccupied**.

Damage when **your home** is lent, let or sub-let to anyone other than **your family** unless force and violence has been used to get into or out of **your home**.

What is covered

In addition **you** are covered for the following:

- 11 Accidental breakage of drains and pipes and **accidental damage** to cables and underground tanks which are used to provide services to or from **your home**, for which **your family** is legally responsible.

If following a blockage, normal methods of releasing a blockage between the main sewer and **your home** are unsuccessful, **we** will pay the cost of breaking into and repairing the pipe.

- 12 Accidental breakage of glass, ceramic hobs or sanitary ware fixed to and forming part of **your home**.

- 13 Fees and related costs incurred in repairing or replacing damaged parts of **your buildings**, provided the damage is covered under **your** policy and subject to **our** prior agreement.

We will pay for:

- Architects, engineers, surveyors and legal fees;
- the cost of removing debris, demolition, shoring up or propping up and taking away any damaged parts of **your buildings**;
- the cost of meeting current building regulations, local authority or other statutory requirements or conditions provided that the damaged parts of **your buildings** are repaired or replaced.

What is not covered

The **excess**.

Damage while **your home** is **unoccupied**.

Damage by gradual deterioration which has caused an installation to reach the end of its serviceable life.

Damage by water escaping which results in **subsidence**, movement, settlement or shrinkage of any part of **your buildings** or of the land belonging to **your buildings**.

Damage by any cover listed elsewhere in the Buildings section and which is specifically excluded under that cover.

Damage caused by the coast or a riverbank being worn away.

Damage caused by or from demolition, alteration or repair to **your home**.

Damage caused by or from poor or faulty design, workmanship or materials.

Damage caused by sulphate reacting with any materials from which **your home** is built.

The **excess**.

Breakage while **your home** is **unoccupied**.

The replacement cost of any part of the item other than the broken glass.

Any fees and costs **you** have to pay for preparing or furthering any claim.

Fees and related costs incurred in meeting any building regulations, local authority or other statutory requirements or conditions if **you** were made aware of the need to meet them before the damage happened or these or any other fees or related costs apply to any undamaged parts of **your buildings**.

What is covered

- 14 Cover while **you** are selling **your home**. If between the date **you** exchange contracts and the date **you** complete the sale, **your home** is damaged by anything insured under covers 1 to 12 of this section, the buyer shall be entitled to the benefit of this cover once the sale has been completed.
- 15 If **your home** is uninhabitable as a result of damage to **your buildings we** will pay:
- the additional cost of similar short-term accommodation for **your family** and also for any pets living with **you**.
 - Rent **you** would have received but have lost including ground rent.

16 Trace and Access

We will pay the cost of removing and replacing any part of the **buildings** necessary to repair a household heating or water system that has caused an escape of water or oil.

What is not covered

This cover does not apply if insurance on the **buildings** of the **home** has been arranged by or for the buyer.

Damage by any cover listed elsewhere in the Buildings section and which is specifically excluded under that cover.

Any costs **your family** would have to pay once **your home** becomes habitable again.

Any costs **you** agree to pay without **our** written permission.

The cost of alternative accommodation for anyone who is not a member of **your family**.

Any costs arising from damage by any cover listed elsewhere in the Buildings section and which is specifically excluded under that cover.

Any amount exceeding the limit shown on **your** schedule.

The **excess**.

Any amount exceeding the limit shown on **your** schedule in any one **insurance period**.

What is covered

The following additional cover is also provided for **your buildings** but only if **your** schedule states 'Accidental damage included'

17 Accidental damage to buildings.

What is not covered

The **excess**.

Damage while **your home** is **unoccupied**.

Damage when **your home** is lent, let or sub-let to anyone other than **your family**.

Damage by water entering **your home** other than by storm or flood.

Damage by mechanical, electrical or electronic fault or breakdown.

Damage by or from **subsidence, heave, landslip, movement, settlement or shrinkage** of any part of **your buildings** or of the land belonging to **your buildings**.

Damage by any cover listed elsewhere in the Buildings section and which is specifically excluded under that cover.

Damage caused by the coast or a riverbank being worn away.

Damage caused by or from demolition, alteration or repair to **your home**.

Damage caused by or from poor or faulty design, workmanship or materials.

Damage caused by sulphate reacting with any materials from which **your home** is built.

How we settle claims

If **you** wish to claim under this section of **your** policy please follow the steps detailed in the 'How to make a claim' section (page 6). **You** should also read the Claims conditions and Policy exclusions on pages 13 to 15.

How we settle claims for buildings

1. **We** will pay for the cost of work carried out in repairing or replacing the damaged parts of **your buildings** and agreed fees and related costs.

The amount **we** will pay where repairs are carried out will not exceed the lesser of:

- The cost of the work had it been completed by **our** nominated contractor or
- The cost of the work based upon the most competitive estimate or tender from **your** nominated contractors.

If the repair or replacement is not carried out, **we** will pay the lesser of:

- The decrease in market value of **your buildings** due to the damage
- The cost of the work had it been completed by **our** nominated contractor if the repair work had been carried out without delay
- The cost of the work based upon the most competitive estimate or tender from **your** nominated contractors if the repair work had been carried out without delay.

All building repairs carried out by **our** preferred suppliers and insured under the Buildings section of this policy are guaranteed for 12 months in respect of quality of workmanship.

No allowance will be made for VAT when a cash settlement is made.

2. Where an **excess** applies, this will be taken off the amount of **your** claim.
3. If **your buildings** have not been kept in a good state of repair or if the sum insured at the time of the loss or damage is less than the cost of rebuilding all **your buildings** in the same way, size, style and appearance as when they were new, including fees and related costs, **we** will pay the cost of repairing or replacing the damaged parts of **your buildings** and **we** will, where appropriate, take off an amount for wear and tear.
4. The most **we** will pay for any one claim, including fees and related costs, is the amount it will cost **us** to repair the damage to **your buildings** in the same way, size, style and appearance as when they were new, but not more than the sum insured or any limits shown on **your** schedule.

We will not pay for:

- Loss of value resulting from repairs to or replacement of damage to **your buildings**;
- Replacing or changing undamaged parts of **your buildings** which belong to a set or suite or which have a common design or use, such as a bathroom suite or fitted kitchen units, when the damage is restricted to a specific part or clearly defined area.

Legal liability

As well as insuring **your buildings**, **we** also provide the following cover.

What is covered

- 18 The legal liability of **your family** as owner of **your buildings** and land belonging to **your home**, to pay damages and costs to others which arise from any single event occurring during the **insurance period** which result in:
- accidental death, disease, illness or accidental physical injury to anyone;
 - **accidental damage** to physical property.

The most **we** will pay is the limit shown on **your** schedule plus defence costs agreed by **us** in writing.

Liability for injury or damage resulting from land or buildings nearly always attaches to the occupier, rather than the owner. If **you** are the owner and occupier, insurance against **your** liability as occupier is not provided by the Buildings section of this policy and **you** should ensure **you** have a **contents** insurance which will provide **you** with the occupier's liability insurance **you** require.

- 19 Legal liabilities which result from the ownership of any home previously occupied by **you** and insured by **us** and which arise because of Section 3 of the Defective Premises Act 1972 or Section 5 of The Defective Premises (Northern Ireland) Order 1975, as long as **you** do not have this cover under another policy.

The most **we** will pay is the limit shown on **your** schedule plus defence costs agreed by **us** in writing.

What is not covered

Anything owned by or the legal responsibility of **your family**.

Injury, death, disease or illness to any of **your family** (other than **your** domestic employees who normally live with **you**).

Liability arising from any employment, trade, profession or business of any of **your family**.

Liability accepted by any of **your family** under any agreement, unless the liability would exist without the agreement.

Liability covered by any other policy.

Liability arising from The Party Wall etc. Act 1996.

Any home previously owned and occupied by **you** in which **you** still hold legal title or have an interest.

Any incident which happens more than 7 years after the last day of the last **insurance period** in respect of any home previously insured by us and owned and occupied by **you**.

Anything owned by or the legal responsibility of **your family**.

Injury, death, disease or illness to any of **your family** (other than **your** domestic employees who normally live with **you**).

Liability arising from any employment, trade, profession or business of any of **your family**.

Liability accepted by any of **your family** under any agreement, unless the liability would exist without the agreement.

Liability covered by any other policy.

Liability arising from The Party Wall etc. Act 1996.

Contents

This part of the policy explains the cover **we** provide for the **contents** in **your home** unless **your** schedule states 'Not insured under this policy'.

What is covered

Loss or damage to **contents** in **your home** caused by the following:

- 1 Fire, lightning, explosion, earthquake or smoke.
- 2 Storm or flood.
- 3 Water escaping from washing machines, dishwashers, fixed water or fixed heating systems.
Oil escaping from a fixed heating system.
- 4 Riot, civil commotion.
- 5 Malicious acts or vandalism.

- 6 Theft or attempted theft using force and violence to get into or out of **your home**.

What is not covered

The **excess**.

Damage by smoke from air pollution.

The **excess**.

Damage caused by a rise in the water table (the level below which the ground is completely saturated with water).

The escape of water **excess** shown on **your** schedule.

Loss or damage while **your home** is **unoccupied**.

Damage to the appliance or system which the water or oil escapes from.

The **excess**.

The **excess**.

Loss or damage while **your home** is **unoccupied**.

Loss or damage while **your home** is lent, let or sub-let to anyone other than **your family** unless force and violence has been used to get into or out of **your home**.

The **excess**.

Loss or damage while **your home** is **unoccupied**.

For **contents** in any garage or outbuilding, any amount exceeding the limit shown on **your** schedule.

What is covered

- 12 **Accidental damage** to TV, satellite, video, audio entertainment equipment and computer equipment while in **your home**.

Audio entertainment equipment and computer equipment does not include musical instruments, mobile phones, records, tapes, discs, CDs, DVDs and computer games.

- 13 Accidental breakage of mirrors, ceramic hobs in free-standing cookers or glass which forms part of **your** furniture.

In addition, **you** are covered for the following:

- 14 Wedding, Civil Partnership and Birthday gifts

Loss or damage by covers 1-13 of the Contents Section plus cover 25 (if selected), to gifts and additional **contents** purchased for a wedding, civil partnership or a birthday.

For one month before and one month after the wedding day, civil partnership ceremony or birthday of any of **your family**, the sum insured for **contents** is increased by the amount shown on **your** schedule.

- 15 Christmas and Religious festivals

Loss or damage by covers 1-13 of the Contents Section plus cover 25 (if selected), to gifts and additional **contents** purchased for Christmas or a religious festival.

For one month before and one month after Christmas or a religious festival, the sum insured for **contents** is increased by the amount shown on **your** schedule.

What is not covered

The **excess**.

Damage while **your home** is lent, let or sub-let to anyone other than **your family**.

Damage by water entering **your home** other than by storm or flood.

Damage by mechanical, electrical or electronic fault or breakdown.

Damage by any cover listed elsewhere in the Contents section and which is specifically excluded under that cover.

The **excess**.

The replacement cost of any part of the item other than the broken glass.

Breakage while **your home** is lent, let or sub-let to anyone other than **your family**.

Loss or damage by any cover listed elsewhere in the Contents Section and which is specifically excluded under that cover.

Loss or damage by any cover listed elsewhere in the Contents Section and which is specifically excluded under that cover.

What is covered

- 16 Accidental loss of metered water, liquid petroleum gas or oil at **your home**.
- 17 Tenants liability
Your liability at law under covers 1-12 of the Buildings section of this policy, if **you** are legally liable under the terms of **your** tenancy agreement (not as owner, leaseholder or landlord), for damage to **your home**.
- 18 Tenants improvements
 Damage, as provided under covers 1-12 of the Buildings section of this policy, to fixed tenants' improvements and fixed internal decorations in **your home**.
- 19 The cost of replacing food in a freezer in **your home**, that has been spoilt by an accidental change in temperature in **your** freezer.
- 20 If **your home** is uninhabitable as a result of damage to **your contents**, **we** will pay the additional cost of similar short-term accommodation for **your family** and also for any pets living with **you**.

What is not covered

- The **excess**.
 Loss or damage while **your home** is **unoccupied**.
 Loss or damage by any cover listed in the Contents section and which is specifically excluded under that cover.
 Any amount exceeding the limit shown on **your** schedule.
- Damage by any cover listed in the Buildings section and which is specifically excluded under that cover.
 Any amount exceeding the limit shown on **your** schedule.
- The **excess**.
 Damage by any cover listed in the Buildings section and which is specifically excluded under that cover.
 Any amount exceeding the limit shown on **your** schedule.
- The **excess**.
 Loss or damage by an electricity or gas supplier deliberately cutting off or reducing the supply to **your home**.
 Loss or damage while **your home** is **unoccupied**.
 Any amount exceeding the limit shown on **your** schedule.
- Any costs **your family** would have to pay once **your home** becomes habitable again.
 Any costs **you** agree to pay without **our** written permission.
 The cost of alternative accommodation for anyone who is not a member of **your family**.
 Any costs arising from loss or damage by any cover listed elsewhere in the Contents section and which is specifically excluded under that cover.
 Any amount exceeding the limit shown on **your** schedule.

What is covered

- 21 **Accidental damage** or loss while a professional removal firm are moving **your contents** from **your home** directly to **your** new permanent **home** in the British Isles.
- Fire, lightning, explosion, earthquake or smoke.
 - Storm or flood.
 - Oil escaping from a fixed storage container.
 - Riot, civil commotion.
 - Malicious acts or vandalism.
 - Theft or attempted theft.
- 22 Loss of or damage to **your contents** while in the open on the land belonging to **your home** caused by:
- Falling trees or branches.
 - Falling aerials or satellite receiving equipment, their fittings or masts.
 - Impact involving vehicles, aircraft or anything dropped from them, or animals.

What is not covered

- The **excess**.
- Loss or damage by mechanical, electrical or electronic fault or breakdown.
- Damage to china, glass, pottery or other items of a similar nature which are fragile, unless they have been packed by professional packers.
- Loss or damage while **your contents** are in storage or being moved to or from storage.
- Loss of **money**.
- Any amount exceeding the limit shown on **your** schedule.
- The **excess**.
- Any amount exceeding the limit shown on **your** schedule.
- Damage by smoke from air pollution.
- Loss or damage while **your home** is **unoccupied**.
- Loss or damage when **your home** is lent, let or sub-let to anyone other than **your family**.
- Loss or damage while **your home** is **unoccupied**.
- Loss or damage when **your home** is lent, let or sub-let to anyone other than **your family**.
- Loss or damage when **your home** is used to receive visitors or paying guests in connection with **your** business.
- Loss of **money**.
- Loss or damage by pets.

What is covered

23 Loss of or damage to **your contents** within the British Isles while they are moved temporarily away from **your home** to a **building** or residence where **your family** is living, working or studying at university, college or school, or to other premises caused by:

- Fire, lightning, explosion, earthquake or smoke.
- Storm or flood.
- Water escaping from washing machines, dishwashers, fixed water or fixed heating systems. Oil escaping from a fixed heating system.
- Riot, civil commotion.
- Malicious acts or vandalism.
- Theft or attempted theft using force and violence to get into or out of the premises where **your contents** are temporarily kept.
- Falling trees or branches.
- Falling aerials or satellite receiving equipment, their fittings or masts.
- Impact involving vehicles, aircraft or anything dropped from them, or animals.

24 Electronic data downloads

The cost of replacing non-recoverable music, film or electronic data purchased and legally downloaded by **your family** from a legitimate website following loss or damage to **contents** by covers 1-12 of the Contents Section plus cover 25 (if selected).

What is not covered

The **excess**.

Any amount exceeding the limit shown on **your** schedule.

Damage by smoke from air pollution.

Loss or damage if the premises where **your contents** are temporarily kept are left for more than 60 days in a row without any person residing, living or working there.

Loss or damage if the premises where **your contents** are temporarily kept are left for more than 60 days in a row without any person residing, living or working there.

Loss or damage if the premises where **your contents** are temporarily kept are left for more than 60 days in a row without any person residing, living or working there.

Loss or damage by pets.

The cost of remaking or recreating any non-recoverable music, film or electronic data.

Any data not commercially available at the time of loss.

Any amount exceeding the limit shown on **your** **schedule**.

What is covered

The following additional cover is also provided for **your contents** but only if **your** schedule states '**Accidental damage** included'.

- 25 **Accidental damage** to **your contents** while in **your home**, and in the open on the land belonging to **your home**.

What is not covered

The **excess**.

Damage to clothing.

Deterioration of food.

Damage while **your home** is **unoccupied**.

Damage when **your home** is lent, let or sub-let to anyone other than **your family**.

Damage by water entering **your home** other than by storm or flood.

Damage by mechanical, electrical or electronic fault or breakdown.

Damage by any cover listed elsewhere in the Contents section and which is specifically excluded under that cover.

For **contents** in the open, any amount exceeding the limit shown on **your** schedule.

How we settle claims

If **you** wish to claim under this section of **your** policy please follow the steps detailed in the 'How to make a claim' section (page 6). **You** should also read the Claims conditions and Policy exclusions on pages 13 to 15.

How we settle claims for contents

- 1
 - A) Where the damage can be economically repaired **we** will pay the cost of repair
 - B) Where the damage cannot be economically repaired and the damaged or lost item can be replaced, **we** will replace it. If a replacement is not available **we** will replace it with an item of similar quality.
 - C) Where **we** are unable economically to repair or to replace an item with an item of similar quality, **we** will agree a cash payment with **you** based on the replacement value.
 - D) Where **we** can offer repair or replacement through a preferred supplier, but instead **you** request and **we** agree to pay a cash settlement, then the amount will not normally exceed what **we** would have paid **our** preferred supplier.
- 2 **We** will not pay the cost of replacing or changing undamaged items or parts of items which belong to a set or suite, or which have a common design or use such as suites of furniture and carpets which are only damaged in one area, when the loss or damage relates to a specific part or part of an item or to a clearly defined area.
- 3 **We** will not pay for any loss of value to any item which **we** have repaired or replaced.
- 4 Where an **excess** applies, this will be taken off the amount of **your** claim.
- 5 If loss or damage happens and the sum insured on **your** schedule is less than the cost of replacing all **your contents** as new, **we** will, where appropriate, take off an amount for wear and tear from the cost of the new item unless the item can be economically repaired when only the cost of the repair will be paid.
- 6 The most **we** will pay for any one claim is the amount it will cost **us** to replace all **your contents** as new but not more than the sum insured or any limits shown on **your** schedule.

Legal liability

As well as insuring **your contents**, **we** also provide the following cover:

What is covered

- 26 The legal liability of **your family**:
- as occupier of **your home** and its land;
 - as individuals;
 - as an employer to any of **your family's** domestic employees;
- to pay damages and costs to others which arise from any single event occurring during the **insurance period** which results in:
- accidental death, disease, illness or accidental physical injury to anyone;
 - **accidental damage** to physical property.
- The most **we** will pay is the limit shown on **your** schedule plus defence costs agreed by **us** in writing.

What is not covered

- Anything owned by or the legal responsibility of **your family**.
- Injury, death, disease or illness to any of **your family** (other than your domestic employees who normally live with **you**).
- Liability arising from any employment, trade, profession or business of any of **your family**.
- Liability arising from any of **your family** passing on any disease or virus.
- Liability arising from the ownership or use of:
- any motor vehicle, including children's vehicles (other than garden machinery or **wheelchairs**), whether licensed for road use or not;
 - any boat, wetbike, sand yacht, hovercraft, aircraft or train (other than hand propelled boats and models);
 - gliders, hang-gliders, caravans or trailers.
- Liability accepted by any of **your family** under any agreement, unless the liability would exist without the agreement.
- Liability arising from any of **your family** owning land or buildings.
- Liability covered by any other policy.
- Injury, death disease or illness caused by any dog described in Section 1 of the Dangerous Dogs Act 1991 or Article 3 of the Dangerous Dogs (Northern Ireland) Order 1991.
- Liability arising from The Party Wall etc. Act 1996.

Personal Belongings, Money and Credit Cards

This part of **your** policy sets out the cover **we** provide for **your personal belongings, money** and **credit cards** in or away from **your home**, unless **your** schedule states 'Not insured under this policy'.

What is covered

Personal belongings

Loss or damage to **personal belongings** and personal documents in the British Isles and temporarily elsewhere while in the possession of any of **your family**.

What is not covered

The **excess**.

Loss or damage by mechanical, electrical or electronic breakdown, delay, confiscation or detention by customs or other official bodies.

Loss or damage caused by water entering **your home** other than by storm or flood.

Theft from motor vehicles unless at the time of the loss or damage:

- someone aged 16 or over was in the motor vehicle; or
- the motor vehicle was securely locked; and
- force and violence were used to get into the motor vehicle; and
- the items stolen were out of sight in a locked luggage boot, luggage or glove compartment.

The most **we** will pay for theft from an unattended motor vehicle is the unattended motor vehicle limit shown on **your** schedule.

Loss or damage in **your home** when **your home** is **unoccupied**.

Loss or damage in **your home** by theft, malicious acts or vandalism when **your home** is:

- lent, let or sub-let to anyone other than **your family**;
- used to receive visitors or paying guests in connection with any business;

unless force and violence is used to get into or out of **your home**.

What is covered

Money

Loss of **money** in the British Isles and temporarily elsewhere while in the possession of any of **your family**.

Credit Cards

Cover for losses where **your** card provider charges **you** up to a maximum of £50 for each claim for every card, resulting from unauthorised transactions arising from the use of a lost or stolen **credit card**.

Do not forget to inform the police and the bank or **credit card** provider as soon as possible in the event of a loss.

What is not covered

Loss by deception unless the only deception is someone tricking their way into **your home**.

Loss or damage caused by theft or attempted theft from any unlocked hotel room.

Loss or damage after **your personal belongings** or personal documents have been outside the British Isles for a total of more than 60 days in any **insurance period**.

The most **we** will pay for **personal belongings** and personal documents that have been taken outside the British Isles is the sum insured shown on **your** schedule, but not exceeding the overseas limit shown on **your** schedule. The overseas limit does not apply to personal belongings specified on **your** schedule.

Loss or damage to any pedal cycle left unattended in a public place unless the pedal cycle is locked to an object that cannot be moved.

The **excess**.

Theft from motor vehicles unless at the time of the loss or damage someone aged 16 or over was in the motor vehicle.

Loss from **your home** when **your home** is **unoccupied**.

Loss in **your home**, by theft, malicious acts or vandalism when **your home** is:

- lent, let or sub-let to anyone other than **your family**;
- used to receive visitors or paying guests in connection with any business;

unless force and violence is used to get into or out of **your home**.

Loss by deception unless the only deception is someone tricking their way into **your home**.

Loss of **money** when **you** have been outside the British Isles for a total of more than 60 days in any **insurance period**.

Confiscation or detention by customs or other official bodies.

What is covered

What is not covered

Loss of value or loss due to errors or omissions in receipts, payments or accountancy.

Loss of **money** not reported to the police within 24 hours of discovery.

Loss which results from any authorised cardholder not following the terms and conditions under which the **credit card** was issued.

Use of **credit cards** by any of **your family** without the permission of any authorised cardholder.

There is no **excess** payable for **credit cards**.

In most cases, **you** will only be liable for the first £50 per **credit card**.

How we settle claims

If **you** wish to claim under this section of **your** policy please follow the steps detailed in the 'How to make a claim' section (page 6). **You** should also read the Claims conditions and Policy exclusions on pages 13 to 15.

How we settle claims for personal belongings

- 1 A) Where the damage can be economically repaired **we** will pay the cost of repair
 - B) Where the damage cannot be economically repaired and the damaged or lost item can be replaced, **we** will replace it. If a replacement is not available **we** will replace it with an item of similar quality.
 - C) Where **we** are unable economically to repair or to replace an item with an item of similar quality, **we** will agree a cash payment with **you** based on the replacement value.
 - D) Where **we** can offer repair or replacement through a preferred supplier, but instead **you** request and **we** agree to pay a cash settlement, then the amount will not normally exceed what **we** would have paid **our** preferred supplier.
- 2 **We** will not pay for any loss of value to any item which **we** have repaired or replaced.
 - 3 Where an **excess** applies, this will be taken off the amount of **your** claim.
 - 4 The most **we** will pay for any one claim is the amount it will cost **us** to replace all **your personal belongings** and personal documents as new but not more than the sum insured or any limits shown on **your** schedule.

How we settle claims for money and credit cards

- 1 Where an **excess** applies, this will be taken off the amount of **your** claim.
- 2 The most **we** will pay for any one claim for **money** and/or **credit cards** is the sum insured shown on your schedule.

Inflation protection

The sums insured and the limits shown on **your** schedule for **personal belongings** will be adjusted in line with a recognised index.

No extra charge will be made for any increase until the renewal of the policy, when the renewal premium will be based on the new sums insured and the limits shown on **your** schedule.

For **your** protection, **we** will not reduce **your** sums insured or limits if the index moves down unless **you** ask **us** to.

No claim discount

This part of the policy explains how No claim discount works.

If no incident occurs during the **insurance period** which results in a claim under the Buildings, Contents or Personal belongings, Money and Credit Cards sections, **your** No claim discount will increase in line with **our** scale at the renewal of the policy.

For each incident that occurs during the **insurance period** which results in a claim under the Buildings, Contents or Personal belongings, Money and Credit Cards sections, **your** No claim discount may reduce in line with **our** scale at the renewal of the policy.

You cannot transfer **your** No claim discount to anyone else.

How we use your Information

Please read the following carefully as it contains important information relating to the details that you have given us. You should show this notice to any other party related to this insurance.

Who we are

This product is underwritten by Royal & Sun Alliance Insurance plc.

You are giving your information to Royal & Sun Alliance Insurance plc, which is a member of the RSA Group of companies (the Group). In this information statement, 'we', 'us' and 'our' refers to the Group unless otherwise stated.

How your information will be used and who we share it with

Your information comprises of all the details we hold about you and your transactions and includes information obtained from third parties.

If you contact us electronically, we may collect your electronic information identifier e.g. Internet Protocol (IP) address or telephone number supplied by your service provider.

We may use and share your information with other members of the Group to help us and them:

- Assess financial and insurance risks;
- Recover debt;
- Prevent and detect crime;
- Develop our services, systems and relationships with you;
- Understand our customers' requirements;
- Develop and test products and services.

We do not disclose your information to anyone outside the Group except:

- Where we have your permission; or
- Where we are required or permitted to do so by law; or
- To credit reference and fraud prevention agencies and other companies that provide a service to us, our partners or you; or
- Where we may transfer rights and obligations under this agreement.

We may transfer your information to other countries on the basis that anyone we pass it to, provides an adequate level of protection. In such cases, the Group will ensure it is kept securely and used only for the purpose for which you provided it. Details of the companies and countries involved can be provided on request.

From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you.

If you do not object, you will consent to that change.

We will not keep your information for longer than is necessary.

Sensitive Information

Some of the information we ask you for may be sensitive personal data, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). We will not use such sensitive personal data about you or others except for the specific purpose for which you provide it and to carry out the services described in your policy documents. Please ensure that you only provide us with sensitive information about other people with their agreement.

Fraud prevention agencies

If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

- Checking details on applications for credit and credit related or other facilities;
- Recovering debt;
- Checking details on proposals and claims for all types of insurance;
- Checking details of job applicants and employees.

Please contact the Data Protection Liaison Officer at the address below if you want to receive details of the relevant fraud prevention agencies.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Claims History

Insurers pass information to the Claims and Underwriting Exchange Register (CUE) run by Insurance Database Services Ltd (IDS Ltd). Under the conditions of your policy, you must tell us about any incident (such as an fire, water damage, theft or an accident) which may or may not give rise to a claim. When you tell us about an incident, we will pass information relating to it to the register.

How to contact us

On payment of a small fee, you are entitled to receive a copy of the information we hold about you. Any fee charged will be in line with guidance issued by the Information Commissioner's Office for such information requests. If you have any questions, or you would like to find out more about this notice you can write to: Data Protection Liaison Officer, Customer Relations Office, RSA, Bowling Mill, Dean Clough Industrial Estate, Halifax HX3 5WA.

Royal & Sun Alliance Insurance plc (No. 93792). Registered in England and Wales at St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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