

# Home Insurance Policy

Assurant Additions

Underwritten by: UK General on behalf of Great Lakes Insurance (SE)

## Policy Book

# Contents

Welcome to Your Home Insurance Policy .....	3
Definitions.....	4
Section 1 - Buildings .....	6
Section 2 - Contents .....	10
Section 3 - Personal Possessions.....	14
Section 4 - Pedal Cycles .....	15
Section 5 - Liabilities .....	16
General Conditions.....	17
General Exclusions .....	18
Claims Procedure and Conditions .....	20
Complaints Procedure & Regulatory Information .....	21

# Welcome to Your Home Insurance Policy

## Guidance and Explanations

Please take time to read the full policy document to make sure You understand the cover provided.

In return for the payment of Our premium We will provide the insurance cover detailed in Your Policy Schedule and this Policy document, subject to the terms and conditions, and exclusions shown in this document for all claims occurring during the Period of Insurance.

Your cover is valid from and until the dates specified on Your Policy Schedule.

Please refer to the Policy documents provided to You when the Policy was purchased or amended, for details of the type of and level of cover Your Policy provides.

You must take reasonable care to provide accurate and complete answers to all the questions You are asked when You take out, make changes to, or renew this Policy.

You must notify Your agent as soon as possible if any of the information in Your Policy documents is incorrect or if You wish to make a change to Your Policy.

If You do not provide accurate and complete answers to the questions You are asked, or You fail to notify Your agent of any incorrect information or changes You wish to make, Your Policy may not operate in the event of a claim. We may not pay any claim in full or Your Policy could be invalid.

## Your Insurers

This insurance is arranged by Assurant Intermediary Ltd & underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Assurant Intermediary Ltd is authorised and regulated by the Financial Conduct Authority.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. You can check Our details on the Financial Services Register <https://register.fca.org.uk/>.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

For and behalf of UK General Insurance Ltd

# Definitions

The following definitions have the same meaning wherever they appear in **Your Policy** or **Schedule** and are highlighted in bold:

## Accidental damage

Sudden and unexpected damage, occurring at a specific time and caused by external means.

## Bedroom

A room used as or originally designed and built to be a **Bedroom** even if now used for another purpose.

## Buildings

Used wholly, or partially as private dwelling(s) and including domestic outbuildings, garages, domestic fixed fuel oil tanks, drives, patios and terraces, walls, gates and fences, swimming pools, tennis courts and including fixtures and fittings owned by You, or for which **You** are legally responsible, all being situated at the address(es) in the **united Kingdom**.

## Consequential Loss

**We** will only pay costs which are incurred as a direct consequence of the event which led to the claim **You** are making under this **Policy**. For example, **We** will not pay mobile telephone call charges following the loss of a mobile telephone.

## Contents

**Contents** are defined as household furniture; fittings; **Personal effects** and Possessions including **valuables, money**, cycles, plus TV aerials and masts which are the **property** of **You** or members of **Your Family** permanently residing with **You** or for which **You** are legally liable. **Contents** includes **Office equipment** and office furniture used by **You** or **Your Family** for business or professional purposes up to £5,000 when in **Your Home**, owned by, or the legal responsibility of **You** or a member of **Your Family**.

## Cost of rebuilding

The full cost of reconstruction of the Buildings in the same form, size, style and condition as when new including the cost of complying with any government or local authority requirements, fees and associated costs, including Architect and Surveyor's Fees.

## Credit Cards

Credit, cheque, debit, charge or cash cards held for personal or charitable purposes.

## Endorsement(s)

A specific term, condition or variation to the **Policy**.

## Excess

The first amount of any claim for which **You** are responsible.

## Family

You, **Your** domestic partner and other relations that permanently reside with You.

## Home

The **Property** shown at the address in the **Schedule**, fixtures and fittings that **You** are responsible for, and the **Property's** garages and outbuildings, all as the same address and all used by **You** for domestic purposes only. If there are no business visitors to the **Property** and no employees, one room may be used as an office. Unless **We** say otherwise in the **Schedule**, the main Building of **Your Property** must be made of brick, stone or concrete and have a slate, tile, metal or concrete roof.

## Insured / You / Your

The person(s) as specified in the **Schedule**, or in the event of their death, their legally appointed representative.

## Insurers / We / Us / Our

UK General Insurance Ltd on behalf of Great Lakes Insurance SE

## Money

Personal **money** held for private purposes by **You** or **Your Family** including coin and bank notes used as legal tender, postal stamps (not in a collection), postal and **money** orders, cheques, including travellers cheques, saving and trading stamps, saving certificates and bonds, luncheon vouchers, travel tickets and gift tokens.

## Office Equipment

Office furniture and **Office Equipment**, including computers, printers, typewriters, facsimile machines, photocopiers and telephone answering machines, all used for business or professional purposes.

## Period of Insurance

The period shown in the **Schedule**, for which **We** agree to grant cover, providing that the full premium has been paid to us.

## Policy

The **Policy** incorporates the **Policy** booklet, the **Schedule** and all terms, conditions and **endorsements** of **Your** insurance contract with us.

## Personal effects

Clothing or other items normally carried on or about You, excluding the following:- **valuables, money**, household goods, pedal cycles, sports equipment, items relating to business, camping equipment.

**Personal Possessions**

Jewellery, watches, **valuables**, **money**, household goods, pedal cycles, sports equipment, items relating to business, camping equipment.

**Property**

The **Buildings** at the address (es) stipulated in the **Schedule**.

**Schedule**

The document which provides specific details of the insurance cover in force.

**Sum Insured**

The amount as shown in the **Schedule** and being the maximum amount **We** will pay in the event of any claim on this **Policy**.

**Uninsurable risks**

Wear and tear, depreciation, fungus, rot, vermin or insect damage, mechanical or electrical fault, process of cleaning, repairing, restoration, renovating or any gradually operating cause or process.

**United Kingdom**

Great Britain, Isle of Man, Channel Islands and Northern Ireland.

**Unoccupied**

The **Property** is deemed to be **unoccupied** when it is not lived in by **You**. Unoccupancy is deemed to start from the date that **You** last vacated the **Property**, which may pre-date the

inception of the insurance granted by this **Policy**. Occasional overnight stays do not constitute a break in unoccupancy.

**Valuables**

Articles made from precious metals, jewellery, watches, stamps, medals, **money**, photographic equipment, furs, curios, works of art and **home** computer equipment.

**Vehicle**

Any vehicle or toy propelled by a motor of any kind, caravans, trailers, hovercraft, aircraft, watercraft, land yacht, wind powered or assisted vehicles, as well as any of their parts and accessories (except for removable entertainment or navigation equipment while it is removed from the vehicle).

But not the following while being used for their intended purpose and by a person for whom they were designed:

- Ride-on lawnmowers
- Electrically powered wheelchairs and mobility scooters
- Electrically powered children's ride on toys
- Electrically assisted bicycles
- Pedestrian controlled electrically powered golf trolleys
- Model watercraft
- Hand-propelled watercraft (such as a surfboard or rowing boat)

**Unfurnished**

Without sufficient furniture and furnishings for normal living purposes.

# Section 1 - Buildings

(This section is included if shown on the **Schedule**)

We cover **Your Buildings** against loss or damage caused by the following **insured perils**:

What is covered	What is NOT covered
1. Fire, smoke, explosion, lightning, or earthquake.	a) loss or damage caused by smog, industrial or agricultural output b) the <b>Excess</b> shown in <b>Your Schedule</b> .
2. Storm or flood.	a) loss or damage caused by frost b) loss or damage to domestic fixed fuel-oil tanks in the open, drives, patios and terraces, gates, hedges and fences, swimming pools, tennis courts c) loss or damage caused by rising water table levels d) the <b>Excess</b> shown in <b>Your Schedule</b> .
3. Escape of water or oil from any fixed water or heating installation, apparatus and pipes.	a) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more b) loss or damage to the apparatus and/or pipes from which water and/or oil has escaped c) loss or damage caused by gradual emission d) the <b>Excess</b> shown in <b>Your Schedule</b> .
4. Damage to <b>Your</b> plumbing installation caused by freezing or bursting.	a) loss or damage to <b>Your</b> plumbing external to <b>Your Home</b> or in any outbuilding b) loss or damage caused by corrosion, wear and tear or rust c) loss or damage occurring after <b>Your Home</b> has been <b>unoccupied</b> for more than 30 days in a row d) the <b>Excess</b> shown in <b>Your Schedule</b> .
5. Theft or attempted theft caused by violent and forcible entry or exit.	a) theft or attempted theft by any person lawfully on the <b>Property</b> b) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more c) loss or damage caused by deception, unless deception is used solely to gain entry to <b>Your Property</b> d) the <b>Excess</b> shown in <b>Your Schedule</b> .
6. Collision or impact by any animal, <b>Vehicle</b> , aircraft or aerial devices and including items dropped from them.	a) damage caused by domestic pets b) the <b>Excess</b> shown in <b>Your Schedule</b> .
7. Riot, civil commotion, labour and political disturbances.	a) the <b>Excess</b> shown in <b>Your Schedule</b> . b) losses not reported to the Police within 72 hours
8. Malicious damage or vandalism.	a) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more b) malicious damage or vandalism by person lawfully on the <b>Property</b> c) the <b>Excess</b> shown in <b>Your Schedule</b> .

What is covered	What is NOT covered
<p>9. Subsidence, landslip or heave of the site upon which the Buildings stand.</p> <p>10. Falling trees, telegraph poles, lamp-posts, fixed aerials, dishes and masts.</p>	<p>a) loss or damage caused by erosion of any coast or riverbank</p> <p>b) loss or damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences, unless the main Building is damaged at the same time</p> <p>c) loss or damage caused by structural repairs, alterations, demolitions or extensions</p> <p>d) loss or damage arising from faulty or defective workmanship, designs or materials</p> <p>e) normal settlement, shrinkage or expansion</p> <p>f) loss or damage that originated prior to the start of this <b>Policy</b></p> <p>g) loss or damage caused by the movement of solid floors, unless the foundations beneath the floor are damaged at the same time and by the same cause</p> <p>h) loss or damage to Buildings caused by the action of chemicals, or by the reaction of chemicals with any material which forms part of the Buildings</p> <p>i) the <b>Excess</b> shown in <b>Your Schedule</b>.</p> <p>a) loss or damage caused by maintenance to trees</p> <p>b) loss or damage to gates and fences</p> <p>c) loss or damage to aerials, dishes and masts</p> <p>d) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p>11. <b>Accidental damage</b> to fixed glass, sanitary fixtures and ceramic hobs forming part of the <b>Property</b>.</p>	<p>a) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more</p> <p>b) loss or damage caused by chipping, denting or scratching</p> <p>c) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p>12. <b>Accidental damage</b> to underground pipes, tanks, cables and services for which <b>You</b> are responsible.</p>	<p>a) loss or damage due to wear and tear or gradual deterioration</p> <p>b) loss or damage caused by faulty materials, design, workmanship or as a consequence of any alterations, renovations or repairs.</p> <p>c) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p>13. Cost of alternative accommodation incurred by <b>You</b> as a result of the Buildings becoming uninhabitable following loss or damage caused by any of the perils listed in Section 1 of this <b>Policy</b>.</p>	<p>a) any amount in excess of 20% of the Building Sum Insured</p> <p>b) losses incurred in any period exceeding 12 months from the date that the <b>Property</b> became uninhabitable, unless shown otherwise in the <b>Schedule</b></p> <p>c) loss or damage where a valid claim has not been accepted by <b>Insurers</b> under section 1, perils 1-10</p>
<p>14. Increased metered water charges incurred by <b>You</b>, which result from the escape of water, for which a successful claim has been made under Section 1, Peril 3 of this <b>Policy</b>.</p>	<p>a) any amount in excess of £5000 in any <b>Period of Insurance</b>.</p>
<p>15. Expenses incurred by <b>You</b> as a result of the removal of debris, compliance with Government or Local Authority requirements, architect and surveyor fees incurred in the reinstatement of the Building, following loss or damage caused by any of the perils listed in Section 1 of <b>Your Policy</b>.</p>	<p>a) any fees charged in the preparation of a claim.</p>

What is covered	What is NOT covered
<p>16. Expenses incurred by <b>You</b> in locating the source and subsequent making good of damage, following loss or damage for which a successful claim has been made under Section 1, Peril 3 or Peril 12 of this <b>Policy</b>.</p>	<p>a) any amount in excess of £5,000 b) loss or damage to the apparatus from which water or oil has escaped.</p>
<p>17. Purchaser's Interest</p> <p>If <b>You</b> have contracted to sell the Buildings and the purchaser has not <b>insured</b> the <b>Property</b> before completion, the purchaser will have the contractual right to benefit of Section 1 of this <b>Policy</b> between exchange of contracts (or missives in Scotland) and completion of the sale provided the purchaser completes the purchase.</p>	
<p>18. Emergency Access</p> <p><b>We</b> will provide cover for damage to the <b>Home</b> caused by forced access by the fire, police or ambulance services as a result of an emergency.</p>	<p>a) any amount in excess of £750 b) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p>19. Replacement of Locks and Keys</p> <p><b>We</b> will provide cover for replacement locks and keys if <b>Your</b> keys are lost or stolen or locks are damaged by a cause included in this section.</p>	<p>a) any amount in excess of £1,000.</p>

## Additional Cover

(This extension does not apply unless shown on the **Schedule**)

<p>21. <b>Accidental damage</b> to the Buildings in addition to the perils listed in paragraphs 1 to 12 of this section.</p>	<p>a) loss or damage caused by <b>uninsurable risks</b> b) loss or damage caused by vermin; fungus; insects or domestic pets c) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more d) the cost of normal maintenance e) loss or damage caused by wet or dry rot; faulty workmanship or design. f) loss or damage as a result of any Building alterations, renovations or repairs g) loss or damage specifically excluded from cover under Section 1 or General Exclusions of this <b>Policy</b> h) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
--	--



# Conditions that apply to Section 1 - Buildings

## Index-Linking clause

If **You** have provided **Your** agent with the Sums **Insured** in Section 1, these may be adjusted each month in accordance with The House Rebuilding Costs Index, issued by the Royal Institute of Chartered Surveyors. No additional premium will be charged for each monthly Increase.

At each renewal **You** will be requested to provide or confirm the Sums **Insured** which will be used as the basis to calculate the premium required. The Sums **Insured** will be shown on the renewal **Schedule**.

## Basis of claims settlement

In the event of loss or damage to the Buildings, **We** will pay the full cost of reinstatement, as long as the Buildings are maintained in a good state of repair and they are **insured** for the full cost of reinstatement. If the Buildings have not been maintained in a good state of repair, **We** will make a deduction for wear and tear or gradual deterioration.

In respect of any claim made under this **Policy**, **Our** liability will:

- 1) not exceed the proportion that the Sum(s) **Insured** bears to the full cost of reconstruction of the **Property**, as shown in the **Schedule**
- 2) not exceed the **Sum Insured** for the **Property**, as shown in the **Schedule**.

It is **Your** responsibility to ensure that, at all times the Buildings **Sum Insured** reflects the total cost of reinstatement and associated fees.

**We** will not pay for the cost of replacing or repairing any undamaged part(s) of the Building which forms part of a pair, set, suite or part of a common design.

**We** will not reduce the **Sum Insured** under this section following a claim, provided that **You** agree to carry out any recommendations which **We** make to prevent further loss or damage.

## Section 2 - Contents

(This section is included if shown on the **Schedule**)

We will cover **Your Contents** against loss or damage caused by the following **insured perils**:

What is covered	What is NOT covered
1. Fire, smoke, explosion, lightning, or earthquake.	<ul style="list-style-type: none"> <li>a) loss or damage caused by smog, industrial agricultural output</li> <li>b) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
2. Storm or flood.	<ul style="list-style-type: none"> <li>a) <b>Contents</b> in the open</li> <li>b) loss or damage caused by frost</li> <li>c) loss or damage to domestic fixed fuel-oil tanks in the open, drives, patios and terraces, gates, hedges and fences, swimming pools, tennis courts</li> <li>d) loss or damage caused by rising water table levels</li> <li>e) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
3. Escape of water or oil from any fixed water or heating installation, apparatus and pipes.  Including £1000 of additional metered water charges incurred by You and resulting from any of the causes 1-9 of Section 2 of this <b>Policy</b>	<ul style="list-style-type: none"> <li>a) loss or damage whilst <b>Your Home</b> is <b>unoccupied</b> for 30 days or more</li> <li>b) loss or damage to the apparatus and/or pipes from which water and/or oil has escaped</li> <li>c) loss or damage caused by gradual emission</li> <li>d) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
4. Theft or attempted theft caused by violent and forcible entry or exit.	<ul style="list-style-type: none"> <li>a) theft or attempted theft by any person lawfully on the <b>Property</b></li> <li>b) loss or damage whilst the <b>Your Home</b> is <b>unoccupied</b> for 30 days or more</li> <li>c) any amount in excess of £2,000 in respect of <b>Contents</b> contained within locked detached domestic outbuildings and garages</li> <li>d) any amount in excess of £500 in respect of <b>Contents</b> contained within unlocked detached domestic outbuildings and garages</li> <li>e) any amount in excess of £1,000 in respect of <b>contents</b> in the garden</li> <li>f) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
5. Collision or impact by any animal, <b>Vehicle</b> , aircraft or aerial devices and including items dropped from them.	<ul style="list-style-type: none"> <li>a) damage caused by domestic pets</li> <li>b) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
6. Riot, civil commotion, labour and political disturbances.	<ul style="list-style-type: none"> <li>a) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
7. Malicious damage or vandalism.	<ul style="list-style-type: none"> <li>a) loss or damage whilst <b>Your Home</b> is <b>unoccupied</b> for 30 days or more</li> <li>b) malicious damage or vandalism by any person lawfully on the <b>Property</b></li> <li>c) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>

What is covered	What is NOT covered
<p>8. Subsidence, landslip or heave of the site upon which the Buildings stand.</p>	<ul style="list-style-type: none"> <li>a) loss or damage caused by erosion of any coast or riverbank</li> <li>b) loss or damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences, unless the main Building is damaged at the same time</li> <li>c) loss or damage caused by structural repairs, alterations, demolitions or extensions</li> <li>d) loss or damage arising from faulty or defective workmanship, designs or materials</li> <li>e) normal settlement, shrinkage or expansion</li> <li>f) loss or damage that originated prior to the start of this Policy</li> <li>g) loss or damage caused by the movement of solid floors, unless the foundations beneath the floor are damaged at the same time and by the same cause</li> <li>h) loss or damage to <b>Contents</b> caused by the action of chemicals or by the reaction of chemicals with any material which forms part of the Buildings</li> <li>i) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
<p>9. Falling trees, telegraph poles, lamp-posts, fixed aerials, dishes and masts.</p>	<ul style="list-style-type: none"> <li>a) loss or damage caused by maintenance to trees</li> <li>b) loss or damage to gates and fences</li> <li>c) loss or damage to aerials, dishes and masts</li> <li>d) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
<p>10. <b>Accidental damage</b> to mirrors, fixed glass, glass topped furniture and ceramic hobs.</p> <p>11. <b>Accidental damage</b> in the <b>Home</b> to: Desktop computers, Audio, hi-fi, television, telecommunication, video or DVD equipment, Satellite television receiving equipment or television and radio aerials but not mobile phones, laptop computers, Ipads and tablet computers, computer software, hand-held computers or electronic toys.</p>	<ul style="list-style-type: none"> <li>a) loss or damage whilst <b>Your Home</b> is <b>unoccupied</b> for 30 days or more</li> <li>b) loss or damage caused by chipping, denting or scratching</li> <li>c) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> <li>a) loss or damage after the <b>Property</b> has been <b>unoccupied</b> for more than 30 days in a row</li> <li>b) loss or damage caused by electrical or mechanical breakdown</li> <li>c) loss or damage caused by wear and tear, depreciations, gradually operating causes, process of cleaning, repair or restoration</li> <li>d) any amount exceeding £1,500 for any single item or set</li> <li>e) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>
<p>12. Costs of alternative accommodation incurred by You, as a result of <b>Your Home</b> becoming uninhabitable following loss or damage caused by any of the perils listed in Section 2 of this <b>Policy</b>.</p>	<ul style="list-style-type: none"> <li>a) any amount in excess of 20% of the <b>Contents Sum Insured</b></li> <li>b) losses incurred in any period exceeding 12 months from the date that the <b>Property</b> became uninhabitable, unless shown otherwise in the <b>Schedule</b></li> <li>c) loss or damage where a valid claim has not been accepted by Insurers under section 2, perils 1-11.</li> </ul>
<p>13. <b>Deep Freezer Contents</b> We will pay up to the £1,000 for food in a domestic deep freezer in the <b>Home</b> made unfit for human consumption by a change in temperature within the freezer cabinet or contamination by refrigerant or refrigerant fumes.</p>	<ul style="list-style-type: none"> <li>a) loss or damage from fridges/freezers over 10 years from new</li> <li>b) deliberate act of the utility provider</li> <li>c) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>

What is covered	What is NOT covered
<p><b>14. Personal money and Credit Cards</b></p> <p>Loss of personal <b>money</b> belonging to <b>You</b> or <b>Your Family</b> up to £300 any one loss. <b>Your</b> liability under the terms of the personal <b>Credit Cards</b> including cheque, debit, charge or cash cards, issued in the British Isles to <b>You</b> or <b>Your Family</b>, up to a maximum of £1,000 any one loss.</p>	<p>a) any loss unless the terms and conditions under which the card is issued have been fulfilled</p> <p>b) losses not reported to the Police within 24 hours of discovery of loss</p> <p>c) any loss as a result of unauthorised use by a member of <b>Your Family</b> or a person residing with <b>You</b></p> <p>d) loss caused by accounting errors or omissions</p> <p>e) depreciation in value</p> <p>f) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p><b>15. Office Equipment</b></p> <p>We will pay up to the £5,000 for <b>Office Equipment</b>, computers, monitors, scanner and printers used for <b>Your</b> business.</p> <p><b>16. valuables</b></p> <p>We will pay up to £2,000 any one item of <b>valuables</b>, subject to a maximum of £10,000 in total, unless specifically noted on <b>Your Schedule</b>.</p>	<p>a) the <b>Excess</b> shown in <b>Your Schedule</b>.</p> <p>a) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p><b>17. Visitors' Personal effects</b></p> <p>We will pay up to £500 for visitors <b>Personal effects</b> whilst in <b>Your Home</b> unless otherwise <b>insured</b>.</p>	<p>a) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
<p><b>18. Weddings, Birthdays and Religious Festivals</b></p> <p>The <b>Sum Insured</b> shown in the <b>Schedule</b> for <b>Contents</b> in the <b>Home</b> will be automatically increased by 10%, subject to a maximum of £3,000</p> <p>a) during the month of any religious festival or celebration</p> <p>b) for 30 days before and after <b>Your</b> wedding day : and</p> <p>c) for 7 days after <b>Family</b> birthdays to cover wedding, birthday, Christmas or other gifts</p> <p><b>19. Replacement of Locks and Keys</b></p> <p>We will provide cover for replacement locks and keys if <b>Your</b> keys are lost or stolen or locks are damaged by a cause included in this Section</p>	<p>a) the <b>Excess</b> shown in <b>Your Schedule</b>.</p> <p>a) any amount in excess of £1000</p>
<p><b>21. Tenant's Liability</b> (applicable if the Buildings are rented)</p> <p>Any amount which <b>You</b> become legally liable to pay as a tenant and not as an owner of the Buildings up to 20% of the <b>Contents</b> limit shown in the <b>Schedule</b> in respect of:</p> <p>a) damage to the Buildings by any of the Causes 1-11 of Section 1 of this <b>Policy</b>.</p>	

<p>What is covered</p> <p>22. <b>Contents</b> Temporarily Removed.</p> <p>We will pay up to £5,000 for loss or damage to <b>Your Contents</b> caused by any of the perils listed in 1 to 9 of this section whilst temporarily removed from <b>Your Home</b> and in occupied premises where <b>You</b> or a member of <b>Your Family</b> is residing or employed within the <b>united Kingdom</b> and/or up to £2,000 to <b>Your Contents</b> belonging to <b>Your</b> offspring whilst at University or College and contained within halls of residence or private accommodation.</p>	<p>What is NOT covered</p> <p>a) loss or damage from theft unless involving forcible and violent entry or exit</p> <p>b) loss or damage from a mobile <b>home</b>, motor <b>home</b> or caravan</p> <p>c) <b>Contents</b> removed for sale or exhibition or to furniture storage areas</p> <p>d) loss or damage in a furniture depository</p> <p>e) loss or damage caused by storm or flood to <b>property</b> not in a building</p> <p>f) loss or damage listed under other exclusions.</p> <p>g) the <b>Excess</b> shown in <b>Your Schedule</b>.</p> <p>The maximum payable under this section is £5,000 in total. The maximum payable per single item under this section is £1,000. The maximum payable per single item for <b>Contents</b> whilst at a halls of residence or private student accommodation is £500 and specifically excludes laptops, mobile phones and I-pads or tablet computers</p>
---	---

## Additional Cover

(This extension does not apply unless shown on the **Schedule**)

<p>1. <b>Accidental damage</b> cover to the <b>Contents</b> contained within the <b>Home</b> in addition to those perils as listed in paragraphs 1 to 11 of this section.</p>	<p>a) loss or damage specifically excluded from cover under Section 2 <b>Contents</b> or General Exclusions of this <b>Policy</b></p> <p>b) loss or damage caused by normal wear and tear</p> <p>c) loss or damage caused by vermin, insects, fungus or atmospheric or climatic conditions</p> <p>d) loss or damage caused by cleaning or making repairs or alterations</p> <p>e) loss or damage caused by pets</p> <p>f) loss or damage whilst the Buildings are <b>unoccupied</b> for 30 days or more</p> <p>g) loss or damage as a result of mechanical or electrical breakdown</p> <p>h) the <b>Excess</b> shown in <b>Your Schedule</b>.</p>
---	---

## Section 3 - Personal Possessions

(This section is included if shown on the **Schedule**)

What is covered	What is NOT covered
<p>1) We will cover <b>Your Personal Possessions</b> up to a maximum of £2,000 in total - unless specified otherwise in <b>Your Schedule</b>, against accidental loss or damage within the limits of the <b>United Kingdom</b>. Cover is provided worldwide for up to 30 days in any one <b>Period of Insurance</b>.</p> <p>Accidental loss or damage to <b>Personal Possessions</b> comprising of;</p> <ul style="list-style-type: none"> <li>i. articles of gold, silver, and other precious metals, jewellery, watches, furs, photographic equipment (including accessories), binoculars, video cameras, clothing, and other portable <b>Personal effects</b> (except mobile telephones) up to £2,000 for any one item unless specified on <b>Your Schedule</b></li> <li>ii. sports equipment, including sporting guns and wearing apparel used for amateur sports purposes up to a limit of £2,000 for any one loss;</li> <li>iii. mobile telephones up to £250 for any one item and any one loss unless specified on <b>Your Schedule</b>;</li> <li>iv. personal <b>money</b> and <b>Credit Cards</b> up to £750 for any one loss;</li> </ul>	<ul style="list-style-type: none"> <li>a) the <b>Excess</b> shown in <b>Your Schedule</b></li> <li>b) any loss or damage to contact or corneal lenses</li> <li>c) loss or damage to musical instruments whilst in transit unless they are placed in a suitable protective container</li> <li>d) documents or securities</li> <li>e) household goods, foodstuffs and domestic appliances</li> <li>f) <b>Property</b> more specifically <b>insured</b></li> <li>g) sports equipment whilst in use</li> <li>h) activity sports equipment (including skis, sticks and bindings), snowboards, water skis, sub-aqua water sports equipment, camping equipment, riding tack, windsurfers and equipment used for pot-holing and mountaineering</li> <li>i) theft from unattended road <b>Vehicles</b> unless from a locked luggage boot, concealed luggage compartment, or glove compartment following forcible and violent entry to a securely locked vehicle</li> <li>j) tools or instruments used or held for business or professional purposes.</li> </ul>

## Conditions that apply to Section 2 - Contents and Section 3 - Personal Possessions

### Index-linking clause

If **You** have provided **Your** agent with the Sums **Insured** in Section 1, these may be adjusted each month in accordance with The House Rebuilding Costs Index, issued by the Royal Institute of Chartered Surveyors. No additional premium will be charged for each monthly Increase.

At each renewal **You** will be requested to provide or confirm the Sums **Insured** which will be used as the basis to calculate the premium required. The Sums **Insured** will be shown on the renewal **Schedule**.

### Basis of claims settlement

In the event of loss or damage to **Your Contents** or **Personal Possessions**, **We** will replace the damaged **Contents** as new, provided that the **Sum Insured** is at least equal to the cost of replacing all the **Contents**. At **Our** option, **We** may either pay the cost of replacing the lost or damaged item as new, or pay the cost of repairing the item.

In respect of any claim made under this **Policy**, **Our** liability will:

- 1) not exceed the proportion that the Sum(s) **Insured** bears to the full cost of replacement of **Your Contents**, as shown in the **Schedule**
- 2) not exceed the **Sum Insured** for **Your Contents**, as shown in the **Schedule**.

It is **Your** responsibility to ensure that, at all times the **Contents Sum Insured** reflects the total cost of replacement as new.

**We** will not pay for the cost of replacing or repairing any undamaged item(s) of **Your Contents** which forms part of a pair, set, suite or part of a common design.

**We** will not reduce the **Sum Insured** under this section following a claim, provided that **You** agree to carry out any recommendations which **We** make to prevent further loss or damage.

## Section 4 - Pedal Cycles

(This section is included if shown on the **Schedule**)

What is covered	What is NOT covered
<p>Accidental loss or damage to Pedal Cycles owned by <b>You</b> or <b>Your Family</b> up to the <b>sum insured</b> as specified on <b>Your Schedule</b>.</p>	<ul style="list-style-type: none"> <li>a) loss or damage listed under other exclusions</li> <li>b) loss or damage while being used for track racing or business purposes</li> <li>c) theft while away from the <b>Home</b> unless in a building or securely locked to an immovable object</li> <li>d) loss of or damage to accessories unless caused by an accident to the Pedal Cycle or unless the Pedal Cycle is stolen or destroyed by fire at the same time.</li> <li>e) the <b>Excess</b> shown in <b>Your Schedule</b>.</li> </ul>

### Basis of claims settlement

In the event of loss or damage to **Your** Pedal Cycle, **We** will replace the damaged Pedal Cycle, provided that the **Sum Insured** In the event of loss or damage to **Your** Pedal Cycle, **We** will replace the damaged Pedal Cycle, provided that the **Sum Insured** is at least equal to the cost of replacing the Pedal Cycle. At **Our** option, **We** may either pay the cost of replacing the lost or damaged item or pay the cost of repairing the item. A deduction will be made for wear and tear.

In respect of any claim made under this **Policy**, **Our** liability will:

- 1) not exceed the proportion that the Sum(s) **Insured** bears to the full cost of replacement of **Your** Pedal Cycle, as shown in the **Schedule**
- 2) not exceed the **Sum Insured** for **Your** Pedal Cycle, as shown in the **Schedule**.

**We** will not reduce the **Sum Insured** under this section following a claim, provided that **You** agree to carry out any recommendations which **We** make to prevent further loss or damage.

## Section 5 - Liabilities

<p>1. Legal liability to the public, subject to a limit of indemnity of £2,000,000 (unless shown otherwise on the <b>Schedule</b>) in respect of all sums for which <b>You</b> are legally liable, as the owner of the <b>Buildings</b>, to pay as compensation for accidental death or injury to any person, or loss or damage to third party <b>property</b>, including defence costs and expenses incurred with <b>Our</b> prior consent.</p>	<ul style="list-style-type: none"> <li>a) bodily injury or death to any person who is engaged in <b>Your</b> service, or is a member of <b>Your Family</b> or household</li> <li>b) any claim arising directly or indirectly from the transmission of any communicable disease</li> <li>c) damage to <b>property</b> under <b>Your</b> custody or control</li> <li>d) any claim arising out of any profession, occupation or business, other than through private letting of the <b>Property</b></li> <li>e) any claim arising out of the ownership, possession or operation of: <ul style="list-style-type: none"> <li>i. any mechanically propelled <b>Vehicle</b> (other than a private garden <b>Vehicle</b>) operated within <b>Your Property</b></li> <li>ii. any power operated lift</li> <li>iii. any aircraft or watercraft</li> <li>iv. a caravan, whilst being towed</li> <li>v. any dogs designated as dangerous under the Dangerous Dogs Act 1991</li> </ul> </li> <li>f) any claim arising out of pollution or contamination</li> <li>g) any claim where <b>You</b> are entitled to indemnity under any other insurance</li> <li>h) any cost or expense not agreed by us in writing.</li> </ul>
<p>2. Accidents to Domestic Employees</p> <p>We will pay for damages and claimants' costs and expenses which <b>You</b> or a member of <b>Your Family</b> become legally liable to pay as compensation for accidental death of or bodily injury to or illness or disease of any domestic employee up to £5,000,000 in connection with any one claim or series of claims made against <b>You</b> or <b>Your Family</b> arising out of any one event occurring during the <b>Period of Insurance</b> and arising out of and in the course of employment within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.</p> <p>We will also pay legal costs and expenses incurred with <b>Our</b> written consent in the defence of any claim made against <b>You</b> or <b>Your Family</b></p>	<ul style="list-style-type: none"> <li>a) liability arising directly or indirectly from the transmission of any communicable disease or virus by <b>You</b> or any member of <b>Your Family</b></li> <li>b) any agreement unless <b>You</b> would have been liable had the agreement not been made</li> <li>c) any claim or other proceedings against <b>You</b> or <b>Your Family</b> lodged or prosecuted in a court outside the <b>United Kingdom</b></li> <li>d) liability arising from any business or profession</li> <li>e) liability for death of, bodily injury to, or illness or disease of any member of <b>Your Family</b> liability for which compulsory insurance or security is required by any road traffic legislation.</li> </ul>
<p>3. Occupier's and Personal Liability</p> <p>This section covers liabilities arising from <b>You</b> occupying <b>Your Property</b>. Any liability that arises solely from you owning <b>Your Home</b>, not as occupier of the <b>Property</b>, is not covered under this section. However, if <b>You</b> have <b>Our Buildings</b> cover, this covers liabilities arising from <b>You</b> owning <b>Your Home</b>.</p> <p>Up to £2,000,000 to cover <b>Your</b> legal liability for damages <b>You</b> have to pay if someone makes a claim against <b>You</b> or <b>Your Family</b> for:</p> <ul style="list-style-type: none"> <li>• accidental death or illness of, or bodily injury to, any person</li> <li>• accidental loss of or damage to property.</li> </ul> <p>that happens within the <b>Period of Insurance</b> on your <b>Schedule</b>. This will also include costs, expenses and legal fees for defending <b>You</b>, if <b>We</b> have agreed this in writing beforehand.</p>	<ul style="list-style-type: none"> <li>a) death or illness of or bodily injury to <b>You</b>, <b>Your Family</b> or <b>Your</b> domestic staff</li> <li>b) damage to property belonging to or being looked after by <b>You</b>, <b>Your Family</b> or <b>Your</b> domestic staff</li> <li>c) death, illness, injury, loss or damage caused by: <ul style="list-style-type: none"> <li>i. <b>You</b> owning or occupying any land or building except <b>Your Home</b> or temporary holiday accommodation</li> <li>ii. any <b>Business</b></li> <li>iii. an agreement, unless that liability would have existed anyway.</li> </ul> </li> <li>d) <b>You</b> owning, keeping or using any: <ul style="list-style-type: none"> <li>i. <b>Vehicles</b></li> <li>ii. drones or model aircraft</li> <li>iii. hoverboards, airboards, self-balancing boards or scooters</li> <li>iv. animals except domestic pets</li> <li>v. horses, ponies, donkeys or mules</li> <li>vi. dangerous dogs as described under the Dangerous Dogs Act 1991 or the Dangerous Dogs (Northern Ireland) Order 1983 and any updates to that legislation.</li> </ul> </li> <li>e) any disease that can be passed from one person to another.</li> </ul>



# General Conditions – Applicable to all sections of this insurance

## Claims Underwriting Exchange

We may use Your personal information to prevent crime. In order to prevent crime We may:

share it with operators of registers available to the insurance industry to check information and prevent fraud. These include but are not limited to the Claims and Underwriting Exchange Register. We may pass Your personal information to the operators of these registers, including but not limited to information relating to Your insurance policy and any incident (such as an accident, theft or loss) to the operators of these registers.

## Duty of Care

You must take actions to prevent loss or damage to Your Property and ensure that Your Property is maintained in a good state of repair. All protections installed for the protection of the Building must be regularly maintained and be in use when the Building is left unattended, or when any occupants have retired for the night.

## Changes in circumstances

It is important that You keep Your agent advised of any change in Your circumstances. Your Policy has been based on the information You have given Your agent in the proposal and You must advise Your agent immediately of changes such as:

- Your Property becoming Unoccupied for more than 30 days
- You or any member of Your Family being convicted of any criminal offence
- You or any member of Your Family being declared bankrupt, or served with a County Court Judgement
- You or any member of Your Family using the Home for Business or professional purposes.

## Unoccupancy

- a) If the Buildings as specified in the Schedule will be left Unoccupied for 14 days or more during the period 1<sup>st</sup> November to 31<sup>st</sup> March You must immediately ensure that the gas and water system must be turned off and drained at the mains or any heating system in place must be set at a continuous minimum temperature of 14 degrees Celsius.
- b) You must notify Your agent if the Buildings as specified in the Schedule are to become Unoccupied for more than 30 days in any single period.

Failure to comply with the above conditions may affect your eligibility to make a claim under this insurance.

## Notice of Building Works

You must notify Your agent prior to the start of any conversions, alterations and extensions to any Buildings specified in the Schedule.

## Contracts (Rights of Third Parties Act)

No person, company or entity who is not party to this Policy shall have any rights to enforce any terms or conditions of this Policy. This shall not affect the right or remedy of the third party that exists or is available apart from this act.

## Other Insurance

If You have any other insurance which covers the same loss, damage or liability, We will only pay Our proportionate share of any claim.

## Your Right to Cancel

**You** have the right to cancel this policy within 14 days of the date **You** purchased the policy or when **You** received the policy documents, if this is later. **You** do not need to provide a reason for cancellation, and **We** will provide a full refund of any premium paid, unless **You** have made a claim or there has been an incident likely to result in a claim.

If **You** wish to cancel the policy after 14 days, **We** will provide a refund, less a proportionate charge for any cover already provided, unless a claim has been made or there has been an incident likely to result in a claim.

Where a claim has occurred or there has been an incident likely to result in a claim no refund of premium will be provided. If **You** pay for **Your** policy by monthly instalments **You** must pay the remainder of **Your** monthly instalments or pay the remainder of the annual premium in full.

## Cancellation by Us

**We** may at any time cancel any insurance policy by giving 14 days' notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to:

- a) Non-payment of premium
- b) Threatening and abusive behaviour
- c) Failure to provide documents
- d) Non-compliance with **Policy** terms and conditions

If **We** cancel **Your Policy**, **We** will provide a refund of **Your** premiums less a charge for the cover already provided, unless the reason for cancellation relates to Fraud, which is detailed below.

## Fraudulent/False claims

If **You** or anyone acting for **You** makes a false or fraudulent claim, which includes but is not limited to;

- Making a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false;
- Sending **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
- Making a claim for any loss or damage **You** caused deliberately or
- Acting dishonestly or exaggerating a claim

**We**;

- a) Are not liable to pay the claim: and
- b) May recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
- c) May by notice to **You** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **We** exercise **Our** right under (c) above, **We** shall not be liable to **You** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **Our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

**We** will not return any of the premiums paid.

# General Exclusions – Applicable to all sections of this insurance

This Policy does not cover the following:

a) **Radiation**

Any direct or indirect consequence of:

Irradiation, or contamination by nuclear material; or

The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or

Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter. War loss or damage occasioned by the consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction or seizure to property under the order of any government or public or local authority or other body.

b) **War**

Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

c) **Terrorism**

Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

d) **Deliberate Acts**

Loss or damage caused intentionally by You, or anyone working on Your behalf.

e) **Existing damage**

Loss or damage occurring prior to the commencement of Your insurance Policy.

f) **Sonic Pressure**

Loss or damage from pressure waves caused by aircraft, or other flying devices travelling at sonic or supersonic speeds.

g) **Consequential Loss**

**Consequential Loss** as a result of any claim under this Policy. For example, the cost of phone calls following the theft of a mobile phone

h) **Wear and Tear**

Loss or damage as a result of wear and tear, rusting or corrosion, wet or dry rot or fungus or any gradually operating cause.

i) **Computer data recognition and viruses**

Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.

For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

j) **Vehicles**

Loss or damage caused to any Vehicles (other than a private garden vehicle), caravans, trailers or watercraft and/or their accessories.

k) **Domestic Pets**

Loss or damage caused by domestic pets, insects or vermin.

# Claims Procedure and Conditions – Applicable to all sections of this insurance

If You need to make a claim under this Policy, You must do the following:

- a) Provide Us with full details of Your claim as soon as possible after the event. In the first instance, please contact Our claims management service;

## SECTION 1-4

Innovation Group,  
Kingsway House,  
Burnley,  
BB11 1BJ  
Tel: 0343 2277 275  
Email: [propertyclaims@innovation.group](mailto:propertyclaims@innovation.group)

## SECTION 5 (Liabilities only)

Langleys Solicitors LLP  
Queens House  
Micklegate  
York  
YO1 6WG  
Tel: 01904 686790  
Email: [ukg@langleysclaimsservices.com](mailto:ukg@langleysclaimsservices.com)

- b) Immediately notify the police following loss or damage by theft, attempted theft, malicious damage, violent disorder, riots or civil commotion and obtain the Crime Reference Number
- c) Take all steps necessary to reduce further loss, damage or injury
- d) Provide Us with all information and evidence, including written estimates and proof of ownership and value that We may request
- e) Do not, under any circumstances effect full repairs without Our prior written consent
- f) Under no circumstances must You admit any liability or responsibility or negotiate or settle any aspect of any claim without Our permission in writing

On receipt of a notification of a claim, We may do the following:

- a) Enter any Building following loss or damage
- b) Negotiate, defend or settle any claim made against You
- c) Prosecute in Your name for Our benefit, any other person in respect of any claim We may have to pay
- d) Appoint a loss adjuster to handle the claim on Our behalf
- e) Arrange to repair the damage to the Building and/or any other property or item and handle any salvage appropriately.

UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

# Complaints Procedure & Regulatory Information

It is the intention to give **You** the best possible service but if **You** do have any questions or concerns about this insurance or the handling of a claim **You** should follow the Complaints Procedure below:

## SALE OF THE POLICY

Please contact your insurance broker who arranged the Insurance on **Your** behalf.

## CLAIMS

If **Your** complaint is about the handling of a liability claim, please contact:

Langleys Solicitors LLP, Queens House, Micklegate, York, YO1 6WG

Tel: 01904 686790

Email: [ukg@langleysclaimsservices.com](mailto:ukg@langleysclaimsservices.com)

For complaints about the handling of any other claim, please contact:

Innovation Group, Kingsway House, Burnley, BB11 1BJ

Tel: 0343 2277 275

Email: [propertyclaims@innovation.group](mailto:propertyclaims@innovation.group)

In all correspondence please state that **Your** insurance is provided by UK General Insurance Limited and quote scheme reference **03801**

## UNRESOLVED COMPLAINTS

If **We** have not completed **Our** investigations into **Your** complaint within 8 weeks of receiving **Your** complaint or if **You** are not happy with **Our** Final Response, **You** may ask the Financial Ombudsman Service (FOS) to look at **Your** complaint. If **You** decide to contact them, **You** should do so within 6 months of receiving **Our** Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Ombudsman Service,

Exchange Tower, London E14 9SR

Tel: 0800 023 4567

Get in touch on line: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

If **You** have purchased the insurance policy online, **You** may also raise **Your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **Your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **Your** complaint than if **You** contact the Financial Ombudsman Service directly.

## Financial Services Compensation Scheme

If Great Lakes Insurance SE cannot meet their obligations, **You** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).

## Governing law

Unless some other law is agreed in writing, this policy is governed by English law.

## UK General Insurance LTD Privacy Notice

**We** are UK General Insurance Limited, **our** data controller registration number, issued by the Information Commissioner's Officer, is **Z7739575**.

This information is relevant to anyone who uses **our** services, including policyholders, prospective policyholders, and any other individuals insured under a policy.

**We** are dedicated to being transparent about what **we** do with the information that **we** collect about **you** and **we** process **your** personal data in accordance with the relevant data protection legislation.

### Why do we process your data?

The provision of **your** personal data is necessary for **us** to administer **your** insurance policy and meet **our** contractual requirements under the policy. **You** do not have to provide **us** with **your** personal data, but **we** may not be able to proceed appropriately or handle any claims if **you** decide not to do so.

### What information do we collect about you?

Where **you** have purchased an insurance policy through one of **our** agents, **you** will be aware of the information that **you** gave to them when taking out the insurance. The agent will pass **your** information to **us** so that **we** can administer **your** insurance policy and fulfil **our** contract of insurance.

For specific types of insurance policies, for example when offering **you** a travel insurance policy, **we** may process some special categories of **your** personal data, such as information about **your** health.

**We** collect this data as **we** are required to use this information as part of **your** insurance quotation or insurance policy with **us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

**We** also process special categories of **your** personal data as it is in the substantial public interest and it is necessary: i) for administering **your** insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

### Privacy Notice

**You** can get more information about this by viewing **our** full Privacy Notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing **us** at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk). Alternatively, **you** can write to **us** at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ.

## Great Lakes Insurance SE Information Notice

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.munichre.com/en/service/privacy-statement/index.html>.