

### About this Summary of Cover

This summary provides key information only about insurers and the insurance cover available for UK Homes. This summary does not contain the full terms, conditions, exclusions, warranties and endorsements applicable to the insurance contract. These can be found in the policy wording. The policy wording is available on request or can be viewed on our website [www.insuremyvilla.com](http://www.insuremyvilla.com).

If you are in any doubt as to the suitability of the cover you should consult us or your insurance agent. A policy wording is always issued along with a Schedule of Cover when cover is first accepted by us.

This summary of cover does not form part of your insurance contract. Where the benefits or exclusions differ from those outlined in this summary, you will be advised by us or by the insurance agent who sold you this insurance. We reserve the right to change or limit any cover.

### About the Insurer

This policy is arranged and administered by Insure My Villa which is a trading name of Insure My Villa Limited who are an appointed representative of Vasek Insurance Services Limited which is authorised and regulated by the Financial Services Authority under Firm Reference Number 309354. The policy is underwritten by Certain Underwriters at Lloyd's, One Lime Street, London EC3M 7HA. Both the Society of Lloyd's and Underwriters at Lloyd's are authorised and regulated by the Financial Services Authority.

### Duration of this Insurance

The period of insurance will be for 12 months unless otherwise agreed by us. The period of insurance will be shown in the Schedule of Cover.

### Cancellation Rights

A retail customer has the right to cancel a general insurance contract within 14 days of receiving the contractual terms and conditions. Providing you have not made any claims we will refund the premium on a pro-rata basis less an administration charge of £15. We may cancel the insurance by giving 7 days notice in writing to you at your last known postal address confirming that all cover will cease. In this event we will refund a proportion of your premium on a pro-rata basis. You may cancel the insurance at any time by giving us 7 days notice in writing. In this event we will refund a proportion of your premium on a pro-rata basis less an administration charge of £20 as long as there have been no claims made or reported during the period of insurance.

### How to Make a Claim Under this Insurance

When you first insure with Insure My Villa you will be provided with comprehensive details of how to make a claim under any of our policies, this will be contained within the relevant policy wording. When you become aware of any incident that may give rise to a claim you should immediately inform us of this, you will then be issued with a claim form for completion. All incidents that may give rise to a claim must be notified to us by way of a claim form within 90 days of the date you became aware of the incident. Claims may be notified to us online at [www.insuremyvilla.com](http://www.insuremyvilla.com).

### Our Service Commitment to You

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service. If you have any questions or concerns about your policy or the handling of a claim or you wish to register a complaint against us you should, in the first instance, contact Insure My Villa by writing to 30-34 Hounds Gate Nottingham NG1 7AB United Kingdom or by telephoning +44 (0)115 950 5052.

In the event that you remain dissatisfied you can refer the matter to the Complaints Department. Their address is Policyholder and Market Assistance Department, Lloyd's Market Services, One Lime Street, London EC3M 7HA Tel: +44 (0)207 327 5693 Fax: +44 (0)207 327 5225 Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Complaints that cannot be resolved by the Complaints Department may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaint process. The complaints procedure is without prejudice to your right to take legal proceedings.

### The Law Applicable to this Insurance

This policy is subject to English law and any disputes in connection with this policy will be subject to English Courts.

## Buildings Cover Available

We will insure only those sections you request and we agree to insure.

**Buildings** are defined as: The main structure of the property and its permanently fitted fixtures and fittings, its domestic outbuildings and private garage(s), terraces, patios, paths, drives, walls, gates, fences, hedges, lamp-posts, railings, permanently fitted swimming pools, permanently fitted hot tubs, tennis courts, permanently fitted central heating/ fuel tanks, septic tanks, cesspits, permanently fitted solar panels and permanently fitted flooring, but not carpets.

## Key Benefits

**Buildings** are covered for loss or damage directly caused by:-

- Fire, Lightning or Explosion and Smoke Damage caused by these perils
- Earthquake
- Storm, Flood, Avalanche or Weigh of Snow
- Escape of Water from any fixed appliance, pipe or tank
- Escape of Oil from any fixed appliance, pipe or tank
- Theft or Attempted Theft
- Riot
- Malicious Damage or Terrorism
- Collision with the property by Aircraft, Animals or Vehicles
- Falling Trees or Branches, Lamp-posts or Telegraph Poles
- Breakage or Collapse of Satellite Television Equipment or Television and Radio Aerial
- Subsidence, Landslip or Ground Heave of the site on which the property stands

**Buildings** cover also includes:-

Accidental breakage of fixed glass, fixed sanitary ware or ceramic hobs in fixed kitchen units

- Accidental damage to any underground water or gas main, sewer or drain pipe or underground electricity or telephone cable
- Removal of debris, demolition, shoring or propping up, architects, surveyors, structural engineers or legal fees and the fees for complying with any government or local authority requirement
- Loss of rent / alternative accommodation up to 100% of the buildings sum insured
- Costs you may incur in locating the source of any leak which may occur from any fixed water tanks, apparatus or pipes and the necessary and reasonable costs you may incur in re-instating the property back to its original condition up to 10% of the building sum insured
- Costs you may incur for loss or damage caused by:-
  - i. electricity to the fixtures and fittings of the buildings following an electrical power surge,
  - ii. short-circuiting to electrical parts of any fixed apparatus and/or their accessories forming part of the buildings following an electrical power surge,
  - iii. abnormal electrical currents or spontaneous combustion of the buildings or any fixed apparatus and/or their accessories forming part of the buildings following an electrical power surge,up to £1,500 for any one occurrence and £4,500 in all during the period of insurance
- Emergency travel expenses following loss or damage to the buildings by any insured event where the loss or damage is in excess of £2,500 for the cost of one return air or rail fare to the property for you, up to £300, and 50% of the cost of one return air or rail fare to the property for a member of your family, up to £150
- Your legal liability as owner of the property up to £5,000,000 for any amounts you become legally liable to pay for any one accident or series of accidents arising out of any one event at the property
- Index Linking each year to protect you against inflation

**Buildings** cover can also be extended to include:-

- Accidental damage to the buildings

## Contents Cover Available

We will insure only those sections you request and we agree to insure.

**Contents** are defined as: Household goods within the property and all other personal belongings, radio and television aerials, satellite dishes, satellite television receiving equipment, their fittings and masts which are attached to the property, items in outbuildings, garages or sheds, items in the open, money, stamps, coins, deeds, registered bonds, metered water, domestic oil in a fixed oil tank, pedal cycles, gold, silver, gold and silver plated articles, pictures, jade, jewellery, furs and carpets but not permanently fitted flooring.fitted flooring.

## Key Benefits

**Contents** are covered for loss or damage directly caused by:-

- Fire, Lightning or Explosion and Smoke Damage caused by these perils
- Earthquake
- Storm, Flood, Avalanche or Weigh of Snow
- Escape of Water from any fixed appliance, pipe or tank
- Escape of Oil from any fixed appliance, pipe or tank
- Theft or Attempted Theft
- Riot
- Malicious Damage or Terrorism
- Collision with the property by Aircraft, Animals or Vehicles
- Falling Trees or Branches, Lamp-posts or Telegraph Poles
- Breakage or Collapse of Satellite Television Equipment or Television and Radio Aerial
- Subsidence, Landslip or Ground Heave of the site on which the property stands

**Contents** cover also includes:-

- Accidental damage to televisions, satellite decoders, audio and video equipment, radios, dvd's and video cassette recorders used for domestic purposes
- Loss of rent / alternative accommodation up to 20% of the contents sum insured
- Accidental breakage of mirrors, glass in furniture or ceramic hobs in unfixed kitchen units
- Costs you may incur for loss or damage caused by:-
  - i. short circuiting to appliances or electrical parts of any appliance and/or their accessories following an electrical power surge,
  - ii. abnormal electrical currents or spontaneous combustion to appliances and/or their accessories following an electrical power surge,up to £1,500 for any one occurrence and £4,500 in all during the period of insurance
- Emergency travel expenses following loss or damage to the contents by any insured event where the loss or damage is in excess of £2,500 for the cost of one return air or rail fare to the premises for you, up to £300, and 50% of the cost of one return air or rail fare to the premises for a member of your family, up to £150
- Your legal liability as occupier of the property up to £5,000,000 for any amounts you become legally liable to pay for any one accident or series of accidents arising out of any one event anywhere in the world
- Index Linking each year to protect you against inflation

**Contents** cover can also be extended to include:-

- Accidental damage to the contents
- Valuables and personal possessions while away from the property

## Significant Exclusions that Apply to the Whole of this Insurance:-

- Loss or damage caused directly or indirectly by radioactive contamination and nuclear assemblies
- Loss, damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority
- Existing or Deliberate Damage
- Loss, damage or liability resulting from computer viruses, erasure or corruption of electronic data or the failure of any equipment to correctly recognise the date or change of date
- Loss, damage or liability caused by Biological or Chemical contamination arising from terrorism or steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived act of terrorism

## Change of Circumstances

You must immediately inform us if:-

- there is any change in the type of occupancy at the property or
- any structural work starts at the property or is planned to start

## Policy Excess

The standard policy excess is £100.

For claims resulting from Subsidence, Landslip or Heave the excess is £1,000.

## Your Total Peace of Mind

Lloyd's Underwriters are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's Underwriter is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the contract. Further information about the Scheme is available from the Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London E1 8BN, by telephoning +44 (0)20 7892 7300 and on their website [www.fscs.org.uk](http://www.fscs.org.uk)