

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

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

In addition, there are Optional Covers available in respect of:

- (a) **Contents** of Residential Units
- (b) Rent guarantee (Optional).

This Prospectus provides **You** with a general summary of the cover provided by **our** Landlord's Buy to Let Policy. For precise details of cover, including the conditions and exclusions that apply, the Policy document itself should be referred to. A copy will be supplied on request.

COVERED PERILS

The Policy provides cover for loss or destruction of, or **Damage** to, **Buildings** and/or **Contents** as a result of:

- (a) fire and specified perils –these comprise fire, lightning, explosion, aircraft, earthquake, riot, malicious **Damage**, storm, flood, escape of water, impact, theft or attempted theft, breakage of aerials or masts and falling trees or branches
- (b) subsidence, ground heave or landslip
- (c) accidental loss, destruction or **Damage** other than by a peril referred to above.

EXCESS

Under certain covers **You** will have to bear the first amount of each and every claim.

Details of the excesses that apply to the Policy are provided in the Policy Wording.

INDEX LINKING

The sums insured on Buildings and Contents will be increased during each period of insurance to help counter the effects of inflation.

The increase will be given free of charge, but at each renewal the sum insured will be increased in line with inflation and the premium calculated accordingly.

COMPLAINTS PROCEDURE

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 a Complaint which relates to either your Policy or to a claim which You have submitted under your policy then please raise this in the first instance with Intasure who will aim to resolve your concerns by close of the next business day.

If Intasure is unable to deal with your concerns the matter will be forwarded onto your Insurer via Intasure. Address is:

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
Claims = Email: 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
Website: 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 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
Website: www.financial-ombudsman.org.uk



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LAW

There is a choice of law applicable to this insurance, but unless agreed otherwise English Law will apply.

THE INSURER

This insurance is underwritten by Channel Syndicate 2015 at Lloyd's.

FINANCIAL CONDUCT AUTHORITY

The Insurer is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

STANDARD COVER

Buildings

Loss or destruction of, or **Damage to Buildings**, including, but not restricted to, landlords fixtures and fittings, **Garden** walls, patios, drives, swimming pools and outbuildings.

Cover includes:

- the cost of removing debris after a loss
- professional fees incurred in reinstating the **Buildings**
- additional costs incurred, following a loss, to comply with public authority requirements.
- an **Excess** of £250 applies, other than in respect of claims for subsidence, ground heave or landslip, when an increased **Excess** of £1,000 will apply for normal risks.
- trace and access –the reasonable costs incurred in locating the source of **Damage** caused by escape of water or oil, up to £2,500 any one claim.
- glass, sanitary ware and underground services - accidental **Damage** to glass and sanitary ware and underground service pipes and cables for which **You** are responsible.
- landscaped gardens –**Damage** to landscaped gardens by the Emergency Services whilst attending the premises as a result of the operation of an insured event, subject to a limit up to £1,000 in any one **Period of insurance**.
- loss of metered water or oil –the cost or value of metered water or domestic heating oil lost following accident to fixed water or heating installations at the premises, up to £1,000 in any one **Period of insurance**.
- clearance of drains –the cost of clearing drains, gutters, sewers, drain inspection covers or similar underground service areas for which **You** are responsible in consequence of the operation of an insured event, up to £2,500 any one claim.
- loss of rent and alternative accommodation in consequence of the

operation of an insured event, up to £25,000 of the **Buildings** sum insured any one claim.

- public liability – liability at law for compensation, together with **Costs and expenses**, arising from the ownership of, or responsibility for, the **Buildings** –limit of indemnity £2,000,000.

OPTIONAL COVER

Contents of Residential Units

Where accommodation is let furnished, cover can be effected for loss or destruction of, or **Damage** to, furniture and furnishings.

The basis of payment for lost or destroyed property will be the current replacement cost as new and **your** sum insured should be calculated accordingly.

An **Excess** of £250 will apply.

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Terms of Business

The Financial Conduct Authority

The Financial Conduct Authority (FCA) is an independent watchdog that regulates financial Conduct. It requires us to give you this document. Please use the information below to confirm that the service we are offering is right for you.

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.

Which Services do we provide you with?

We do not specifically recommend products, however, we will ask you questions to determine that the product we are offering is applicable for your circumstances. You can then choose whether you wish to proceed.

What will you have to pay for our services?

For our services in providing this product we charge an annual administration fee of up to £35.

The £35 charge is for the provision of our services including all Policy documentation, claims handling and renewal invitation.

There will be a uniform transaction charge of 2.5% of the total premium paid and on any additional adjustments made throughout the year (this transaction charge does not apply to any policy paid via direct debit).

No additional charges are made throughout the year for any additional documentation

A 30 day cancellation period is applicable to this Policy from the day after receipt of the documentation.

Returned Premiums

These can arise after an insurance risk is reduced or the Policy is cancelled.

If a Policy is cancelled, any premium refund will be subject to the deduction of the administration/transaction fees as above. We will not issue a return premium fee if it is less than £10.

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. Our FCA registration number is 311786.

Intasure Property Insurance for Landlord's Buy to Let is underwritten by Channel Syndicate 2015 at Lloyd's.

The Insurer is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. You can check these details with the Financial Conduct Authority either on their website at www.fca.org.uk or by calling them on 0800 111 6768.

Our permitted business is to provide an underwriting and claims service, arrange your insurance cover to meet your requirements and help you with ongoing changes you have to make to your policy.

What to do if you have a Complaint

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

Managing Director
Intasure
AMP House
Dingwall Road
Croydon
Surrey CR0 2LX

or by telephone on 020 8274 6777 or
Email: 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

Website: www.financial-ombudsman.org.uk

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

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

Tel: 0800 678 1100

Changes to Circumstances

Information and changes we need to know about

You must take all reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to, and renew your policy.

Please tell us within 14 days of becoming aware of any changes to the information you provided when applying for this insurance. Please contact us if you require a copy of your Statement of Fact or your schedule.

You must also tell us within 14 days of becoming aware:

- of any intended alterations, extension or renovation to the buildings. You do not need to tell us about internal alterations to the buildings.
- of any change that may result in an amendment to the amounts insured or the limits that are shown in your schedule,
- of any change to the occupancy of the Buildings e.g. are to be let, let or sub-let.
- of any change to the occupancy of the Buildings e.g. if the Buildings are to stop being Your permanent residence or are to be Unoccupied or
- that any member of Your household or any person to be insured by this policy is charged with, or convicted of a criminal offence (other than motoring offences).
- The Residence becomes Unoccupied or unfurnished;
- The Residence becomes your permanent residence;
- The Residence becomes illegally occupied;
- Your Residence is going to be used for short periods each week or as a holiday home;
- Work is to be done on your Residence which is not routine repair, maintenance or decoration, for example any structural alteration or extension to your Residence;
- You or any member of your family receives a conviction for any offence except for driving;

- Any increase in the value of your contents or the rebuilding cost of your buildings;

- Any part of your Residence is going to be used by you or your tenant(s) for any trade, professional or business purposes:

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

- i. The trade, professional or business use is only clerical; and
- ii. There are no staff employed to work from the Residence; and
- iii. There are no visitors to the Residence in connection with the trade, profession or business; and
- iv. There is no business money or stock in the Residence.

If you are in any doubt, please contact us.

When we are notified of a change, we will tell you whether this affects your policy, e.g. whether we are able to accept the change and if so, whether the change will result in revised terms and/or a revised premium being applied to your policy. If we are not able to accept the change and it becomes necessary to cancel this insurance, we will do so as described within the cancellation conditions contained within this policy.

Important Notice:

Please note that if the information provided by you is not complete and accurate, we may:-

- cancel your policy and refuse to pay any claim, or
- not pay any claim in full, or
- revise the premium and/or change any excess, or
- revise the extent of cover or terms of this insurance.

Settlement Terms

We will be responsible for requesting payment for all new and renewal premiums and mid-term alterations as soon as practicable but prior to inception or renewal of your Policy.

We will hold premiums as agent of the insurer and remit premiums to insurers in accordance with the agreed terms of trade.

You will be responsible for paying promptly all of our payment requests for premiums, to enable us to make the necessary payments to insurers.

For the avoidance of doubt, we have no obligation to fund any premiums on your behalf, and have no responsibility for any loss which you may suffer as a result of insurers cancelling the Policy or taking any other prejudicial steps as a result of the late payment of such sums if such delay is attributable to you.

In certain circumstances insurers may impose a specific Premium Payment Term whereby they require payment of premium by a certain date. We must stress that breach of that term will entitle insurers to void the Policy from inception of cover. You agree that the settlement of premiums in good time is your responsibility.

We normally accept payment by selected credit cards, debit cards or monthly instalments from bank accounts (full details are available upon request).

Policy Termination

Your Policy may be terminated at any time, and for any reason, either by:-

- you giving notice in writing, or

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- ourselves, giving at least 30 days' notice in writing to your last known address

In the event of terminating an insurance Policy, any return premium will be calculated subject to any claims payments during the Policy year and administration/transaction fees as set out above.

Policy Cancellation – your right to cancel following the conclusion of the contract.

You have a legal right to cancel your Policy, for any reason, subject to no claims having occurred, after receiving this information following the conclusion of the contract.

The cancellation period is 30 days from the day after you receive this information, following the conclusion of the contract.

If a Policy is cancelled outside this period, any premium refund may be subject to the deduction of the administration/transaction fees with a pro rata amount being charged for the time that the property was on risk. You will need to provide us with a written request to cancel before the expiry of the 30 days to the following address:

Intasure
AMP House
Dingwall Road
Croydon
Surrey CR0 2LX

Governing Law

In respect of policies issued in England and Wales, these Terms and Conditions of Trading will be governed by, and construed in accordance with, the Laws of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales. In respect of policies issued in Scotland, these Terms and Conditions of Trading will be governed by, and construed in accordance with the Laws of Scotland and the parties submit to the exclusive jurisdiction of the courts of Scotland.

Language Used

The English language will be used for all communications, the contractual terms and conditions, and any information, we are required to supply to you, before and during the duration of the contract unless you are habitually resident in another EEA state and require the Policy documentation in that EEA state official language.

Confidentiality and Data Protection

All personal information held by us in relation to you will be treated with the utmost confidence and, where appropriate, in accordance with data protection legislation, including the Data Protection Act 1998.

You confirm that we may use and disclose information that we have about you in the normal course of arranging and administering your insurance.

We shall assume the personal and sensitive data we hold about you is correct, unless we are notified of any changes, and it will be used to provide quotations when policies fall due for renewal.

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

We may pass information about you to credit reference agencies for the purposes of arranging payments by instalments, and may also pass to them details of your payment record with us.

Your Policy

Should you mislay your **Policy** booklet a replacement will be issued upon request.