

## **POLICY SUMMARY**

Please read carefully and retain



### **Property Insurance for** Landlord's Buy to Let



# Property Insurance for Landlord's Buy to Let Policy Summary

## ABOUT THIS SUMMARY OF COVER

This policy summary provides only a brief guide to your Landlord's Buy to Let insurance cover and exclusions. It does not contain the full terms and conditions of the policy, which can be found in the Policy Wording document. We will be happy to provide a copy on request, or you can download from [www.intasure.com](http://www.intasure.com)

If you would like a copy of the full policy wording or have any questions, please contact us or, you can download from [www.intasure.com](http://www.intasure.com)

Our Landlord's Buy to Let insurance policy allows you to choose whether to be covered for buildings and contents.

Once your cover starts and you receive your policy documents, you will still have time to cancel your insurance. See 'Cancellation' for more information. Policies are valid for a 12 month period from the inception date (as shown on your Schedule). You will need to periodically review the level of cover and sums insured as stated in your Schedule and Policy Wording to ensure that you have adequate protection throughout the year.

Please refer to your Schedule for details of your insurer and the cover selected.

## SIGNIFICANT FEATURES AND BENEFITS

The policy summary outlines the features and benefits of the cover provided under the Landlord's Buy to Let insurance. Full details of each section can be found in the policy wording.

A summary of the benefits available is shown in the table below.

Section		Sum Insured (up to)
<b>1 - Buildings</b>		
1	Buildings are automatically insured up to £1 million, so that you will not be under insured with the exception of listed buildings, which do not have this benefit.	£1M
11	Falling trees or branches (including the cost of removal).	£500
14	Glass and sanitary fixtures.	£5,000
<b>Additional Covers</b>		
2	Loss of rent and cost of temporary accommodation.	£25,000
3	Damage to landscaped gardens	£1,000
4	Clearance of drains in consequence of an insured peril.	£2,500
5	Cost of locating the source of damage caused by escape of water or oil.	£2,500
8	Contents of common parts.	£5,000
<b>2 - Contents</b>		
11	Falling trees or branches, lamp posts or telegraph poles (limited to the cost of removal).	£500
12	Breakage of glass and mirrors.	£5,000
<b>Additional Covers</b>		
1	Loss of rent and cost of temporary accommodation, if it is not possible to live in the residence as a result of damage insured by this section.	up to 25% of contents sum insured
2	Loss of keys.	£250
3	Loss of metered water and heating oil.	£1,000
<b>3 - Public Liability</b>	Legal Liability as owner of the property up to £2,000,000	£2M
<b>POLICY EXCESS</b>		
Standard Excess - £250		
Escape of Water or oil Excess - £250		
Subsidence, Landslip & Heave Excess - £1,000		



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## GENERAL

This insurance is designed to provide you with a wide range of Standard Cover in connection with owning and letting a property. This cover includes but is not restricted to:

- Buildings
- Property Owners Liability
- Loss of Rent and Alternative Accommodation Expenses
- Accidental Damage cover included as standard

## ADDITIONAL COVER

You may add the following optional extensions to cover available on request for an additional premium. Please check your Quotation or Policy Schedule to confirm whether this is included.

- Contents
- Legal Expenses (Provided by Arc Legal Assistance Ltd) – this optional element of cover can be cancelled if you no longer require it, without affecting your main policy cover.
- Rent guarantee (Provided by Arc Legal Assistance Ltd).
- Key cover (Provided by Keycare Limited) – this optional cover can be cancelled if you no longer require it, without affecting your main policy cover.

## SUMMARY OF SIGNIFICANT EXCLUSIONS AND LIMITATIONS

This is a summary only - you must read this in conjunction with the Policy Document for full details, as well as your Schedule for specific terms and conditions.

There are restrictions on cover if:

- Your property is unoccupied for more than 60 consecutive days, not sufficiently furnished for normal occupation or un-let.
- you have a pet, loss or damage caused by them is not covered under this policy.

## CANCELLATION

You have the right to cancel the insurance Policy **30 days** from the day after receipt of the documentation and receive a full refund of any premium paid, provided that there have been no claims either paid, reported or outstanding. For the purpose of this cancellation clause, it will be deemed that you will have received the Policy documents upon the day following the date it was emailed/posted to you.

Once cover has commenced **outside the 30 day period**, you may cancel your policy at any time and will receive a pro-rata refund. The pro-rata refund will consist of a deduction for the period of cover and any fees paid. This will also be subject to no claims having either been paid, reported or outstanding.

We may cancel this Policy or any part thereof by sending **30 days'** notice by letter to You at Your last known address. You shall thereupon become entitled to the return of a proportionate part of the premium corresponding to the unexpired period of insurance. Where a claim has been made during the current period of insurance no refund or credit of premium will be due.

## HOW TO MAKE A CLAIM

To register a claim on your property insurance and obtain a claim form please contact Intasure on **0345 111 0672**. OR

- Online - Log on to your Intasure portal.

For any of the optional covers you may have selected:

- Landlords Legal Expenses call: +44 (0)344 770 1044  
(for existing Legal Expenses claims call: +44 (0)344 770 9000)
- Keycare: +44 (0)345 075 6188

## HOW TO MAKE A COMPLAINT

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



If you have any questions or concerns about your insurance or the handling of a claim, you should contact:

The Managing Director  
Intasure  
AMP House  
Dingwall Road  
Croydon CR0 2LX  
United Kingdom  
Tel: +44(0)208 274 6777  
Policy Queries = Email: [admin@intasure.com](mailto:admin@intasure.com)  
Claims = Email: [claims@intasure.com](mailto:claims@intasure.com)

In the event that you remain dissatisfied and wish to make a complaint, you can do so by referring the matter to the Complaints team at Lloyd's:

Complaints  
Lloyd's  
Fidentia House  
Walter Burke Way  
Chatham Maritime  
Kent, ME4 4RN  
Tel No: +44 (0)20 7327 5693  
Fax No: +44 (0)20 7327 5225  
Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

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

If you remain dissatisfied, you may refer the matter at any time to the Financial Ombudsman Service which is an independent body that arbitrates on complaints. They can be contacted at the following address:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR  
Tel: 0800 023 4567 (for landline users)  
0300 123 9123 (for mobile users)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **COMPENSATION**

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. If you are entitled to compensation under the Scheme, the level and extent of compensation would depend on the nature of the contract. Further information about the Scheme is available from the Financial Compensation Scheme.

Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU  
Tel: 0800 678 1100 or 020 7741 4100  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## Initial Disclosure Document

Please read this document carefully, if you have any questions regarding the contents of this document then please contact us immediately. Please retain this with your policy documentation.

### 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if our services are right for you.

### 2. Whose products do we offer?

We only offer products from a single insurer for landlord insurance.

We also offer products from a single insurer for any optional add-on products.

### 3. Which service will we provide you with?

We will be acting on a 'non-advised' basis, which means that we are happy to offer you information about the features and benefits of our service, so you can decide which of these best suits your requirements. In these circumstances we are acting as the agent of the insurer and this is why we will not be making a recommendation to you about which insurance you should select.

### 4. What will you have to pay us for our services?

Any charges that we may levy, in addition to the premium charged by the insurer, for arranging, amending, renewing or cancelling any policy, will be advised to you before you purchase the policy.

Where there is an option to pay your premium by direct debit there will be a charge for the credit provided by the finance company. This will be detailed in the payment options offered to you.

If a policy is cancelled outside the cooling off period, then any premium refund will be subject to the deduction of any charges as referred to above.

### 5. Who regulates us?

Intasure is a trading name of Arthur J. Gallagher Insurance Brokers Limited which is authorised and regulated by the Financial Conduct Authority.

Registered address: Spectrum Building, 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Our FCA registration number is 311786.

Our permitted business is assisting in the administration and performance of non-investment contracts of insurance.

You can check this on the Financial Conduct Register by visiting the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

### 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

**In writing:** Write to Managing Director, Intasure, AMP House, Dingwall Road, Croydon, CR0 2LX

**Tel:** 020 8274 6777

**Email:** [complaints@intasure.com](mailto:complaints@intasure.com)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

**Address:** The Financial Ombudsman Service (FOS), Exchange Tower, London E14 9SR

**Tel:** 0800 023 4567 (if calling from landline) or 0300 123 9123 (if calling from a mobile)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available from the FSCS.

**Website:** [www.fscs.org.uk](http://www.fscs.org.uk)

**Address:** Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU

**Tel:** 0800 678 1100

## 8. How do we handle your money?

We may hold money on your behalf, either paid by you to be passed on to insurers or paid to us by your insurers, to be passed on to you. For your protection, money received from you, or to be paid to you will be held by us in accordance with the Financial Conduct Authority rules.

In most cases, we hold money as agent of the insurer under a 'risk transfer' process. Under risk transfer, we have an agreement with your insurer to hold money as their agent. Money we receive, either from you or from the insurer will therefore be the property of the insurer whilst we hold it. Therefore, if you pay money to us, it is treated as having been received by the insurer and if we do not pay it over to the insurer your policy will not be affected. Similarly, if the insurer pays claims money or a return premium to us for onward transmission to you and we do not pay you, then the insurer will still be liable to you. Where we do not use 'risk transfer', we will notify you separately.

We will deduct any commission entitlements before paying premiums to insurers.

Any interest earned on money held by us in relation to this insurance will be retained by us for our own use.

## 9. How we use your data?

We are registered under the Data Protection Act 1998 (the "Act"). By accepting this Statement you consent to us using and processing your personal and sensitive personal data (where this is necessary, for example criminal convictions) for the purpose of procuring insurance policies and handling claims, if any. Where you provide us with personal or sensitive personal information that relates to anyone other than you, you must obtain the explicit consent of the person to whom the information relates both to the disclosure of such information to us and its use by us as set out below.

We may disclose your personal and sensitive personal data to third parties involved in providing products or services to us or the insurer, service providers we have retained to perform services on our behalf this includes; group companies, affinity partners, (re) insurers, other insurance intermediaries, insurance reference bureaus, fraud detection agencies, loss adjusters, solicitors/barristers, accountants, Premium Credit Limited if you have chosen to pay by direct debit, parties involved in the claims handling process and/or service providers where necessary to provide and administer our products, services and/or who may provide ancillary services, reinsurance companies and insurance regulatory authorities, and as may be required by law. Your information may also be used for offering renewal, research and statistical purposes. Your personal data may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for policy and systems administration.

In assessing any claims made, the insurer or its agents may undertake checks against publicly available information (such as electoral roll, county court judgements, bankruptcy orders or repossessions).

The Act entitles you to receive details of personal and/or sensitive data held about you by us. You have the right to apply for a copy of your information, for which we may charge an administration fee of £10, and to have any inaccuracies corrected

The information provided will be treated in compliance with the Act.

For the purposes of the Act, the Data Controller in relation to any personal data you supply is Arthur J. Gallagher Insurance Brokers Limited.

In the interests of security and to improve our service, telephone calls you make to us may be monitored and/or recorded.