Thank you for choosing Allianz Insurance plc. We are one of the largest general insurers in the UK and part of the Allianz Group, one of the world’s foremost financial services providers.

With Allianz Insurance plc, you can be confident that you’re insured by a company which is relentless in its commitment to protecting and serving you. You can trust us to insure your needs, as we’ve been providing leading insurance solutions in the UK for over 100 years.

We work in partnership with your insurance advisor to ensure you receive the highest levels of product and service excellence and if you need to make a claim, you can rest assured that you will be in safe hands. Our professionally trained staff aim to treat you, as you would expect, both promptly and fairly.

Should you need further details or have any questions your insurance advisor will be delighted to help.
Introduction

Your Clear Essentials insurance policy is made up of several parts which must be read together as they form your contract. Please take time to read all parts of this policy to make sure they meet your needs, and that you understand the cover provided, and the general exclusions and general conditions that apply. If you wish to change anything or if there is anything you do not understand, or any statement is incorrect, please contact your insurance advisor.

The parts of the policy are:

- this Introduction; the General Exclusions and General Conditions, all of which apply to all sections of the policy;
- the sections of cover selected by you, including the Meaning of Words, the Exclusions and Conditions which apply to the section;
- the schedule, which includes all endorsements applied to the policy while the policy is in force;
- the Statement of Facts (The Statement of Facts is the record of the information you have provided us with).

If we explain what a word means, that word has the same meaning wherever it appears in your policy or schedule. These words are highlighted in bold.

Allianz will insure you in accordance with and subject to the terms of this policy, in consideration of the payment to Allianz of the premium for the period of insurance.

Signed on behalf of Allianz

Jonathan Dye
Chief Executive
How your cover works

We will insure you within the conditions of your policy for those sections named in the schedule for any insured Event which takes place during the period of insurance.

Your policy ends at midnight on the last day of each period of insurance.

Changes to your circumstances

Please tell your insurance advisor at your first opportunity if there are any changes to your circumstances which could affect your insurance.

Please refer to General Condition 13 on page 21 of this policy, where you will find a list of changes that you must tell us about.

If your circumstances change and you do not tell us, you may find that you are not covered if you need to make a claim.

How to make a claim

1. Check your schedule and this policy, which give details of what is covered and what is not covered.

2. Follow the General Conditions on page 20 of this policy.

3. Please ring our Household Claims Centre on 0344 893 9537 at your first opportunity to notify your claim.

4. You can make any temporary repairs to prevent further loss or damage. However, until you have discussed your claim with us we are unable to confirm that the loss or damage is covered by your policy. You should keep a copy of the invoices relating to the temporary repairs as they may form part of your claim. It would be helpful if you could take photographs of the damage. We must have the chance to inspect the damage before you carry out permanent repairs.

5. If someone is holding you responsible for damage to their property or for injury to them, please tell us at your first opportunity and give us full written details. If you receive any correspondence in relation to the claim, do not respond directly to it, please forward it on to us (This could include any claim form, summons to appear in court or other legal document). Do not admit you are responsible.

6. Any permanent repairs made by our approved suppliers are guaranteed.

If you have any questions, please contact your insurance advisor.

Legal helpline – Lawphone

Your policy includes access to Lawphone to give advice, 24 hours a day, 365 days a year, on any personal legal matter. The advice you get from Lawphone will always be according to the laws of Great Britain and Northern Ireland.

We may record the calls for your and our mutual protection and our training purposes.

Lawphone: 0370 241 4140

When you call Lawphone, quote the policy reference 36512. You will then be asked for a brief summary of the problem and these details will be passed on to an advisor who will return your call.

Glass Replacement

(This service is only available if your schedule shows cover for Accidental damage under the Buildings section is included.)

Broken glass is dangerous and in some circumstances can be a major security risk. Allianz have negotiated a special arrangement for you with one of Britain’s leading glass replacement specialists. In an event of emergency or if your property is insecure please phone our Household Claims Centre on 0344 893 9537.

Financial Services Compensation Scheme

If Allianz is unable to meet its liabilities you may be entitled to compensation under the Financial Services Compensation Scheme (FSCS). Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

What to do if you are not satisfied

We will make every effort to give you an excellent service. However, if our service falls below the standard you expect, and you wish to make a complaint, please follow the procedure on page 23 of this policy.

Renewing your policy

If you pay your premium by instalment, when your policy is due for renewal, we will renew it for you automatically. This saves you the worry of remembering to contact us prior to the renewal date.
We will write to you 14 days before the policy expires with full details of your next year’s premium and any changes to policy conditions.

If you do not want to renew this policy, please let us know prior to the renewal date, so that we don’t take payment. Should we decide that we will not renew your policy, we will notify you in writing 14 days prior to the renewal date.

The automatic renewal process only applies if the premium is paid by the Allianz Premium Instalment Plan.

Adequate home insurance cover is essential in protecting your property and the contents inside it against many unexpected events such as flood, subsidence, theft or storm. Individual insurers will form their own view on what is an acceptable risk to them and this may affect your ability to obtain cover with another insurer. Please make sure that you have arranged adequate alternative insurance before allowing this policy to expire.

Protecting your home and belongings

We offer the following hints on precautions worth taking.

Fire Prevention

Check your electrical equipment regularly. Make sure that you use the correct fuses and do not overload the circuits. Ask for the help of a qualified electrician if you are in doubt.

If you leave your home for more than 24 hours, switch off the electricity at the mains or unplug all appliances. (You may need to keep the refrigerator, freezer or heating systems in use.) Always unplug non-essential electrical appliances before you go to bed at night, especially electric blankets and television sets.

Fires often happen in kitchens. You can put out chip pan fires by shutting out the air. Cover the pan with a lid or thick damp cloth. Do not use water. Remember, safety first. Call the emergency services.

Flood

1. Gather essential items together either upstairs or in a high place.
2. Fill jugs and saucepans with clean water.
3. Move your family and pets upstairs, or to a high place with a means of escape.
4. Turn off gas, electricity and water supplies when floodwater is about to enter your home if safe to do so.
5. DO NOT touch sources of electricity when standing in floodwater.
6. Keep listening to local radio for updates or call Floodline 0345 988 1188.
7. Floodwater can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger.
8. Avoid walking or driving through floodwater.
10. Wash your hands thoroughly if you touch floodwater.

Water Damage

1. Lag exposed water pipes and tanks in the roof area.
2. Turn off the water and drain the system if you leave your home without heat in winter.
3. If pipes freeze despite your precautions, thaw them out slowly using hot water bottles. Never use a blowlamp.

If you would like information on anything mentioned above or anything affecting this policy, contact your insurance advisor, who will be happy to assist you.

Security

1. Never leave keys in the lock (other than for ease of exit at night), hanging inside a letterbox or hidden outside the home.
2. When upstairs, avoid leaving doors and windows open downstairs.
3. Don’t leave small valuables, money, handbags, wallets and purses where they can be easily seen from outside.
4. If you go out in the evening, leave a light on in a living room or bedroom. Leaving an outside or landing light on is not sufficient, the home must look lived in.
5. Never leave ladders or tools lying around, these will encourage rather than deter an opportunist thief.
6. Close and lock all garages, sheds and other outbuildings.
7. Join a local Neighbourhood Watch Scheme or consider starting one in your area.
8. Don’t let strangers into your home unless they give you official proof of their identity. If you are suspicious, telephone the company concerned for verification while your caller waits outside behind the locked front door.
9 Remember to cancel milk and newspaper deliveries before you go on holiday and ask a trusted neighbour to keep an eye on your home and leave a spare key with them.

10 Keep a record of your possessions, for example, the serial numbers of televisions and video recorders, and use a security marker which writes in invisible ink to mark your postcode and house number (this ink can only be read under ultraviolet light). Retain copies in a safe location.

11 Keep receipts, obtain valuations and take photographs of jewellery and any other valuable or unusual items. Photographs are an enormous help to the police for identifying stolen property and returning it to the rightful owner.

Safes

Safes offer an additional level of protection for your valuables against thieves. A safe should be carefully chosen taking into consideration the value of the items intended to be locked within, where it is to be located within your property and any future purchases of valuables that you may make. Safes are normally awarded a ‘cash rating’ which indicates the maximum level of cash that should be held within. The cash rating will be based on the safe’s ability to withstand fire and attack. For most safes, the awarded cash rating can be multiplied by ten in order to find the equivalent valuables limit e.g. Cash rating £1,000 = valuables rating £10,000. A safe supplier will be able to advise you on the type of safe that is best for your needs.

Further information on protecting your home can be found on the following Home Office websites:
www.crimereduction.homeoffice.gov.uk/cpghs.pdf
and www.homeoffice.gov.uk/secureyourhome
Buildings

The meaning of words

If we explain what a word means, that word has the same meaning wherever it appears in your policy or schedule. These words are highlighted in bold.

Accidental damage – Damage caused suddenly and by unexpected means. This definition does not include damage caused by wear and tear, anything that happens gradually or faulty design or faulty materials.

Allianz, we, our, us – Allianz Insurance plc.

Buildings – The structure of your home and the following if they form part of your home and belong to you or are your responsibility:
- domestic outbuildings;
- garages that form part of your residence;
- fixtures and fittings in or on the buildings;
- swimming pools, permanently fitted hot tubs;
- tennis hard courts;
- terraces, drives and footpaths;
- boundary and garden walls, gates, fences and hedges;
- permanently fitted laminated, wooden effect, vinyl or lino floor coverings that could not reasonably be removed and re-used;
- solar panels, wind turbines;
- built in gas and electric cookers and meters.

Endorsement – Changes to the terms and conditions of your policy which will be shown in your schedule.

Excess – The amount you have to pay if you make a claim. The excess amounts are shown in your schedule.

Your home – The private residence at the address shown in the schedule and the land, domestic garages and outbuildings at the same residence.

Heave – Upward movement of the ground beneath the buildings as a result of the soil expanding.

Injury – Bodily injury, death, disease, illness or shock.

Insurance advisor – This is the person who you arranged your insurance with.

Landslip – Downward movement of sloping ground.

Period of Insurance – The period that you are covered as shown on your schedule.

Schedule – A printed document showing the sections of the policy you have chosen, the sums insured and any endorsements that apply to your policy.

You, your – The person named as the policyholder in the schedule, their partner and members of their family permanently living with them, during the insurance period at their home at the address shown in the schedule.

Storm – Strong winds in excess of 47 knots (54 MPH) that may be accompanied by heavy rain, snow or sleet.

Subsidence – Downward movement of the ground beneath the buildings (other than by the action of made up ground settling or by structures bedding down within 10 years of construction).

Sum insured – The amount shown on your schedule as the most we will pay for claims resulting from one incident unless otherwise stated in this policy booklet or any endorsement.

Unfurnished – Not having a bed, flooring, kitchen appliances and utensils to live there permanently.

Unoccupied – Not having been lived in for more than 60 days in a row.

Water table – The top level of underground water which has saturated the soil. The water table may rise or fall depending on the level of rain, sleet, snow, dew etc that filters in from upper levels of soil (unsaturated soil).

Aggravated damages – These are damages that are awarded when your behaviour or the circumstances of a case increase the injury to the other person because they are humiliated, distressed or embarrassed.

Liquidated damages – These are damages where the amount to be paid for failing to keep to the terms of a contract has been agreed by the people involved in the contract, at the time the contract was made.

Punitive or exemplary damages – These are damages that are awarded to punish you as well as compensate the other person if you did anything deliberately.

Multiplying compensatory damages – In some areas of the world the amount of money awarded as compensation is sometimes multiplied two, three or more times to act as a punishment to you.
## What is covered

Your policy covers loss of or damage to your buildings caused by the following Events.

### Events

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 1 | a Fire, lightning, explosion, earthquake; and  
   |   b Smoke. |
| 2 | Aircraft and other flying devices or articles dropped from them. |
| 3 | The buildings being hit by:  
   a vehicles and articles dropped from them;  
   b animals; or  
   c falling trees or branches. |
| 4 | Theft or attempted theft. |
| 5 | Malicious damage. |
| 6 | a Water escaping from water tanks, fish tanks, apparatus or pipes or fixed heating installations.  
   b Freezing water in water tanks, apparatus or pipes or fixed heating installations. |
| 7 | Storm or flood. |
| 8 | Riot, civil commotion, strikes or labour disturbances. |
| 9 | a Oil leaking from a domestic heating installation at your home.  
   b Television, satellite and radio receiving aerials, aerial fittings, solar panels, wind turbines and masts breaking or collapsing. |

## What is not covered

The total of the compulsory and voluntary excess figures (as shown in your policy schedule) for each insured Event other than Events 15a and 15b. 

- Loss, damage, injury or liability shown in the General Exclusions.

### 15b

- Anything which happens gradually. 
- Loss or damage caused by scorching, melting or warping unless accompanied by flames.

### 2

- Loss or damage caused by domestic animals. 
- Loss or damage caused by felling or lopping trees.

### 4

- Loss or damage caused after your home has been left unfurnished or unoccupied. 
- Any theft or attempted theft to solar panels or wind turbines unless securely mounted in a non-accessible position. 
- Loss or damage that you do not report to the police at your first opportunity. 
- Loss or damage resulting from theft or attempted theft by you.

### 5

- Loss or damage caused after your home has been left unfurnished or unoccupied. 
- Loss or damage caused by you.

### 6

- Loss or damage caused after your home has been left unfurnished or unoccupied. 
- Loss or damage caused by the failure or lack of appropriate sealant and/or grout. 
- Loss or damage caused by subsidence, heave or landslip that results from water escaping. 
- The cost to repair your water tanks, fish tanks, apparatus or pipes or fixed heating installations unless the damage was caused by frost or freezing.

### 7

- Loss or damage caused by a weather event that does not meet the definition of storm as set out in the meaning of words. 
- Loss or damage caused by frost. 
- Loss or damage to fences, gates or hedges. 
- Loss or damage to cellars and basements due to a rise in the water table. 
- Anything which happens gradually. 
- Loss or damage caused by water escaping from water tanks, fish tanks, apparatus, pipes or fixed heating installations.
<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Subsidence or heave of the site on which the buildings stand, or landslide.</td>
<td>Damage caused to swimming pools, tennis hard courts, terraces, drives, footpaths, walls, gates or fences unless your home, its domestic outbuildings or garages are damaged by the same cause at the same time. Landslip caused by the coast being worn away. Destruction or damage to or resulting from solid floor slabs moving unless the foundations beneath the outside walls of the building are damaged by the same cause at the same time. Damage within 10 years of construction caused by structures bedding down or made-up ground settling.</td>
</tr>
<tr>
<td>11 Accidental loss or damage (your schedule will show cover as accidental damage if this Event is insured by your policy).</td>
<td>The exclusions that apply to Events 1 to 10 on page 6 also apply to Event 11. Loss or damage caused by wear and tear. Loss or damage caused by the action of made up ground settling or by structures bedding down within 10 years of construction. Loss or damage caused by rot, mildew, rust, corrosion, insects, woodworm, rats, mice, squirrels, owls, birds, foxes, bats, badgers, repair or renovation. Loss or damage caused by electronic, electrical or mechanical breakdown or failure. Loss or damage caused by faulty design, faulty plan, specification, materials or workmanship. Loss or damage which happens gradually, or loss of value. Loss or damage caused by frost. Loss or damage caused to hot tubs whilst being installed or moved. Loss or damage caused by chewing, scratching, fouling or tearing by domestic animals. Damage caused by water escaping from water tanks, fish tanks, apparatus, pipes or fixed heating installations. Loss or damage caused by the escape of water from guttering, rainwater downpipes, roof valleys and gullies.</td>
</tr>
</tbody>
</table>

We will also insure you for the following:

| 12 Mains services (your schedule will show cover as accidental damage if this event is insured by your policy). | Damage caused to pitch fibre pipes as a result of pressure applied to them by the weight of soil or other covering materials. De-lamination (separation of layers) of pitch fibre pipes. |
| 13 Glass and sanitary fittings (your schedule will show cover as accidental damage if this event is insured by your policy). | Loss or damage caused after your home has been left unfurnished or unoccupied. |
| 14 Alternative Accommodation and Loss of Rent | Any amount over 15% of the sum insured by this section, as shown in your schedule. |
| Any rent you pay, including up to two years ground rent or other expenses for comparable accommodation for you and your domestic pets if the buildings cannot be lived in because of an insured event, but only for the time needed to repair your home. |
### What is covered

<table>
<thead>
<tr>
<th>15a Liability because you are owner of the home</th>
<th>15b Defective Premises</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>We</em> will pay all amounts <strong>you</strong> legally have to pay as:</td>
<td><em>We</em> will pay any amounts <strong>you</strong> are liable for under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975;</td>
</tr>
<tr>
<td>• compensation and claimant’s costs and expenses; and</td>
<td>arising from accidental:</td>
</tr>
<tr>
<td>• legal costs and expenses <strong>you</strong> pay with <strong>our</strong> written permission</td>
<td>i) <strong>injury</strong> to any person;</td>
</tr>
<tr>
<td>in connection with defending any claim;</td>
<td>ii) loss of or damage to property.</td>
</tr>
<tr>
<td>arising from accidental:</td>
<td>If <strong>you</strong> die, <strong>your</strong> personal representative will have the benefit of this section for any liability <strong>you</strong> have that is covered by this section.</td>
</tr>
<tr>
<td>i) <strong>injury</strong> to any person;</td>
<td></td>
</tr>
<tr>
<td>ii) loss of or damage to property.</td>
<td>Any amount over £2,000,000 for all compensation and claimant’s costs and expenses for any one claim or series of claims arising out of any one Event.</td>
</tr>
<tr>
<td>If <strong>you</strong> die, <strong>your</strong> personal representative will have the benefit of this section for any liability <strong>you</strong> have that is covered by this section.</td>
<td>2 Liability <strong>you</strong> have under any agreement unless <strong>you</strong> would have the same liability if the agreement did not exist.</td>
</tr>
<tr>
<td>16 Trace and Access</td>
<td>3 Liability for loss of or damage to any property belonging to <strong>you</strong> or in <strong>your</strong> charge or control.</td>
</tr>
<tr>
<td>If the <strong>buildings</strong> are damaged by Events 6a or 9a of this section,</td>
<td>4 Liability for loss or damage caused by or arising out of:</td>
</tr>
<tr>
<td><em>we</em> will pay the reasonable and necessary cost of finding the source of the leak including the making good of any damage caused during the search.</td>
<td>a) any passenger lift which <strong>you</strong> are responsible for maintaining;</td>
</tr>
<tr>
<td></td>
<td>b) <strong>you</strong> owning any land or building other than <strong>your</strong> home.</td>
</tr>
<tr>
<td>17 Emergency Entry</td>
<td>5 Liability which is insured by or would be insured by any other policy if this section did not exist.</td>
</tr>
<tr>
<td>Loss or damage to <strong>your</strong> <strong>home</strong> caused by the attendance of a member of the emergency services due to an emergency, or perceived emergency, involving <strong>you</strong>.</td>
<td>6 Liability arising directly or indirectly out of <strong>your</strong> job, business, trade or profession.</td>
</tr>
<tr>
<td>If the <strong>buildings</strong> section of this policy is cancelled or expires, this cover shall continue for a period of seven years, in respect of the <strong>buildings</strong> insured under this section before such cancellation or expiry.</td>
<td>7 Liability if <strong>you</strong> are injured.</td>
</tr>
<tr>
<td>Any amount over £1,500.</td>
<td>8 Liability for fines, penalties or <strong>liquidated damages</strong> or <strong>aggravated</strong>, <strong>punitive</strong> or <strong>exemplary damages</strong> or any damages resulting from multiplying compensatory damages.</td>
</tr>
<tr>
<td>9 Loss, damage, <strong>injury</strong> or liability shown in the General Exclusions.</td>
<td>9 Loss, damage, <strong>injury</strong> or liability shown in the General Exclusions.</td>
</tr>
</tbody>
</table>

### How we settle claims

(See also General Exclusions and General Conditions)

The amount *we* will pay for loss of or damage to the **buildings** will be the cost of the following:

a Repairing or replacing the damaged items without taking off an amount for wear and tear or loss of value, as long as the **sum insured** will cover the full rebuilding cost.

b Demolishing, removing debris, shoring up or propping up parts of the **buildings**.

If the **sum insured** will not cover the full rebuilding cost, the amount *we* will pay will be the cost of repairs or replacement less an amount for wear and tear.

If the repair or replacement is not carried out, the amount *we* will pay will be the loss of value resulting from the loss or damage but not more than what it would have cost to repair or replace the item if this had been carried out straight away.

If **you** die, **your** personal representative will have the benefit of this section for any liability **you** have that is covered by this section.
c Architects’, surveyors’, legal and other fees for estimates, plans, specifications, quantities, tenders and supervision.

Where we agree that any of the above need to be appointed and you arrange your own, we will not pay more than the fees authorised under the scales of the Royal Institute of British Architects, the schedule of professional charges of the Royal Institution of Chartered Surveyors and the Law Society.

We will not pay any costs you incur for preparing and submitting a claim.

d Any extra costs to keep to building or other regulations or within the by-laws of any local authority but only for damaged parts of the buildings.

This does not include any extra costs you pay after notice has been served on you.

We reserve the right to take ownership of an item or items once we have paid a claim following their loss or damage beyond repair, but no item or items may be abandoned to us.

Any permanent repairs made by our approved suppliers are guaranteed.

Sum insured

The sum insured chosen by you must be enough to pay for the full cost of rebuilding and take account of the expenses and fees mentioned in b, c and d on page 8.

We will not pay more than the sum insured for loss or damage to the buildings by any of the Events 1 to 13 and 17.

Index linking

Where your buildings sum insured is a figure other than £300,000, as shown in your policy schedule, this sum insured will change each month in accordance with the House Rebuilding Cost Index published by the Building Cost Information Service of the Royal Institute of Chartered Surveyors (or another suitable index we decide upon).

We will not charge extra premiums on any index linking adjustments during the period of insurance. We will work out the renewal premium on the sum insured which applies on the first day of the renewal month.

If you claim for loss or damage, we will continue to make the monthly index linking adjustments between the date of the loss or damage and the date when the loss or damage is repaired or replaced for up to one year.

Selling your home

When you sell your home the person who buys it will be covered by the buildings insurance in this section, as long as they have no other insurance in force. This will apply up to the date the sale is completed.

Matching sets and suites

We will pay you for damaged items that form part of a matching set or suite but not for the other items of the set or suite which are not damaged. For example, if one kitchen cupboard is damaged we will replace or repair the damaged cupboard only, not the whole kitchen.

If the damaged parts cannot be matched or replaced we will pay up to 50% towards the replacement of the undamaged parts.
The meaning of words

If we explain what a word means, that word has the same meaning wherever it appears in your policy or schedule. These words are highlighted in bold.

Accidental damage – Damage caused suddenly and by unexpected means. This definition does not include damage caused by wear and tear, anything that happens gradually or faulty design or faulty materials.

Allianz, we, our, us – Allianz Insurance plc.

Contents – Household goods and personal belongings which you own or are responsible for. This includes:

- fixtures and fittings other than landlord’s fixtures and fittings;
- television, satellite and radio receiving aerials, aerial fittings and masts fixed to your home;
- freestanding gas and electric cookers;
- valuables (covered up to 10% of the contents sum insured for all valuables and 5% for a single item or collection, unless otherwise specified on your schedule) – jewellery, gold and silver articles (including plated articles), watches, gemstones, clocks, furs, pictures, sculptures, other works of art and collections of stamps, medals and coins;
- office equipment – computers, external hard drives, memory sticks, software, printers, fax machines, photocopiers, typewriters, tele-communications equipment and office furniture used in connection with your business or job but not worth more than £5,000 in total. You must be responsible for insuring the office equipment;
- laminated, wooden effect, vinyl or lino floor coverings that could reasonably be removed and re-used;
- carpets;
- portable hot tubs;
- pedal cycles.

Dangerous animal – An animal defined as dangerous in the Animals Act 1971 or a dog of a type described in Section 1 of the Dangerous Dogs Act 1991.

Endorsement – Changes to the terms and conditions of your policy which will be shown in your schedule.

Excess – The amount you have to pay if you make a claim. The excess amounts are shown in your schedule.

Heave – Upward movement of the ground beneath the buildings as a result of the soil expanding.

Injury – Bodily injury, death, disease, illness or shock.

Insurance advisor – This is the person who you arranged your insurance with.

Landslip – Downward movement of sloping ground.

Money – Cash, bank or currency notes, cheques, postal or money orders, postage stamps, National Savings stamps and certificates, travellers’ cheques, gift vouchers (subject to proof of purchase or ownership), premium bonds, luncheon vouchers, credit, cash or cheque cards, season tickets and travel tickets which you own or are responsible for that is used for social or domestic purposes.

Period of Insurance – The period that you are covered as shown on your schedule.

Pedal Cycle(s) – pedal cycles including motorised or power assisted pedal cycles which are not legally required to be registered in the UK for road use.

Schedule – A printed document showing the sections of the policy you have chosen, the sums insured and any endorsements that apply to your policy.

Storm – Strong winds in excess of 47 knots (54MPH) that may be accompanied by heavy rain, snow or sleet.

Subsidence – Downward movement of the ground beneath the buildings (other than by the action of made up ground settling or by structures bedding down within 10 years of construction).

Sum insured – The amount shown on your schedule as the most we will pay for claims resulting from one incident unless otherwise stated in this policy booklet or any endorsement.

Unfurnished – Not having a bed, flooring, kitchen appliances and utensils to live there permanently.

Unoccupied – Not having been lived in for more than 60 days in a row.

Your home – The private residence at the address shown in the schedule and the land, domestic garages and outbuildings at the same residence.

You, your – The person named as the policyholder in the schedule, their partner and members of their family permanently living with them, during the insurance period at the address shown in the schedule.
**Water table** – The top level of underground water which has saturated the soil. The water table may rise or fall depending on the level of rain, sleet, snow, dew etc that filters in from upper levels of soil (unsaturated soil).

**Contents does not include:**
- contents insured under any other policy;
- money;
- securities (financial certificates such as shares and bonds), certificates and documents;
- mechanically propelled or assisted vehicles (which includes adults’ and children’s motor vehicles, adults’ and children’s motor cycles, quad bikes, trikes and go-karts) or their parts and accessories, but not including gardening machinery or wheelchairs;
- caravans and trailers or their parts and accessories;
- aircraft, hovercraft and watercraft (which includes sailboards, surfboards and models) or their parts and accessories;
- lottery tickets and raffle tickets;
- laminated, wooden effect or vinyl floor coverings that could not reasonably be removed and re-used;
- animals;
- any part of the structure of your home, central heating system, ceiling, wallpaper or similar (except those covered under Event 17c Tenant’s liability);
- contents which you own or use at any time for business, professional or trade purposes, (except for office equipment).

**Liquidated damages** – These are damages where the amount to be paid for failing to keep to the terms of a contract has been agreed by the people involved in the contract, at the time the contract was made.

**Punitive or exemplary damages** – These are damages that are awarded to punish you as well as compensate the other person if you did anything deliberately.

**Aggravated damages** – These are damages that are awarded when your behaviour or the circumstances of a case increase the injury to the other person because they are humiliated, distressed or embarrassed.

**Multiplying compensatory damages** – In some areas of the world the amount of money awarded as compensation is sometimes multiplied two, three or more times to act as a punishment to you.

### What is covered

**Your policy covers loss of or damage to your contents caused by the following Events.**

**Events**

1. **Fire, lightning, explosion, earthquake; and Smoke.**
2. **Aircraft and other flying objects or articles dropped from them.**
3. **The contents being hit by:**
   - vehicles;
   - animals; or
   - falling trees or branches.

### What is not covered

- The total of the compulsory and voluntary excess figures (as shown in your policy schedule) for each insured Event other than Events 17a,17b, 17c, 17d and 17e.
- Loss, damage, injury or liability shown in the General Exclusions.
- Anything which happens gradually.
- Loss or damage caused by scorching, melting or warping unless accompanied by flames.
- Loss or damage caused by domestic animals.
- Loss or damage caused by felling or lopping trees.
<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Theft or attempted theft.</td>
<td>Any amount over 15% of the sum insured under this section for loss or damage to the contents (excluding portable hot tubs) caused by theft or attempted theft from outbuildings and garages forming part of your home. Loss or damage caused after your home has been left unfurnished or unoccupied. Loss or damage that you do not report to the police at your first opportunity. Loss or damage caused by theft or attempted theft from any vehicle that is not occupied unless all windows and sunroofs are securely closed and all doors and the boot are locked. Contents must be completely hidden within the vehicle in a glove compartment, locked luggage compartment or locked boot and the vehicle must be parked within the boundaries of your home. Any amount over £1,000 for theft or attempted theft from any vehicle that is not occupied and is parked within the boundaries of your home. Loss or damage resulting from theft or attempted theft by you.</td>
</tr>
<tr>
<td>5 Malicious damage.</td>
<td>Loss or damage caused after your home has been left unfurnished or unoccupied. Loss or damage caused by you. Loss or damage arising from the malicious erasure, distortion or misfiling of any computer software, data or files unless the buildings or contents are damaged by the same cause at the same time.</td>
</tr>
<tr>
<td>6 Water escaping from water tanks, fish tanks, apparatus or pipes or fixed heating installations.</td>
<td>Loss or damage caused after your home has been left unfurnished or unoccupied. Loss of metered water. Loss or damage caused by the failure or lack of appropriate sealant and/or grout. The cost to repair your water tanks, fish tanks, apparatus or pipes or fixed heating installations.</td>
</tr>
<tr>
<td>7 Storm or flood.</td>
<td>Loss or damage caused by a weather event that does not meet the definition of storm as set out in the meaning of words. Loss or damage caused by frost. Loss or damage in cellars and basements due to a rise in the water table. Anything which happens gradually Loss or damage caused by water escaping from water tanks, fish tanks, apparatus, pipes or fixed heating installations.</td>
</tr>
<tr>
<td>8 Riot, civil commotion, strikes or labour disturbances.</td>
<td></td>
</tr>
<tr>
<td>9 a Oil leaking from any fixed heating installation at your home.</td>
<td>Damage caused to the installation.</td>
</tr>
<tr>
<td>b Television, satellite and radio receiving aerials, aerial fittings, solar panels, wind turbines and masts breaking or collapsing.</td>
<td>Loss of oil.</td>
</tr>
<tr>
<td>10 Subsidence or heave of the site on which your home stands, or landslip</td>
<td></td>
</tr>
<tr>
<td>What is covered</td>
<td>What is not covered</td>
</tr>
<tr>
<td>----------------</td>
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</tr>
<tr>
<td><strong>11 Accidental damage</strong> <em>(your schedule will show cover as accidental damage if this Event is insured by your policy)</em>.</td>
<td>The exclusions that apply to Events 1 to 10 on pages 11 and 12 also apply to Event 11.</td>
</tr>
<tr>
<td></td>
<td>• Contents not inside your home.</td>
</tr>
<tr>
<td></td>
<td>• Contact lenses.</td>
</tr>
<tr>
<td></td>
<td>• Money.</td>
</tr>
<tr>
<td></td>
<td>• Food in freezers and fridges.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by the action of made up ground settling or by structures bedding down within 10 years of construction.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by wear and tear other than loss of or damage to any item resulting from wear and tear to a clasp, setting or other fastening, carrier or container.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by rot, mildew, rust, corrosion, insects, woodworm, rats, mice, squirrels, owls, birds, foxes, bats, badgers, repair or renovation.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by electronic, electrical or mechanical breakdown or failure.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage to computer discs, software, flash drives, memory sticks, records, cassettes, tapes or loss of recording.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage arising from the malicious erasure, distortion or misfiling of any software, data or files.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by faulty design, faulty plan, specification, materials or workmanship.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage which happens gradually, or loss of value.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by overwinding and damage to the inside of watches or clocks.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by chewing, scratching, fouling or tearing by domestic animals.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage to portable hot tubs whilst being installed or moved.</td>
</tr>
<tr>
<td></td>
<td>• Damage caused by water escaping from water tanks, fish tanks, apparatus, pipes or fixed heating installations.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by the escape of water from guttering, rainwater downpipes, roof valleys and gullies.</td>
</tr>
<tr>
<td><strong>We will also insure you for the following:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>12 Audio and Visual equipment</strong> <em>(your schedule will show as accidental damage if this Event is insured by your policy)</em>. <em>We will pay for accidental damage to television sets, DVD players, video and DVD recorders and other audio equipment and home computers in your home.</em></td>
<td>Items designed to be portable, including portable computers, mobile/smart/android/phones, iPhones/iPads/iPods and tablets.</td>
</tr>
<tr>
<td></td>
<td>Damage to discs, software, flash drives, memory sticks, records, cassettes, tapes or loss of recording.</td>
</tr>
<tr>
<td></td>
<td>Loss or damage arising from the malicious erasure, distortion or misfiling of any computer software, data or files.</td>
</tr>
<tr>
<td></td>
<td>Electronic, electrical or mechanical breakdown or failure.</td>
</tr>
<tr>
<td></td>
<td>Wear and tear.</td>
</tr>
<tr>
<td></td>
<td>Damage caused during repair, alteration or from an item being operated incorrectly.</td>
</tr>
<tr>
<td></td>
<td>Damage caused by domestic animals.</td>
</tr>
<tr>
<td><strong>13 Accidental breakage of mirrors or glass</strong> <em>(your schedule will show as accidental damage if this Event is insured by your policy)</em>. <em>We will pay for accidental breakage of mirrors, fixed glass in furniture, cooking hobs and oven doors while in your home.</em></td>
<td>Loss or damage caused after your home has been left unfurnished or unoccupied.</td>
</tr>
<tr>
<td></td>
<td>If no equivalent part is available the most we will pay is £250.</td>
</tr>
</tbody>
</table>
What is covered | What is not covered
--- | ---
14 Loss or theft of keys  
We will pay the cost of replacing locks and keys to outside doors and windows and to domestic safes and alarm systems within your home if the keys are stolen or accidentally lost. | Any amount over £750.

15 Loss of oil and metered water  
We will pay for loss of oil or metered water due to your domestic water or fixed heating installations being damaged. | Any amount over 15% of the sum insured by this section, as shown in your schedule.

16 Alternative Accommodation and Loss of Rent  
Any rent you pay, including up to two years ground rent or other expenses for comparable accommodation for you and your domestic pets if your home cannot be lived in because of an insured event, but only for the time needed to repair your home.  
We will also pay for the necessary cost of temporarily storing the contents. | 1 Any amount over £2,000,000 for all compensation and claimant’s costs and expenses for any one claim or series of claims arising out of any one Event.
2 Liability you have under any agreement unless you would have the same liability if the agreement did not exist.
3 Liability which is insured by or would be insured by any other policy if this section did not exist.
4 Liability arising directly or indirectly out of your job, business, trade or profession.
5 Liability if you are injured.
6 Liability for fines, penalties or liquidated damages or aggravated, punitive or exemplary damages or any damages resulting from multiplying compensatory damages.
7 Liability for loss of or damage to any property belonging to you or in your charge or control unless this is covered under Event 17b.
8 Liability for injuring an employee arising as a result of you employing them under a contract of service or apprenticeship unless this is covered under Event 17d.
9 Liability for loss, damage or injury caused by or arising out of the following:
   a You owning, possessing, or using (other than as a passenger):  
      • any mechanically or wind propelled or assisted vehicle including a trailer attached to a vehicle other than:
         – any pedal cycles or
         – any self-propelled golf trolleys, pedestrian-controlled or ride-on garden tools which are not required to be registered for road use.
      • aircraft including drones;
      • hovercraft or watercraft (other than any hand-propelled boat, pontoon, sailboard or surfboard or any boat hired to you for no more than 12 hours and which is under 18 feet long and cannot travel faster than 17 knots).
   b You owning, possessing or using a dangerous animal or a specially-controlled dog, as described in the Dangerous Dogs Act 1991.
   c Using any horse for hunting, racing or polo.
   d Any passenger lift which you are responsible for maintaining.
   e You being a tenant or living on any land or in any building other than your home, other than for Events 17b and 17c.

17a Personal Liability and Liability because you live in the home  
We will pay all amounts you legally have to pay:  
– as a private individual while in and away from your home;  
– because you live in the home;  
– whilst you live in the territories shown in General Exclusion 1 of this policy during any journey or temporary visit to any country in the world in which you do not own a property;  
in respect of:  
• compensation and claimant’s costs and expenses; and  
• legal costs and expenses you pay with our written permission in connection with defending any claim;  
  arising from accidental:  
  i injury to any person;  
  ii loss of or damage to property.  
If you die, your personal representative will have the benefit of this section for any liability you have that is covered by this section.
<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
</tr>
</thead>
</table>
| **17b Temporary accommodation**  
Liability noted under Event 17 whilst you are living in temporary accommodation for no more than two months. | Exclusions shown under Event 17a. |
| **17c Tenant’s liability**  
*We* will pay all amounts which *you* are responsible for as tenant as stated in the tenancy agreement and not as owner for the following.  
i Loss of or damage to *your home* directly caused by:  
• fire, lightning, explosion, earthquake, aircraft; *storm* or flood;  
• bursting, leaking or overflowing water tanks, apparatus or pipes;  
• oil leaking from any fixed heating installation;  
• theft or attempted theft;  
• television, satellite and radio receiving aerial fittings, solar panels, wind turbines and masts breaking or collapsing; or  
• smoke.  
ii *We* will pay all amounts for accidental breakage of all fixed glass including double glazing and fixed sanitary fittings forming part of *your home*.  
iii *We* will pay for accidental damage to underground water, gas, sewer or drain pipes, underground electricity and telephone cables which reach from *your home* to the public supply. | Exclusions shown under Event 17a.  
Loss or damage which happens while *your home* is left *unfurnished* or *unoccupied*.  
Any amount over 10% of the *sum insured* by this section as shown in *your schedule*.  
Loss or damage caused by frost, *landslip*, *subsidence* or *heave*.  
Anything which happens gradually in respect of damage by smoke. |
| **17d Employers’ liability**  
*We* will pay all amounts *you* are liable for if any employee is injured arising out of his or her employment under a contract of service or apprenticeship in connection with *your home* or private household. Exclusions 1, 6, 7 and 8 of Event 17a and General Exclusion 2 of this policy will not apply to this Event. | Exclusions shown under Event 17a (apart from exclusion 1)  
Any amount over £10,000,000, for all compensation and claimant’s costs and expenses for any one claim or series of claims arising out of any one Event.  
Liability for causing the death of or injuring any employee if they have driven or been a passenger in a motor vehicle if *you* need insurance under the Road Traffic Act. |
| **17e Unpaid court judgements**  
If *you* get a judgement from any court in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands for compensation and claimant’s costs and expenses for injury or loss of or damage to property against any company or individual based in the countries named above and that judgement is not paid for more than three months, *we* will pay *you* the amount of unpaid compensation or costs.  
*We* will only do this if:  
• this section would have applied had the award been made against *you* rather than to *you*;  
• there is no appeal outstanding;  
If *we* make a payment under this Event *you* or *your* personal representatives must transfer the rights of recovery under the judgement to *us*. | Exclusions shown under Event 17a.  
Liability if the person owing *you* money is also insured by this policy. |
Contents Limits

The most we will pay for the following contents is shown below.

1a 10% of the sum insured by the Contents section for valuables not insured under personal possessions; or
1b Any greater limit for valuables within contents, specifically noted on your current schedule.
2a 5% of the sum insured by the Contents section for any valuables item or collection; or
2b Any greater limit for specific valuables items within contents noted on your current schedule.

How we settle claims

(See also General Exclusions and General Conditions.)

1 Items other than clothing and household linen.
   a We will pay to replace items which are totally lost or destroyed. The replacement item will be based on the specification of the original item. We will not take off an amount for wear and tear or loss of value as long as the sum insured is enough to replace the contents. If you do not replace the contents which are totally lost or destroyed or if the sum insured is not enough to pay for replacement of the contents, the amount we will pay will be the market value of the totally lost or destroyed items (Market value is the cost of replacing the item at the time of loss or damage taking into account its age and condition).
   b We will pay to repair damaged items.

2 Clothing and household linen.
   a We will pay to replace items which are totally lost or destroyed. We will take off an amount for wear and tear or loss of value.
   b We will pay to repair damaged items.

3 We will pay to remove debris.

4 We reserve the right to take ownership of an item or items once we have paid a claim following their loss or damage beyond repair, but no item or items may be abandoned to us.

Selling your home

For the period that you are moving to a new permanent address the contents cover can be extended to included contents in your new home, providing you have advised us in advance.

Evidence of Value

We may require you to provide evidence of value if you need to claim for loss or damage to certain items insured under this section. Where such evidence is required, this will be stated on your schedule.

Matching sets and suites

We will pay you for damaged items that form part of a matching set or suite but not for the other items of the set or suite which are not damaged. For example, if you damage one chair from a set the damaged chair will be repaired or replaced but not the whole set.

If the damaged parts cannot be matched or replaced we will pay up to 50% towards the replacement of the undamaged parts.

Sum insured

The sum insured you choose must be equal to the full value of the contents insured. We will not pay more than the sum insured for loss or damage to the contents by any of the Events 1 to 14.

Index linking

Where your contents sum insured is a figure other than £10,000 or £30,000, as shown in your policy schedule, this sum insured will change each month in accordance with the Consumer Price Index (or another suitable index we decide upon).
Personal Possessions

The meaning of words

Personal possessions – Private property and personal items you normally wear or carry (including sports equipment) and mobility scooters (that are not registered for road use), which you own or for which you are responsible, but not including:

- items with an individual value of more than £1,000 (unless these items are specified on your policy schedule);
- pedal cycles with an individual value over £1,000 (unless the pedal cycles are specified on your policy schedule);
- vehicles (or their parts), watercraft, aircraft, musical instruments used professionally or semi-professionally, domestic appliances, furniture, furnishings and household goods or equipment or goods used in connection with your occupation, business, trade or profession.

Endorsement – Changes to the terms and conditions of your policy which will be shown in your schedule.

Excess – The amount you have to pay if you make a claim. The excess amounts are shown in your schedule.

Injury – Bodily injury, death, disease, illness or shock.

Geographical limits – British Isles, Europe, Mediterranean Coast and Islands, Madeira and Canary Isles.

Money – Cash, bank or currency notes, cheques, postal or money orders, postage stamps, National Savings stamps and certificates, travellers’ cheques, gift vouchers (subject to proof of purchase or ownership), premium bonds, luncheon vouchers, credit, cash or cheque cards, season tickets and travel tickets which you own or are responsible for that are used for social or domestic purposes.

Period of Insurance – The period that you are covered as shown on your schedule.

Pedal Cycle(s) – pedal cycles including motorised or power assisted pedal cycles which are not legally required to be registered in the UK for road use.

Schedule – A printed document showing the sections of the policy you have chosen, the sums insured and any endorsements that apply to your policy.

Sum insured – The amount shown on your schedule as the most we will pay for claims resulting from one incident unless otherwise stated in this policy booklet or any endorsement.

Your home – The private residence and gardens at the address shown in the schedule and the land, domestic garages and outbuildings at the same residence.

You, your – The person named as the policyholder in the schedule, their partner and members of their family permanently living with them, during the insurance period at their home at the address shown in the schedule.

What is covered

We will pay for loss or damage to the personal possessions covered by this section and shown in your schedule, which you own or are responsible for while you:

1 are within the geographical limits; and

2 travel elsewhere in the world for up to 60 days in any one year of insurance.

What is not covered

- The total of the compulsory and voluntary excess figures (as shown in your policy schedule) for each insured Event.
- Loss, damage, injury or liability shown in the General Exclusions.
- Loss or damage caused by wear and tear, other than loss of or damage to any item resulting from wear and tear of a clasp, setting or other fastening, carrier or container.
- Loss or damage caused by rot, mildew, rust, corrosion, insects, woodworm, rats, mice, squirrels, owls, birds, foxes, bats, badgers, repair or renovation.
- Loss or damage caused by electronic, electrical or mechanical breakdown or failure.
- Loss or damage caused by faulty design, faulty plan, faulty specification, faulty materials or faulty workmanship.
- Loss or damage caused by gradual deterioration or loss of value.
- Loss or damage caused by overwinding and damage to the inside of watches or clocks.
- Loss or damage to musical instruments caused by atmospheric conditions or very hot or very cold temperatures.
- Breakage of musical instrument strings or reeds.
Index linking

We will change the sums insured each month according to the Consumer Price Index (or some other suitable index we decide to use).

We will not charge extra premiums on any index linking adjustments during the period of insurance. We will work out the renewal premium on the sum insured which applies on the first day of the renewal month.

How we settle claims

The way we settle claims will be the same as that under the Contents section.

The most we will pay for each item insured by this section is the sum insured shown in your schedule against that item.

Evidence of Value

We may require you to provide evidence of value if you need to claim for loss or damage to certain items insured under this section. Where such evidence is required, this will be stated on your schedule.

<table>
<thead>
<tr>
<th>What is covered</th>
<th>What is not covered</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• Loss or damage caused by theft or attempted theft from any vehicle that is not occupied unless all windows and sunroofs are securely closed and all doors and the boot are locked. Personal possessions must be completely hidden within the vehicle in a glove compartment, locked luggage compartment or locked boot.</td>
</tr>
<tr>
<td></td>
<td>• Any amount over £1,000 for theft or attempted theft from any vehicle that is not occupied.</td>
</tr>
<tr>
<td></td>
<td>• Theft of pedal cycle accessories unless stolen with the cycle.</td>
</tr>
<tr>
<td></td>
<td>• Loss of or damage to skiing or underwater equipment while you are using it.</td>
</tr>
<tr>
<td></td>
<td>• Theft of a pedal cycle unless a locking device is used to secure the cycle to an immovable object when it is left unattended other than at your home.</td>
</tr>
<tr>
<td></td>
<td>Loss or damage resulting from theft or attempted theft by you.</td>
</tr>
<tr>
<td></td>
<td>• Loss of or damage to sports equipment whilst in use.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage to audio, communication or navigational equipment unless it is designed to be portable and it has an independent means of operation and power source.</td>
</tr>
<tr>
<td></td>
<td>• Loss or damage caused by chewing, scratching, fouling or tearing by domestic animals.</td>
</tr>
<tr>
<td></td>
<td>• Money.</td>
</tr>
</tbody>
</table>
## General Exclusions

The following exclusions apply to the whole policy in addition to the exclusions listed under what is not covered under the relevant sections.

### The policy does not cover the following:

1. **Geographical limits**
   Damage, injury or liability arising out of any event outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, unless we say differently.

2. **War**
   Damage, liability, death, injury, disability or any loss caused directly or indirectly by war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

3. **Radioactive contamination**
   Damage to any property, any legal liability or any loss directly or indirectly caused by:
   - ionising radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from burning nuclear fuel; or
   - the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear machinery or any part of it.

4. **Sonic bangs**
   Damage caused by pressure waves from aircraft and other flying devices travelling at or above the speed of sound.

5. **Pollution or contamination**
   Damage caused by or resulting from pollution or contamination, other than damage caused by:
   - pollution or contamination which results from damage by a cause which is insured by this policy; or
   - damage by a cause which is insured by this policy which results from pollution or contamination.

6. **Market value**
   Any loss of market value after an item is repaired or replaced (Market value is the cost of replacing the item at the time of loss or damage taking into account its age and condition).

7. **Date recognition and computer viruses**
   Costs in relation to any claim arising directly or indirectly from electronic equipment, whether belonging to you or not, failing at any time, due to:
   - the failure to correctly recognize, accept, respond to, retrieve, retain or process any data representing date or part of a date, time; or
   - computer viruses.
   Electronic equipment includes:
   - any computer equipment, system or software;
   - any product, accessory, equipment or machinery containing, connected to or operated by means of a data processor chip.

8. **Terrorism**
   We will not cover loss, damage, liability, cost or expense of whatever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing at the same time or in any other sequence to the loss. For the purpose of this exclusion an act of terrorism means:
   - the use, or threatened use, of biological, chemical and/or nuclear force by any person or group of people whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear.
   - any act deemed by the government to be an act of terrorism.

9. **Agreements and contracts**
   Loss, damage or liability arising out of or as a result of any agreement or contract you have entered into.

10. **Pre-existing damage**
    Loss, damage, injury or liability as a result of an event which happened before the cover under this policy started.

11. **Gradual damage**
    Loss or damage caused by anything that happens gradually.

12. **Confiscation**
    Loss or damage caused by officials or authorities confiscating or holding your property.

13. **Wilful acts**
    Loss or damage caused by your wilful act.
General Conditions

The following conditions apply to the whole policy.

1  
**Premium**

You must pay the premium or any agreed instalment when we ask.

If the premium for this policy is paid by instalments and in the event you fail to pay one or more instalments, whether in full or in part, we may cancel the policy by giving you 14 days notice in writing sent to your last known address.

2  
**Taking care of your home**

You must keep any property you insure in a good state of repair and take care to prevent accidents, injury, loss and damage.

3  
**Claims**

If you need to make a claim, you must do the following:

- Tell us at your first opportunity about the event and give us any information relevant to the claim we may need.
- Tell the police about any damage caused by theft or attempted theft or if any property is lost outside your home.
- Allow us to enter, take or keep possession of any property where the damage has happened. We can also deal with any insured property in any way we think is appropriate. However, you must not abandon any property and leave it to us.
- Carry out and allow us to take any action we need to prevent more damage.
- Tell us at your first opportunity about any prosecution, inquest or enquiry connected with any injury or damage.
- Not pay or offer or agree to pay any money or admit responsibility without our permission.
- Allow us, in your name, to take over and control all negotiations and proceedings which may arise for any claim.
- Allow us to take any legal action required to enforce your rights against any other person. We will pay any costs or expenses involved.

We will not pay any claims under this insurance unless you have kept to this condition. If we have already paid you for a claim, you must repay us.

4  
**Repairing or replacing property**

If we are going to repair or replace any property, you must give us any plans, documents, books and information we ask for. We will always try to repair or replace the property as it was. If we cannot we will repair or replace the item with the nearest equivalent item, but this may not be the same brand. The most we will pay for any one item is the sum insured.

5  
**Other insurances**

If at the time of any claim you have other insurance covering the claim, we will only pay our share of the claim.

6  
**Reflection Period**

(applicable to new policies and renewals)

You may cancel this policy within 14 days of the date you receive it. You can do this by contacting us at the address shown at the back of this policy or by contacting the insurance advisor through whom you arranged this insurance. If you choose to do this, you are entitled to a refund of the premium you have paid for this insurance. We will only charge a pro-rata premium plus £15 to cover our operational costs which is subject to minimum amount payable of £25 plus Insurance Premium Tax at the prevailing rate, except where an incident has occurred that has reached the sum insured under the buildings or contents section, in which case the full annual premium will be payable to us.

If you choose to cancel this policy and you have taken out Legal Expenses with us this will also be cancelled.

7  
**Cancellation (outside the Reflection Period)**

We can cancel this policy by giving seven days’ notice in writing.

We may cancel your policy where there are serious grounds to do so, this includes:

- failure to meet the terms and conditions of this policy. Where you are required in accordance with the terms of your policy to co-operate with us, or send us information or documentation and you fail to do so in a way that materially affects our ability to process a claim, or our ability to defend our interests.
where there is a failure by you to exercise the duty of care regarding your property as required by General Condition 2 Taking care of your home.

• failure to co-operate when requested in supplying relevant documentation or information that we require.

• changes to your policy details or circumstances that we do not cover under our policy.

• suspected fraud or misrepresentation.

• use of threatening or abusive behaviour or language, or intimidation or bullying of our staff or suppliers.

You may cancel this policy by giving us notice in writing.

If you cancel the policy outside the reflection period, we will provide a pro-rata refund based on the annual premium payable less a £10 charge, plus Insurance Premium Tax, as long as you have not claimed during the current period of insurance. Where an incident has occurred which may give rise to a claim, the full annual premium may be payable to us.

If the amount due when you cancel the policy is more than the amount you have paid, you must pay the difference.

8 Fraud

If you or anyone acting on your behalf makes any false or fraudulent claim or supports a claim by false or fraudulent document, device or statement, you will forfeit all rights under the policy and all cover will cease. In such circumstances, we retain the right to keep the premium paid.

9 Arbitration

If we accept your claim but you do not agree with the amount we will pay you, we will refer the matter to an arbitrator chosen by you and us. You cannot take any action against us until you and we have received the arbitrator’s final decision.

10 Rights of Parties

A person or company who was not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 or any subsequent legislation to enforce any term of this policy, but this does not affect any right or remedy of a third party which exists or is available apart from such Act.

11 Automatic renewal

If you pay your premium by the Allianz Premium Instalment Plan, when your policy is due for renewal we will renew it for you automatically. This saves you the worry of remembering to contact us prior to the renewal date. We will write to you 14 days before the policy expires with full details of your next year’s premium and policy conditions.

If you do not want to renew this policy, please let us know before your renewal date so we don’t take payment. If you inform us after that time charges may apply, please see General Conditions 6 and 7 in your policy booklet for details. We will notify you in writing prior to the renewal date. Should we decide that we will not renew your policy, we will notify you in writing prior to the renewal date.

12 Law applying to the Contract

Unless we agree otherwise:

a the language of the policy and all communications relating to it will be English; and

b the laws of England and Wales will apply to this contract of insurance.

13 Changing your details

You must tell us at your first opportunity about any changes that may affect your policy cover. If we are not advised of changes in circumstances, this may affect your ability to claim under the policy. Here are the changes you should tell us about:

• You changing your insured address

• You change your name

• You changing occupation/s or the trade in which you work

• If the property is used for business and the type of business use

• If the property is no longer your main residence

• If the property is let or sublet or if there are paying lodgers

• If the number of consecutive days the property is unoccupied increases

• You being convicted of a criminal offence (other than motoring offences)
• Where you have buildings insurance with us; if the full rebuilding cost of your property should change for example by fitting double glazed windows in place of single glazed windows

• Where you have contents/personal possessions insurance with us; if the values or items to be insured changes

• If there is any building work at your home or work to commence

• If the type of locks or alarm should change and if you no longer have an alarm maintenance contract in force

• If the property is no longer self-contained or does not have its own lockable entrance

• The property is not in a good state of repair

When you tell us of a change of details we will reassess the premium and terms of your policy, the change will be subject to an admin charge of £10 plus Insurance Premium Tax. You will be informed of any revised premium or terms and asked to agree before any change is made. We will not refund or charge amounts less than £15 plus Insurance Premium Tax. In some circumstances we may not be able to continue your policy following the changes. Where this happens you will be told and the policy will be cancelled in line with the provisions of General Condition 7.
Complaints Procedure

Our aim is to get it right first time, every time. If you have a complaint, we will try to resolve it straight away but if we can’t, we will confirm we have received your complaint within five working days and we will do our best to resolve the problem within four weeks. If that’s not possible, we will let you know when an answer may be expected.

If we are unable to resolve the problem, we will provide you with information about the Financial Ombudsman Service which offers a free, independent complaint resolution service.

If you have a complaint about buildings, contents or personal possessions contact our customer satisfaction manager at:

Allianz Insurance plc
2530 The Quadrant
Aztec West
Bristol
BS32 4AW

Phone: 0330 102 1781
Fax: 01483 529 717
Email: allianzretailcomplaints@allianz.co.uk

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Visit ec.europa.eu/odr to access the Online Dispute Resolution Service. Please quote our e-mail address: allianzretailcomplaints@allianz.co.uk

Alternatively, you can contact the Financial Ombudsman Service directly.

Using our complaints procedure or contacting the FOS does not affect your legal rights.