



Your cover and limits

Gold and Platinum





Summary of policy limits

The following is only a summary of policy cover, limits and exclusions to help customers make an informed decision before purchasing one of our Home Insurance products.

Customers should read all of their documents if they purchase a policy from us.

Section of cover	Gold	Platinum
Buildings		
Buildings	£1.5 million	£1.5 million
Accidental damage to underground drains/pipes	Included	Included
Alternative accommodation	£50,000	£100,000
Loss of keys	Included	Included
Plants in the garden	£1,500	£10,000
Trace and access	£5,000	£10,000
Liability to the public	£5,000,000	£5,000,000
Contents		
Contents	Please refer to your quote for limit of cover	Please refer to your quote for limit of cover
Valuables	Please refer to your quote for limit of cover	Please refer to your quote for limit of cover
Business equipment	£15,000	Included
Contents in the garden	£2,500	£10,000
Plants in the garden	£2,500	£10,000
Fatal injury	£5,000	£5,000

Alternative accommodation	£25,000	£50,000
Frozen food	£1,000	Included
Loss of keys	Included	Included
Title deeds	Included	Included
Tenant's cover	£10,000	£15,000
Money and credit cards	£500	£1,000
Downloaded information	Included	Included
Visitor belongings	£1,000	£2,000
Contents at university/college	£5,000	£10,000
Contents in a nursing home	£5,000	£10,000
Temporary removal	£5,000	£10,000
Liability to the public	£5,000,000	£5,000,000
Liability to domestic employees	£10,000,000	£10,000,000

Personal belongings

Personal belongings	Please refer to your quote for limit of cover	Please refer to your quote for limit of cover
Money and credit cards	£500	£1,000
Single item limit	£5,000	£5,000

Bicycles

Bicycles	Please refer to your quote for limit of cover	Please refer to your quote for limit of cover
Single item limit	£500	£500



Wear and tear

Nothing stays new forever, home appliances break down, curtains fade in the sun and after a while, parts of the building can deteriorate too such as roof tiles or pipes. Our policy doesn't cover any wear and tear.

Cover and Exclusions

We'll provide the following cover for any loss or damage to your buildings and contents due to the causes below, up to the limit of cover shown on your quote.

- ✓ **Fire** (including resultant smoke damage), **lightning**, **explosion** or **earthquake**.
- ✓ **Subsidence** or **Heave** of the site on which the building stands or **Landslip**.
- ✗ Damage if the main structure of your home or outbuildings are not damaged at the same time, by the same cause.
- ✗ Damage as a result of coastal or river erosion.
- ✗ Damage where compensation has been given under a contract, legislation or guarantee.
- ✗ Damage during demolition, structural alteration or repair work.
- ✗ Damage to solid floors and non-load bearing walls unless the foundations beneath the exterior walls of your home are damaged at the same time by the same cause.
- ✗ Damage caused by bedding down or settlement.
- ✗ Damage caused by poor workmanship or design, or faulty material, including inadequate construction of foundations.
- ✗ Damage caused by not following best building practice at the time of design or construction.

- ✓ **Water or oil leaking** from any fixed tank, domestic appliance or pipe.
- ✓ Loss of metered water or oil.
- ✗ Subsidence, heave or landslip caused by escaping water. This damage may be covered under the section 'Subsidence or Heave of the site on which the building stands or Landslip.
- ✗ Damage to the tank, appliance or pipe itself, unless caused by freezing.
- ✗ Damage caused by failure, wear and tear or lack of grouting or sealant.
- ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.

✓ **Theft or attempted theft**

- ✗ Whilst paying guests or tenants are staying in your home, unless force and violence is used to break into your home (and your personal details show we've agreed to this cover).
- ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.

✓ **Damage caused by storm or flood**

- ✗ Loss or damage to gates or fences.
- ✗ The cost of the removal of a tree or branch, unless its fall has caused damage to the building itself.

✓ **Vandalism** - including riot, civil unrest, strikes, labour or political disturbances.

- ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.

✓ **Impact** - by animal, falling tree or branch, road vehicle, train, aircraft or other flying objects (including items dropped from them), television or falling aerials, satellite dishes and their fittings.

- ✗ Damage to gates or fences by falling trees or branches.
- ✗ Damage by domestic pets.
- ✗ The cost of removal of the tree or branch, unless its fall has caused damage to the building itself.

✓ **Selling your home** - we'll continue to cover your home for loss or damage covered by this insurance until the completion of the sale.

- ✓ If we're insuring your new home, we'll cover your new property for up to 90 days from exchange date, or the date your offer is accepted in Scotland.
- ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.
- ✗ Loss or damage if the property is insured with another insurer.
- ✗ Loss or damage after the sale of your home has been completed.



✓ **Moving home**

- ✓ We'll pay for accidental loss or damage while your contents are being moved to your new permanent home that we're insuring – including while temporarily stored by a storage company for up to 14 days.
- ✗ Loss or damage if you're not using a professional removals firm.
- ✗ Loss or damage to china, glass and brittle items unless these have been packed by professional packers.

✓ **Accidental damage**

- ✓ To fixed glass including windows, bathroom suites, solar panels and hobs that are part of the buildings.
- ✓ To mirrors, glass or ceramic tops that form part of the furniture in your home.
- ✓ To home entertainment equipment while in your home.
- ✗ Damage caused by paying guests or tenants (unless your personal details show we've agreed to this cover).
- ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.
- ✗ Damage to computer software or downloaded information.
- ✗ Damage to your home entertainment equipment, including smart devices, caused by cyber attack
- ✗ Damage caused by water or oil leaking from any fixed tank, domestic appliance or pipe.
- ✗ The cost of maintenance or normal redecoration.
- ✗ Damage caused during demolition, structural alterations or repairs.
- ✗ Loss or damage excluded elsewhere in this policy.
- ✗ Damage to hand held game consoles, digital and video cameras, mobile and smart phones, hand held multi-media players such as MP3/4 players.

✓ **Accidental damage to underground drains/pipes**

- ✓ For cables, underground pipes and drains (and their inspection covers) that provide services to and from your home.
- ✓ The reasonable cost of breaking into and repairing an underground pipe to clear a blockage between the main sewer and your home if normal methods of unblocking have been unsuccessful.

- ✓ **Unavoidable damage** - caused by the emergency services when accessing your home or garden as a result of an emergency involving you or your family.

- ✓ **Trace and access** - see the 'policy limits' table for the amount we'll pay up to towards the cost to remove and replace any part of the building to find the source of a water or oil leak from any fixed tank, appliance or pipe causing damage.
- ✗ The cost to repair the tank, appliance or pipe itself.
- ✓ **Alternative accommodation** - see the 'policy limits' table for the amount we'll pay up to while your home is unfit to live in due to loss or damage covered under buildings for:
 - the additional cost of a suitable accommodation for you, your family and your domestic pets, or;
 - rent you're legally responsible for under your tenancy whilst the property is being repaired to be habitable again;
 - unrecoverable rent you would have received but have lost, including ground rent;
 - storage costs for the time it takes to repair your home.
- ✓ **Loss of keys** - we'll pay the reasonable costs to replace and fit locks to the external doors of your home, and alarms and safes, if your keys are lost or stolen.
- ✓ **Plants in the garden** - see the 'policy limits' table for the amount we'll pay up to for loss or damage to hedges, trees, shrubs, plants and lawns within the boundaries of your home.
 - ✗ Damage by a storm or flood, escape of oil or water, subsidence and accidental damage.
 - ✗ Impact by falling trees or branches.
 - ✗ Loss or damage shown as not insured in these cover and limits.
- ✓ **Contents in the garden** - see the 'policy limits' table for the amount we'll pay up to for loss or damage to contents within the boundaries of your home.
 - ✗ Damage by storm, escape of oil or water, subsidence and accidental damage.
 - ✗ Loss or damage to hedges, trees, shrubs, plants or lawns.
 - ✗ Loss or damage after your home hasn't been lived in by you or your family for more than 60 days in a row or doesn't have enough furniture or services for normal living purposes. By 'lived in' we mean stayed in and slept overnight for at least 2 nights in a row each week.
 - ✗ Loss or damage shown as not insured in these cover and limits.
- ✓ **Fatal injury** - see the 'policy limits' table for the amount we'll pay if you or a family member die within 12 months as a direct result of an injury caused by fire or violence by intruder(s) in your home.
- ✓ **Special events** - we'll increase your contents limit of cover by 10% during religious festivals or special events, for one month before and after, for purchases made for these events whilst insured.



- ✓ **Frozen food** - see the 'policy limits' table for the amount we'll pay up to for the reasonable replacement of the contents of your fridge or freezer, caused by a breakdown, power cut or a blown fuse.
- ✓ **Valuables** - see the 'policy limits' table for the amount we'll pay up to for the valuables within your home.
- ✓ **Title deeds** - see the 'policy limits' table for the amount we'll pay up to for loss or damage covered by this insurance to replace the title deeds of your home while they're in safekeeping with your bank, mortgage lender, solicitor or in your home.
- ✓ **Tenant's cover** - see the 'policy limits' table for the loss or damage covered by this insurance to any fixtures and fittings you've installed or are legally responsible for as part of your tenancy.
- ✓ **Money and credit cards** - see the 'policy limits' table. We'll pay for the accidental loss or theft of money from your home or the unauthorised use of a charge, credit or debit card if they were stolen from your home (unless the Insurance conditions on your personal details show anything different). You must report it to the police and card issuer within 24hrs.
 - ✗ A member of your family or domestic employee is involved.
 - ✗ You cannot claim for more than the policy limit in any one insurance year.
 - ✗ Cryptoassets, for example, Bitcoin, are not covered under this policy in or away from home.
- ✓ **Downloaded information** - see the 'policy limits' table. We'll provide cover for the information you've bought and stored on your home computer, smart device or mobile phone if this is lost or damaged.
 - ✗ The cost of remaking a file, tape or disc.
 - ✗ Rewriting the information.
 - ✗ Accidental damage.
 - ✗ Loss or damage shown as not insured in these cover and limits.
 - ✗ Loss or damage caused directly or indirectly by any cyber attack.
- ✓ **Visitors belongings** - see the 'policy limits' table for the amount we'll pay up to for loss or damage to your visitor's personal belongings, for the causes listed above, whilst they stay with you.
 - ✗ Accidental damage.
 - ✗ Loss or damage to your paying guest's belongings.
 - ✗ Any amount over £500 for your visitor's money.

- ✓ **Temporary removal** - see the 'policy limits' table for the amount we'll pay up to, to cover loss or damage to your contents, for the causes listed above, whilst temporarily removed from your home, but still in the UK, when in the following:
 - a private home where someone is living or building where you or a member of your family work
 - a bank or safe deposit
 - any business premises for making up, alteration, renovation, repair, cleaning, dyeing or valuation.
- ✗ Loss or damage to contents taken from your home to sell or exhibit.
- ✗ Accidental damage.
- ✗ Loss or damage to money or business equipment.
- ✗ Loss or damage to bicycles.
- ✗ Theft or attempted theft unless violence and force is used to remove the contents from the temporary location.
- ✗ Loss or damage to contents temporarily removed from your home to go to university, college or boarding school.

- ✓ **Contents at university/college** - see the 'policy limits' table for the amount we'll pay up to, to cover loss or damage to your contents, for the causes listed above, whilst being kept in student accommodation or any building in which you or your family study within the UK.
 - ✗ Loss or damage to contents taken from your home to sell or exhibit.
 - ✗ Accidental damage.
 - ✗ Loss or damage to money or business equipment.
 - ✗ Loss or damage to bicycles.
 - ✗ Theft or attempted theft unless violence and/or force is used to remove the contents from a building.

- ✓ **Contents in a nursing home** - see the 'policy limits' table for the amount we'll pay up to, to cover loss or damage to contents belonging to you, your spouse, partner or parents (including parents-in-law) whilst kept in a nursing home, for the causes listed above, as long as they lived in your home immediately before going into the nursing home.
 - ✗ Accidental damage.
 - ✗ Loss or theft of money.
 - ✗ Loss, damage or theft of valuables.
 - ✗ Theft or attempted theft unless violence and force is used to remove the contents from a building.



Public liability

- ✓ See the 'policy limits' table for the amount we'll pay up to for any claim per incident, including claimants' costs and expenses. We may also pay other costs and expenses incurred with our prior permission, within this limit.
- ✓ If following an accident someone dies, is injured, falls ill or has their property damaged anywhere in the world, we'll cover the legal liability of you or your family as:
 - occupiers of your home (Included with our Contents cover).
 - private individuals (Included with our Contents cover).
 - the owner of the building and its land (Included with our Buildings cover).
 - under section 3 of the Defective Premises Act 1972 or the Defective Premises Northern Ireland Order 1975 for any home you have previously owned, but not for more than 7 years after the insurance has ended or been cancelled (Included with our Buildings cover).

There is no cover for liability arising from:

- ✗ Pollution or contamination unless it's caused by oil leaking from a fixed heating installation in your home.
- ✗ The death, bodily injury or illness of you or a member of your family or domestic employees.
- ✗ The passing on of an infectious disease or virus.
- ✗ Loss or damage to any property you or a family member own or are responsible for.
- ✗ An agreement you have with another party.
- ✗ Any professional, occupational, business or trade activities.
- ✗ The ownership or occupation of any other premises.
- ✗ The ownership or use of any aircraft, motor vehicle (including motor cycles, quad bikes and motorised scooters) and its accessories, horse drawn vehicle, ship, vessel or craft or their accessories.
- ✗ Death, injury or damage caused by a drone if not flown in accordance with legislation or the code of practice set out by The Civil Aviation Authority.
- ✗ Death, injury or damage caused by a hover board, Segway or motorised scooter under your control used on a road, public footpath or pavement.
- ✗ Injury or damage caused by any animal, other than horses and domestic pets.
- ✗ Injury or damage caused by any dog which is designated dangerous or allowed to be dangerously out of control under the Dangerous Dogs Act.

Also:

- ✗ The cost of putting right any fault or alleged fault which, if not put right, may cause accidental bodily injury or disease or accidental loss of or damage to property.
- ✗ Any liability covered by any other insurance.

- ✓ **Employer's liability** - see the 'policy limits' table for the amount we'll pay up to for any claim per incident, if following an accident your domestic employee dies, is injured, or falls ill whilst being employed by you and you're found legally liable. This includes claimants' costs and expenses. We may also pay other costs and expenses incurred with our prior permission, within this limit. This cover applies anywhere in the world, as long as you entered the contract of employment with the employee in the UK.
- ✓ **Personal belongings (Optional cover)** - loss or damage to personal belongings when you're out and about anywhere in the world during your insurance. This applies to items that you've told us about which are shown as covered 'anywhere' in your personal details. Money and credit cards are covered up to the amount shown in the 'policy limits' table.
- ✗ Losses from unattended vehicles, caravans or motor caravans unless the item is hidden from view in a glove box, boot or luggage compartment and all the doors are locked and windows and sunroofs fully closed.
- ✗ Theft of any belongings from any student accommodation or building used to study, unless violence and force is used to remove them.
- ✗ Theft of any items used in connection with any business, trade or profession unless violence and force is used to remove them.
- ✗ Loss or damage to drones if not flown in accordance with legislation or the code of practice as set out by The Civil Aviation Authority.
- ✗ Loss or damage to hover boards, Segway's or motorised scooters under your control used on a road, public footpath or pavement.
- ✗ Losses for money/credit card if not reported to the police and card issuer within 24 hours of discovery.
- ✗ The unauthorised use of charge, credit/debit cards by a family member or domestic employee.
- ✗ Accidental loss or damage to software or downloaded information.
- ✗ Any loss or damage which is covered by other insurance.
- ✓ **Bicycles (Optional cover)** - Loss or damage to bicycles and accessories that belong to you or your family when you're out and about anywhere in the world during your insurance.
- ✗ Theft of any bicycle away from your home, unless locked to an immovable object or within a locked building.
- ✗ Loss or damage whilst taking part in professional racing events, pace-making or time trials.
- ✗ Motorised bicycle (other than battery assisted bicycle).



To make a claim

24 hours a day, 365 days a year

0330 678 5555 (in the UK)

+44 1202880354 (outside the UK)

For Text Phone first dial 18001.

Calls will be recorded for training and monitoring purposes



You can get this and other documents from us in braille, large print or in an audio format by contacting us

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