

Buildings & Contents Insurance

Insurance Product Information Document

Company: Ageas Insurance Limited

Product: Optima Landlord Buildings & Contents Policy

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039. Registered in the UK.

This Insurance Product Information Document provides a summary of the key information for this product. The full information is provided in the policy documentation.

What is this type of insurance?

This policy covers your buildings & landlord contents against loss or damage from specific events (for example - fire, theft, flood, storm or leaking water).

Optional covers are available, these will be shown on your policy schedule if you choose to include them.



What Is Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✓ **Buildings** - The maximum amount you can claim for is shown on your policy schedule.
- ✓ Damage caused by leaking or freezing water & leaking oil - Up to the maximum claim limit for buildings
- ✓ Professional fees & costs - Up to the maximum claim limit for buildings
- ✓ Rent or alternative accommodation if the home can't be lived in - 10% of maximum claim limit
- ✓ Property owners' legal responsibilities - Up to £2 million
- ✓ **Contents** – If this section has been selected the maximum amount you can claim for is shown on your policy schedule.
- ✓ Theft of Landlord contents from an outbuilding or garage – Up to £500
- ✓ Your legal responsibilities for domestic employees – Up to £10 million

Optional Cover

If you have selected optional cover this will appear on your schedule and you will be insured for the following:

- Accidental damage cover to your buildings or landlord contents
- Damage to your buildings or landlord contents by theft and/or vandalism caused by your tenant – Up to £5,000
- Damage caused by the emergency services - Up to the maximum claim limit for buildings
- Glass, toilets & other fittings that are accidentally broken - Up to the maximum claim limit for buildings
- Underground pipes, drains & cables that are accidentally broken - Up to the maximum claim limit for buildings



What Is Not Insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✗ We won't pay claims for vandalism, theft, leaking or freezing water or oil, accidental damage or broken glass, toilets or other fittings if the property is unoccupied.
- ✗ We won't pay claims for damage to gates and fences caused by Storm or Flood.
- ✗ We won't pay subsidence claims if the damage is caused by faulty materials, poor design or poor workmanship.
- ✗ We won't pay leaking water claims if the damage is caused by the failure, wear and tear or lack of grouting or sealant.
- ✗ We won't pay vandalism or theft claims if the damage is caused by the tenant, once the tenancy agreement has ended.
- ✗ We won't pay liability claims as a result of your failure to adequately maintain the insured property in a good state of repair.
- ✗ We won't pay rent or alternative accommodation claims where the property was unoccupied at the time of the loss, unless a tenancy agreement can be provided as evidence that a new tenant had been due to take up residency in the insured property.
- ✗ We won't pay accidental damage claims caused by chewing, scratching, tearing, or fouling by pets.



Are there any restrictions on cover?

- ! We won't pay for claims that are a result of wear and tear or anything that happens gradually.
- ! We'll not make any contribution for undamaged items that are part of a set or suite.
- ! We'll only pay for the damage to the carpet or floor covering in the room or area where the damage happened and we won't pay for matching carpets in other rooms.
- ! We won't pay claims that are as a result of your failure to comply with regulatory and statutory requirements for letting a property.
- ! We won't pay claims that wouldn't have been made if you'd dealt with existing problems to the insured property.
- ! We won't pay for any claim that is found to be fraudulent.
- ! We won't pay for any damage to the building and/or landlord contents that the tenant has been made liable for under the terms of their tenancy agreement.



Where am I covered?

- ✓ UK, Channel Islands and the Isle of Man.



What are my obligations?

- You must provide us with honest, accurate and complete information, and inform us without delay of any changes in your situation. In the event of a claim, you must notify us as soon as possible.
- You'll need to let us negotiate, defend or settle any disputes or claims on your behalf. You'll also need to let us take legal action in your name to get back any payment we've made under this policy.
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or us suffer a financial loss, is fraud and pushes up the cost of insurance for all customers.
- In some cases, the insurer may apply an endorsement to the policy, setting out, for example, security requirements. It's really important that you follow any terms set out in endorsements, as if you don't, you may not be covered in the event of a claim. If any endorsements apply to you, these will be explained to you (or displayed on-line) before you buy, and will also be shown on the policy schedule that you will receive after you buy.



When and how do I pay?

Please contact your broker for details.



When does the cover start and end?

Your cover will be effective for a period of 12 months, as shown on your schedule.



How do I cancel the contract?

Please contact your broker to cancel your policy.

Cancellation within 14 days

You have 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later) to cancel the cover. Providing a claim has not been made, a full refund of premium will be provided. An administration fee of £7.50 will be applied.

Cancellation after 14 days

You can cancel the policy any time after the 14 days, providing no claim has been made we will refund a percentage of the premium paid in proportion to the period of insurance left unused. A cancellation fee of £7.50 will be applied.

How do I report a claim?

Call our 24 hour claims helpline 0345 166 9457.

If something's been stolen, or your property has been damaged by a riot or vandalism, you must start by calling the Police. And please make sure you get a crime reference number.

It's really important that you don't throw away any damaged items until we say so.

Finally, don't negotiate or settle any claims made against you, unless we've written to you to say you can.

Excesses that apply

Option to add a voluntary excess in addition to the standard excess (Voluntary excess does not apply in addition to the standard excess for subsidence claims)

Buildings and Contents cover

Standard cover	£100
Subsidence	£1,000
Leaking or freezing water & leaking oil	£500

Optional buildings and landlord contents cover

Optional covers	£250
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How do I make a complaint?

If your complaint is about the way your policy was sold to you, please contact your insurance adviser to report your complaint.

If you've a complaint regarding your claim, please telephone us on **0345 166 9457**.

Alternatively, for claims or any other type of complaint, you can also write to us at the address shown below or email us through our website at www.ageas.co.uk/complaints (please include your policy number and claim number if appropriate). Our address: Customer Services Advisor, Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS).

In the very unlikely event that Ageas was to go bust, your insurance policy would still remain valid in the event that you needed to make a claim. For more details about the scheme visit www.fscs.org.uk or telephone **0800 678 1100** or **020 7741 4100**.

Underwritten by **Ageas Insurance Limited**

Registered office: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA

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