

Contents Insurance



Insurance Product Information Document

Company: Arun Estate Agencies Ltd in association with Pen Underwriting Ltd. **Product:** Home In One Policy
This insurance is underwritten by arranged by Arun Estate Agencies Ltd.

This Insurance Product Information Document provides a summary of the key information for this product. For full pre-contractual and contractual information, please refer to your policy documentation comprising the policy wording, schedule and any applicable endorsements.

What is this type of insurance?

This insurance covers the contents for physical loss or damage caused by specific events. Optional covers are available, these will be shown on your policy schedule if you chose to include them.



What is insured?

For full details of what is and isn't covered, please refer to your policy documentation

- ✓ The maximum amount you can claim for physical loss or damage to Household goods and other items within your private dwelling or its garages and outbuildings, which are your property or which you are legally liable for is **£50,000**
- ✓ Fire – Up to the maximum claim amount shown above
- ✓ Storm – Up to the maximum claim amount shown above
- ✓ Damage caused by the escape of water from fixed water tanks, apparatus, pipes – Up to the maximum claim amount shown above.
- ✓ Damage caused by the escape of oil from a fixed domestic oil-fired heating installation – Up to the maximum claim amount shown above
- ✓ Loss of metered water or domestic oil up to £2,500
- ✓ Flood – Up to the maximum claim amount shown above
- ✓ Theft/attempted theft – Up to the maximum claim amount shown above
- ✓ Collision by any vehicle or animal – Up to the maximum claim amount shown above
- ✓ Accidental damage to electronic equipment such as televisions, satellite decoders, cameras, radios, home computers, laptops, tablets and mobile phones whilst in your home – Up to the maximum claim amount shown above
- ✓ Valuables within the home - Up to 33.3% of the contents sum insured (up to 10% of the contents sum insured for any single item of valuables) other than pictures and works of art
- ✓ Contents in garages and outbuildings - Up to £5,000
- ✓ Money – Up to £750
- ✓ Fridge & freezer contents – Unlimited
- ✓ Alternative accommodation/rent owed – Up to 25% of the contents sum insured
- ✓ Replacement locks & keys – Up to £2,500
- ✓ Occupiers and personal liability – Up to £2,000,000

Optional Cover

- Accidental Damage – Covers sudden & unintentional physical damage that occurs unexpectedly. For example, accidentally spilling paint on your carpet.



What is insured?

- ✗ Any loss or damage occurring before cover starts or arising from an event before cover starts
- ✗ Any loss or damage caused by deliberate acts by you or any of your employees
- ✗ Any loss or damage caused by wear & tear or any gradual operating cause, mechanical/electrical breakdown, or fault/failure
- ✗ Storm or flood damage to contents in the open
- ✗ Any alternative accommodation/rent owed costs incurred without our agreement to pay
- ✗ Any loss or damage caused by escape of water due to lack of grouting or sealant



Are there any restrictions on cover?

- ! If the home is unoccupied for more than 60 consecutive days, we do not insure loss or damage caused by escape of water/oil, theft, attempted theft, any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously
- ! If the home is unoccupied for more than 60 consecutive days, we do not insure loss or damage from unauthorised entry into the home unless the security of the home is in good working order and in full & effective operation.
- ! We do not insure loss or damage caused by theft/attempted theft while the home is lent, let or sublet unless the loss or damage follows damage to the home and/or threat or violence against you or the occupant in the course of entry



Where am I covered?

- ✓ At the address shown in your policy documentation which is located in England, Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands. If optional valuables & personal possessions cover is selected, you are covered worldwide for these items.



What are my obligations?

- In deciding to accept this policy and in setting the terms including premium we have relied on the information which you have provided to us. You must take care when answering any questions we ask by ensuring that any information provided is accurate and complete. You must tell us within 14 days of you becoming aware of any changes in the information you have provided to us which happens before or during any period of insurance. When we are notified of a change we will tell you if this affects your policy. For example, we may cancel your policy in accordance with the Cancellation and Cooling-Off provisions, amend the terms of your policy or require you to pay more for your insurance. If you do not inform us about a change it may affect any claim you make or could result in your insurance being invalid.
- If you intend to undertake any work to extend, renovate, build or demolish any part of the buildings and the estimated cost is more than £25,000, you must tell Arun Estate Agencies Ltd about the work at least 14 days before the work starts and where you enter into any contract for the works. If you do not tell Arun Estate Agencies Ltd where the estimated cost is more than £25,000, we will not pay your claim. You do not need to tell Arun Estate Agencies Ltd if the work is for redecoration only.
- You have an ongoing duty to ensure that your sum insured represents the full value of the property insured. Your sum insured for contents must be the cost to replace as new. Your sum insured for valuables and personal effects must reflect the current market value. If, at the time of any loss or damage, the sum insured is not enough we will proportionally reduce the amount of any claim payment made by the percentage of under payment of premium which has arisen as a result of the shortfall in the sum insured. For example, if the premium you have paid for your contents insurance is equal to 75% of what your premium would have been if your contents sum insured was enough to replace the entire contents of your home, we will pay up to 75% of any claim made by you. If however the correct sum insured is shown to exceed our acceptance terms and criteria, we may have to cancel your policy from commencement.



When and how do I pay?

Premiums are payable monthly by direct debit. Premiums may also be paid annually by credit or debit card by arrangement, for details call 01634 731 537



When does the cover start and end?

This is a monthly policy effective from the date you request cover to start (please note cover cannot be backdated). It has no fixed term and will continue to be in force until it is cancelled.



How do I cancel the contract?

You may cancel this policy at any time by notifying us via Arun Estate Agencies Ltd. Please be aware that this is a true monthly policy and you pay a month's premium for a month's cover. We do not refund premium for part months and it is recommended that you request cancellation of your policy from the date your next payment is due and ensure your direct debit instruction is cancelled with your bank. If you have overpaid premium relative to your cancellation date, we will refund you premium back to the date of cancellation. However if you have made a claim in the last 12 months of cover we will retain 100% of the premium and no refund will be due to you.

If you find this insurance does not meet your requirements and decide to cancel this policy within 14 days of either the date you receive your policy documentation or the start of the period of insurance whichever is later, will refund any premium you have paid, providing that you have not made a claim.