

# HOME BUILDINGS & CONTENTS INSURANCE

## INSURANCE PRODUCT INFORMATION DOCUMENT

### Company: Ageas Insurance Limited.

Registered in England and Wales, regulated by the Financial Conduct Authority and the Prudential Regulation Authority (202039)

### Product: Paymentshield

### Home Insurance

Ageas/PS/045

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation

## What is this type of insurance?

This home insurance product provides financial protection from a variety of risks and events that your home and/or possessions may be exposed to. The cover options available to you under this product are Buildings Insurance, Contents Insurance, Accidental Damage to Buildings and/or Contents and Personal Possessions cover. Optional Home Emergency and Legal Expenses covers are also available. The cover you have chosen including your sum insured, limits and excesses can be found in your policy documentation.



### What is insured?

#### Buildings

If selected, as standard the Buildings section provides cover for £1,000,000:

- ✓ Damage to your buildings by specific causes including fire, storm, flood, escape of water and subsidence
- ✓ Alternative accommodation and loss of rent up to 15% of the Buildings sum insured
- ✓ Property owners' liability up to £2,000,000
- ✓ Accidental damage to locks and theft of keys to the external doors of your home up to £750
- ✓ Damage to trees, shrubs, plants and hedges up to £2,000
- ✓ Accidental breakage of glass, ceramic hobs or sanitary ware fixed to the home is included

**Optional Buildings Accidental Damage** can be added to the buildings section to provide cover for visible damage which has not been caused on purpose or inevitably, up to the buildings sum insured.

#### Contents

If selected, as standard the Contents section provides cover for £75,000 with the option to increase to £100,000:

- ✓ Damage to your contents by specific causes including fire, storm, flood, escape of water and theft
- ✓ Theft from any private garage or outbuilding within 100m of the dwelling used by you is covered up to £2,500
- ✓ Alternative accommodation is up to £10,000
- ✓ Accidental damage to Landlord's fixtures & fittings is up to 10% of contents sum insured
- ✓ Occupiers and Personal liability cover is up to £2,000,000
- ✓ Accidental breakage of mirrors, ceramic hobs, freestanding cookers or glass in furniture is included.

**Optional Contents Accidental Damage** can be added to the contents section to provide cover for visible damage which has not been caused on purpose or inevitably, up to the contents sum insured.



### What is insured? Continued

**Personal Possessions** is an optional extension that provides cover for accidental damage or loss of your personal possessions in and away from the home. This includes:

- ✓ Pedal cycles cover up to £500
- ✓ Gold & silver articles and watches, up to £1,500 each unless specified in your schedule
- ✓ Mobile phone, replacement keys, money and spectacles up to £250
- ✓ Credit card cover up to £500



### What is not insured?

- X The costs of routine maintenance, or wear and tear
- X Certain perils where there is loss or damage if your home is unoccupied for more than 60 days in a row. Please refer to your Terms & Conditions for more information.
- X Loss or damage to fences, hedges and gates caused by storm or flood
- X Any loss or damage caused by wet rot or dry rot
- X Items left in a motor vehicle or caravan are not covered unless Personal Possessions cover is selected
- X Damage to sports equipment whilst in use



## Are there any restrictions on cover?

- ! The buildings subsidence excess is £1,000
- ! The escape of water or oil excess is £250 or your chosen excess if higher
- ! The excess that applies to claims for accidental damage and personal possessions will be shown in your policy documentation
- ! For all other claims your chosen excess will apply
- ! Items of jewellery, gold & silver articles, furs, clocks, watches, pictures, works of art, sculptures & collections of stamps, medals or coins are covered up to £2,000 each, unless specified on your certificate
- ! The most you can claim in total for valuables is 30% of your contents sum insured.
- ! The most you can claim for contents in the open grounds of the home is £500
- ! The maximum amount paid for any individual item is £5,000 unless specified on your certificate



## Where am I covered?

- ✓ This insurance covers properties in the United Kingdom (England, Scotland, Wales and Northern Ireland). Personal possessions are covered away from the home all year round in the UK, Europe, Mediterranean Islands, Madeira, the Canary Islands and any country which has a coastline on the Mediterranean Sea. They are covered anywhere else in the world for up to 60 days during the period of insurance



## What are my obligations?

- To supply us with information that, to the best of your knowledge is correct, in response to the questions asked when applying for, amending, or renewing this insurance
- Pay the amounts shown in the policy documents for each period of insurance
- Comply with all the terms and conditions set out in the *Policy Booklet* and documentation
- You must tell us as soon as you are aware (and no more than 30 days later) of any change in your circumstances.
- To make sure the sums insured you have chosen remains adequate for your insurance needs
- You must take all reasonable steps to prevent accidents, loss or damage and must maintain the insured property to a good condition
- When making a claim, to provide all the information requested as set out in the *Policy Booklet*
- If you or your family are the victim of theft, riot, a malicious act, or vandalism or lose something away from your home, tell the police as soon as possible upon discovery and ask for a crime reference number
- Some items, such as jewellery and precious metals, often change in value and you should make certain that these items are insured correctly



## When and how do I pay?

Payments will be collected monthly by Direct Debit. The monthly amount to pay for your policy is shown in the policy documents.



## When does the cover start and end?

This policy is on a continuous monthly contract and will carry on until you notify us of your intention to cancel.



## How do I cancel the contract?

You can cancel your policy at any time by calling or writing to Paymentshield on the details shown in the policy documents. If having taken out a policy and after examining it, you decide not to continue with it you have a statutory right to cancel. During this cooling off period, you can cancel the policy back to the start date without charge and with a full refund of any premiums already paid, unless you have made a claim during this period.