

John Lewis  
Specialist Home Insurance  
Policy



# Introduction

Thank you for insuring your home with us.

Welcome to your John Lewis Specialist Home Insurance Policy and thank you for choosing to insure your home, contents and valuables with us. Our insurance is provided by Covea Insurance plc and DAS Legal Expenses Insurance Company Limited (in relation to the optional Legal Protection cover).

Please read this document carefully to make certain you are aware of all the cover and benefits that this policy offers, and to ensure that the policy is right for you. If the policy does not provide you with the insurance cover you require, please do contact us straight away.

Before you do anything else, please ensure that you have checked the following documents carefully:

- Your Schedule
- Your Statement of Fact

These documents, and any endorsements we send you, form the contract between you and us.

Check all the information you have provided to us is correct in your Statement of Fact. If any information is incorrect, please tell us straight away as this could affect your insurance cover.

Please ensure that you read the General conditions and General exceptions sections of this document carefully as they contain important information which will apply to all sections of your policy.

Should you need to make a claim against your policy please refer to page 6 of this document.



Mathew Shepherd

Head of Commercial



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Please check your Schedule to see which sections of cover apply to you.

# Helplines

Home Emergency	A 24 hour Helpline operated by Sedgwick International UK that provides a call-out service for emergency repairs. Please see full details on pages 39-40	0330 134 8166
Legal Advice	<p>A 24 hour Helpline operated by DAS Law Limited* and/or a preferred law firm on behalf of DAS that will provide you and your family with confidential advice over the phone on any personal legal issue, under the laws of the United Kingdom of Great Britain and Northern Ireland, any European Union Country, the Isle of Man, the Channel Islands, Switzerland and Norway. Advice about the law in England and Wales is available 24 hours a day, seven days a week. Legal advice for other countries is available 9am-5pm, Monday to Friday excluding public and bank holidays. If you call outside these times, a message will be taken and a return call arranged within operating hours.</p> <p>*DAS Law Limited is authorised and regulated by the Solicitors Regulation Authority (registered number 423113). Registered in England and Wales under Company No. 5417859.</p> <p>Website: <a href="http://www.daslaw.co.uk">www.daslaw.co.uk</a> DAS Law Limited Head and Registered Office: DAS Law Limited, North Quay, Temple Back, Bristol BS1 6FL</p>	0330 134 8168
Tax Advice	A Helpline operated by DAS Legal Expenses Insurance Company Limited that will provide you and your family with confidential advice over the phone on personal tax matters in the UK. Tax advice is provided by tax advisors 9am-5pm, Monday to Friday, excluding public and bank holidays. If you call outside these times, a message will be taken and a return call arranged within operating hours.	0330 134 8168
Health & Medical Information Service	A Helpline operated by DAS Legal Expenses Insurance Company Limited that will provide you with information over the phone on general health issues and advice on a wide variety of medical. We can provide information on what health services are available in your area, including local NHS dentists. Health and Medical information is provided by a medically qualified person 9am – 5pm, Monday to Friday, excluding public and bank holidays. If you call outside these times, a message will be taken and a return call arranged within operating hours.	0330 134 8168
Counselling Service	A 24 hour Helpline operated by DAS Legal Expenses Insurance Company Limited that will provide you and your family with a confidential counselling service over the phone if you are aged 18 or over (or aged between 16 and 18 and in full-time employment). This includes, where appropriate, referral to relevant voluntary or professional services. You will pay any costs for using the services to which we refer you.	0330 134 8165

# Helplines

The following helpline is only available if cover under Section 4c, Legal Protection has been selected and is shown in your Schedule.

## Cycling Injury

A 24 hour helpline operated by DAS Legal Expenses Insurance Company Limited.

0330 134 8168

If you are injured in a road traffic accident which was not your fault whilst riding your pedal cycle, we will help you recover your losses from the person who caused the accident. Phone DAS as soon as possible after your accident to speak with one of our dedicated customer claims handlers. For further details on what is covered, please refer to section 4C - Legal Protection, Insured Incident 3, Personal Injury on page 44.

DAS cannot accept responsibility if the helpline services they provide are unavailable for reasons they cannot control.

Please note that calls may be monitored or recorded to ensure the accuracy of information and the quality of service.

# Making a Claim

Before you get in touch it will help us if you have:

- your policy number
- details of how the incident occurred
- information regarding the damage

## What to do if the worst happens...

You can contact us 24 hours a day, 365 days a year:

To make a claim, please contact: 0800 916 6890

If you are calling from overseas, please contact 01732 524280 (8am - 6pm Monday - Friday and 9am - 1pm on Saturdays) or 02920 558 673 if calling outside these hours.

For claims under sections 4b and 4c please use the following contact details:

- Home Emergency: 0330 134 8166
- Legal Protection\*: 0330 134 8168

\* Legal Protection is an optional cover section. Please see your Policy Schedule for details of cover selected.

## Our commitment to you

No-one wants to make a claim, but it's our job to make it as easy and hassle-free as possible when you do. As part of our multi-award-winning claims service, we make the following commitments to you:

- No claim forms to complete
- Response to all queries within two working days
- Your own experienced and dedicated claims manager who will personally manage your claim from start to finish
- Choice of your own contractor or supplier, or allow us to assign our own specialists if you prefer
- We will pay your claim within two working days of agreeing the settlement amount.

### Important

Where applicable, please refer to the basis of claims settlement under each section for details of how we will settle your claim.

### Further advice

- ✓ Take all reasonable precautions to prevent loss, injury or damage
- ✗ Do not negotiate, admit or repudiate any claim without our written consent
- ✗ Do not dispose of any damaged items as they may be needed for inspection

### Please note

The payment of a claim may affect your next renewal premium. You may wish to balance this against the amount for which you are claiming, if this is a relatively small amount.

If a claim is made for loss or damage under more than one section resulting from the same cause and at the same time, you will only pay one excess. If different excesses apply, you will only pay the higher amount.

# Helpful Hints

## Avoid being a victim of crime

Most household burglaries are committed by opportunists. By taking some relatively simple steps you can decrease the chances of a break-in and make your home safer

- Ensure that locks are installed on all windows and doors and that even if the property is occupied, ground floor windows and doors are locked where possible with keys removed
- Secure outbuildings using a hasp and staple with a closed shackle padlock
- Consider installing an alarm at your home to increase security and ensure that the system is active overnight or when your home is unoccupied. Centrally monitored alarms will ensure that notifications are issued to you, your key holders and Security Company should your alarm be activated. Vibration sensors can be fitted wirelessly to doors and windows which can activate the alarm before entry is gained
- Replacing old alarm boxes and keeping fencing and gates in good order demonstrates that security at your home is taken seriously and may deter opportunistic thieves
- Gravel driveways, motion triggered security lighting and time switches for internal lights are additional deterrents
- Always keep your cash, keys, credit cards and portable, high risk items out of sight
- Lock bicycles securely to a permanent structure when away from your home
- Beware of bogus callers and don't allow anyone to enter your home without first confirming their identity.

## Dealing with burst pipes and leaks

Reduce the risk of burst pipes and leaks by:

- leaving the heating at a minimum of 15°C
- opening the loft hatches in your home so warm air can circulate to help prevent freezing in cold weather spells
- insulating all pipes and water tanks including those outside of the heated areas of your home, such as attic and roof spaces
- making sure you can locate your mains water supply and that you know how to turn it off
- turning off the water supply to outside taps
- having emergency contact details readily to hand.

## Storm Damage

- Regularly check the condition of all roofs including garages, sheds and flat roofs for signs of wear and tear
- Keep gutters, gullies and drains clear to carry water away quickly and efficiently
- Be mindful of low hanging tree branches which could cause damage in high winds and check the trees within your garden and estate for any visible damage following a storm which may require maintenance.

## Flood advice

- Be aware of Met Office / Environmental Agency warnings
- If there is a risk of flooding, try to move as many possessions into upstairs rooms as possible
- If you have been flooded, don't enter your property until the mains electricity has been turned off and never use electrical appliances that may be wet
- Gas can get trapped in a building after a flood, so use a battery powered torch and never use open flames to see your way.

# Helpful Hints

## Caring for your valuables

- Keep your jewellery and watches in a professionally installed safe when not being worn
- Take photographs of your valuables. Should the worst happen, having photographs could assist at claims stage to prove ownership and assist in recovery or replacement
- Ensure that your jewellery and watches are professionally valued by a **National Association of Jewellers** <https://www.naj.co.uk/> registered valuer at least every 5 years and that you have adequate insurance cover in place. Valuations from other sources may not be reliable if the valuer does not hold the relevant qualifications or expertise
- Have your jewellery and watches checked regularly to ensure any clasps, settings and straps are maintained in good working order
- Protect your fine art against extreme or fluctuating heat and humidity by securely hanging out of direct sunlight and away from radiators or air conditioning outlets
- Avoid displaying your fine art and antiques directly under bathrooms or ensembles to protect against the risk of water damage from leaking pipes or fittings
- Always use professional removal companies when transporting your art and antiques.

## Fire Prevention and Safety

- Smoke detectors are important safety devices. Fit detectors in prominent places on each floor of your home including within proximity to bedrooms and check the batteries on a regular basis
- Ensure that you have a fire escape plan and share with all occupants of your home. Purchase escape ladders if suitable for your property
- Have the chimneys swept regularly and if you have open fires always use a fireguard
- Never leave hot fat or oil when cooking. If a pan does catch fire, cover it with a fire blanket or damp cloth – do not put water on it
- Gas appliances should be serviced regularly by a Gas Safe registered engineer
- Do not tape up worn electric cables as they can be dangerous and should always be repaired
- Be careful not to overload sockets. You should fit no more than one plug per socket; use an extension lead if you need to fit more
- Ensure that smoking materials are properly extinguished/discarded
- Never leave candles or oil burners unattended and ensure that they are extinguished before you go to bed
- Do not leave phones or other personal electrical devices charging overnight and ensure that charging cables are purchased via manufacturer approved stockists
- Empty fluff regularly from tumble dryers in line with manufacturer's instructions
- Only purchase electrical appliances which have a British or European Safety mark.

# Helpful Hints

## Staying safe online

- Install anti-virus software on all devices and keep it up to date
- Ensure that your systems and software are kept up to date with the latest versions and software updates
- Back up your data on a regular basis. This will allow recovery should your data be lost or stolen
- Most web browsers offer the ability to block pop-up windows from appearing. Switching off pop ups can protect against harmful ones
- Always check both privacy settings and parental controls on all of your home and mobile devices
- Be vigilant and suspicious of unexpected email requesting personal information or bank details and never click on links or attachments unless you are sure that you trust the source
- Exercise caution when paying invoices received by email and check bank details to ensure that they are correct. Emails can be hacked and details can be changed without you knowing
- Banks or similar organisations will not ask for your PIN numbers or full passwords. If you are in any doubt, contact the organisation directly to check if a communication is genuine. Do not use telephone numbers or links contained within emails
- Don't use the same passwords for every account. Steer clear of personal or easily identifiable passwords such as dates of birth or family names and ensure that you are changing your passwords regularly
- To assist in maintaining the security of your email accounts, take care when responding to requests to verify your login credentials for email accounts. Some links can redirect you to a legitimate looking screen which will collect your username and password credentials.

## Legal Expenses Insurance

- DAS provide unlimited access to a legal advice helpline where you can speak to a team of trained legal advisers at no additional cost
- Even if you don't know if your legal issue is covered by your policy - call DAS at any time to find out. In the unfortunate event that your issue is not covered, you can still make thorough usage of the legal advice helpline provided
- Remember to contact your legal expenses insurer before appointing a lawyer or taking any legal action
- Gather all your documentation together before making a claim e.g. contracts, correspondence and your policy schedule.

# Additional Policy Features

## Did you know...

As a John Lewis Specialist Home Insurance client you are entitled to many significant additional policy features designed to suit your needs and your lifestyle.

Whether extra support in the event of a claim, or bespoke solutions for helping you and your family manage your property and possessions, your John Lewis Specialist Home Insurance policy has been tailored to help you when it really matters.

## Should the worst happen...

You could utilise the following benefits

- A suite of family protection and assistance covers
- Up to £2,500 for the installation of flood or leak detection (see pages 19 and 26 for full terms and conditions)
- Unlimited replacement for locks and keys if lost or stolen (see pages 19 and 27 for full terms and conditions)
- Up to £30,000 if you're the target of credit card fraud (see page 38 for full terms and conditions)
- Up to £10,000 towards environmental home upgrades (see page 25 for full terms and conditions)

## Understanding your lifestyle...

- Worldwide, all risks cover;
- Cover during building works on your property up to £75,000 including VAT (see page 26 for full terms and conditions);
- Cover available for your property portfolio, including rental properties and holiday homes;
- Golf – cover for replacement clubs if abroad and £500 hole-in-one benefit.

# Assistance and Complaints Procedure

## What to do if things go wrong...

It is always our intention to provide a first class service to our customers. However, we do appreciate that occasionally things go wrong. If you do not feel that we have attained the high standard of service you would expect please follow these steps to contact the correct department.

For full details of our complaints procedure, please contact us or download a copy from our website: [www.coveainsurance.co.uk/complaints](http://www.coveainsurance.co.uk/complaints)

If you are not satisfied with the service we have provided, please tell us so that we can do our best to resolve the problem.

You can contact us in the following ways:

By phone: 0800 916 6880 or 0330 134 8150

By Email: [customercare@johnlewispecialisthomeinsurance.com](mailto:customercare@johnlewispecialisthomeinsurance.com)

Or you can write to us at:

The Customer Services Manager  
John Lewis Specialist Home Insurance  
50 Kings Hill Avenue  
Kings Hill, West Malling,  
Kent  
ME19 4JX

If you have a complaint under the following covers please refer to the relevant policy section.

- Home Emergency (page 40)
- Legal Protection (page 48)

All calls may be recorded for training and monitoring purposes.

You may be eligible to refer your complaint to the Financial Ombudsman Service.

For further details, they can be contacted as follows:

Phone: 0800 023 4567 from a landline or 0300 123 9123 from a mobile.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Write to: The Financial Ombudsman Service Exchange Tower, London, E14 9SR

Your legal rights are not affected by following the steps shown above.

# Assistance and Complaints Procedure

## Further assistance?

We are able to provide, upon request, audio format, large print and Braille documentation. Please advise us if you require any of these services to be provided so that we can communicate in an appropriate manner. Alternatively, if you have hearing or speech difficulties and have access to a text telephone you can call any of our numbers using the text relay service operated by Action on Hearing Loss (formerly known as RNID). Should you need assistance from someone else to assist in transacting business on your behalf then you can add an authorised person to your policy to do this.

# Definitions

Any words or expressions listed below will carry the same meaning wherever they appear in the policy, unless stated otherwise. Section 4 contains additional words and expressions with meanings specific to those sections.

act of terrorism	<p>an act or threatened act of persons acting alone or on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of any government and</p> <ul style="list-style-type: none"><li>• involves a violent or an unlawful use of force or an unlawful act dangerous to human life, property or infrastructure, or a threat thereof; and</li><li>• is or appears to be intended to intimidate or coerce a civilian population or disrupt any segment of the economy of any government, state or country or overthrow, influence or affect the conduct or policy of any government by intimidation or coercion or affect the control of any government by mass destruction, assassination, kidnapping or hostage- taking; and</li><li>• is committed for political, religious, ideological, ethnic or other similar purposes.</li></ul>
art and antiques	<p>individual items, collections and sets that have artistic or historical value, are rare or unique and are used solely for domestic purposes, all belonging to <b>you</b> or <b>your family</b> or for which <b>you</b> or <b>your family</b> are legally responsible including</p> <ul style="list-style-type: none"><li>• antique and designer furniture;</li><li>• paintings, drawings, etchings, maps, prints, photographs, books and manuscripts;</li><li>• tapestries and rugs;</li><li>• clocks and barometers;</li><li>• statues and sculptures;</li><li>• stamps, coins, medals, collectables and other fine art;</li><li>• china, glassware and porcelain;</li><li>• household gold, platinum, pewter and silverware including plate;</li><li>• guns.</li></ul>
bodily injury	<p>death, injury, illness, disease or shock (this definition does not apply to section 4c).</p>
buildings	<p>the <b>home</b> and its walls, fences, gates, hedges, permanent fixtures and fittings, alarm systems, driveways, paths, steps, terraces, patios, permanently installed swimming pools and hot tubs, ornamental ponds, fountains, swimming pool covers and accessories, hard tennis courts, solar panels and associated power-generating equipment, wind turbines used for domestic purposes and service tanks all on the same site including the underground services, inspection hatches and covers all supplying <b>your home</b>.</p>
building works	<p>building works, renovation, alteration, extension and/or refurbishment work being undertaken at <b>your home</b> including unfixed site materials for use in connection with such works</p>
business equipment	<p>office equipment and office furniture, supplies and stock, all owned by <b>you</b> or <b>your family</b> and used in connection with <b>your</b> business or employment.</p>

# Definitions

contents	<p>the following property that is solely used for domestic purposes and <b>business equipment</b>, all belonging to <b>you</b> or <b>your family</b> or for which <b>you</b> or <b>your family</b> are legally responsible and normally kept at <b>your home</b></p> <ul style="list-style-type: none"><li>• household goods, furniture and furnishings and personal effects;</li><li>• children's battery powered ride on vehicles, motorised or pedestrian controlled gardening equipment, power assisted pedal cycles, electric wheelchairs, Class 1 or Class 2 mobility scooters and golf buggies;</li><li>• quad bikes that do not require a Road Traffic Act Certificate of Insurance;</li><li>• go-karts and off-road motorcycles with an engine size of 50cc or less;</li><li>• <b>tenant's improvements</b>;</li><li>• fixtures and fittings and interior decorations for which <b>you</b> or <b>your family</b> are legally responsible as occupier and not as owner;</li><li>• aerials, satellite dishes and CCTV equipment;</li><li>• trailers and non-motorised horse-boxes;</li><li>• surfboards and hand or wind propelled watercraft not exceeding 12 feet in length and its associated equipment;</li><li>• <b>art and antiques</b>;</li><li>• <b>jewellery and watches</b> up to £7,500 in total;</li><li>• <b>outdoor items</b>.</li></ul>
credit cards	<p>credit, debit, cheque, charge, store and cash point cards all belonging to or held by <b>you</b> or <b>your family</b> solely for private purposes.</p>
credit reference agency(ies)	<p>the UK's three <b>credit reference agencies</b>: Equifax, Experian and Callcredit.</p>
damage	<p>physical loss, destruction or <b>damage</b> unless otherwise excluded.</p>
domestic duties	<p>duties relating to <b>you</b>, <b>your family</b> or <b>your home</b> including but not limited to gardeners, cleaners, nannies or grooms. Domestic duties include general maintenance at <b>your home</b> but exclude renovations, extensions or demolition</p>
domestic employee	<p>any person who carries out paid <b>domestic duties</b> for <b>you</b> within the <b>territorial limits</b>, other than in connection with <b>your</b> business.</p>
drone	<p>a small unmanned aerial vehicle owned by <b>you</b> or <b>your family</b> and used for recreational purposes.</p>
endorsement	<p>any variation in the terms, conditions and/or exclusions of <b>your</b> policy.</p>
excess	<p>the first part of a claim which <b>you</b> must pay. More than one <b>excess</b> can apply to <b>your</b> policy as shown in <b>your schedule</b>.</p>

# Definitions

home	the private dwelling, garages, domestic outbuildings and greenhouses at the risk address(es) shown in <b>your schedule</b> .
jewellery and watches	<ul style="list-style-type: none"><li>• items that are worn or intended to be worn and made of gold, silver, platinum or other precious metals and/or set with precious or semi-precious stones;</li><li>• watches</li></ul> all belonging to <b>you</b> or <b>your family</b> , or for which <b>you</b> or <b>your family</b> are legally responsible.
operative sections	those sections which <b>you</b> have selected and for which cover is provided under this policy.
outdoor items	items designed to be left or used outdoors including, garden furniture, children's play equipment, statues and ornaments.
period of insurance	the length of time the insurance is in force as shown in <b>your schedule</b> .
personal money	cash, bank and currency notes, cheques, money and postal orders, bankers' drafts, current postage stamps, saving stamps and certificates, premium bonds, travellers' cheques, travel tickets, ski-passes and vouchers with a fixed monetary value and pre-loadable currency cards all belonging to <b>you</b> or <b>your family</b> solely for private purposes.
schedule	this forms part of the policy and contains details of the persons insured, the <b>period of insurance</b> , amounts insured for each section and any <b>endorsement</b> applying to the policy.
tenants' improvements	improvements, alterations and decorations which have been undertaken to <b>your home</b> either by <b>you</b> or a previous occupier, as tenant and for which <b>you</b> are legally responsible as occupier and not as owner of the <b>buildings</b> .
territorial limits	Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.
unoccupied	when <b>your home</b> is <ul style="list-style-type: none"><li>• insufficiently furnished for normal living purposes for more than 30 consecutive days; or</li><li>• not lived in by <b>you</b> or <b>your family</b> or by any adult person with <b>your</b> permission for more than 60 consecutive days.</li></ul>
we/us/our/Company	Covea Insurance plc.
you/your/insured	the person or persons named in the <b>schedule</b> as the Insured.
your family	<b>your</b> spouse, partner, children, foster children, parents and other relatives, permanently living with <b>you</b> .

# Contents, Art and Jewellery

## What you are covered for

1. Contents, art and antiques, jewellery and watches

**Your contents, art and antiques, jewellery and watches** are insured against loss or **damage** whilst at **your home** or anywhere in the world unless stated.
2. Additional homes

**We** will pay for loss of or **damage** to **contents, art and antiques** at a private residence situated within the **territorial limits** which **you** own or live in and which is not listed in the **schedule** provided that such property is not otherwise insured and that **you** advise us within 60 days of first owning or occupying the additional residence, whichever occurs first. **You** must also pay **us** any additional premium that may be required. **We** reserve the right not to insure the **contents, art and antiques** at the additional residence or apply terms, at the point **we** are advised.

For the purpose of this cover, the definition of 'home' is deemed to include the private dwelling, garages and domestic outbuildings of any such additional residence.

The maximum amount **we** will pay is 15% of the sum insured on **contents, art and antiques** up to £50,000 in total.
3. Alternative accommodation and rent

If **your home** is made uninhabitable as a direct consequence of loss or **damage** to **contents** by any cause insured by this section **we** will pay

  - the cost of necessary and comparable alternative accommodation (subject to **our** prior approval) for **you, your family** and **your** domestic pets and horses;
  - the cost for the temporary storage of **your** furniture;
  - any rent which **you** may still have to pay;
  - any rent which ceases to be payable to **you** if **you** rent out all or part of **your home** up to a maximum period of 5 years.
4. Business equipment

**We** will pay for loss or **damage** to **business equipment** up to £25,000 and the maximum **we** will pay for supplies and stock used in connection with **your** business is £10,000. **We** will not pay for any subsequent loss or profits or turnover resulting from any such loss or **damage**.
5. Death of artist

**We** will pay for the increased value of art where such increase is due to the death of the artist, provided that the artist's death occurs within 6 months prior to the date of any loss or **damage**. The maximum amount **we** will pay for any one piece of art is up to 200% of its sum insured and up to £100,000 in total.

# Contents, Art and Jewellery

## 6. Defective title

If it is proven that an item of **art, antique, jewellery or watches** insured under this section is not rightfully **yours** and **you** are legally obliged to return it to its rightful owner, **we** will pay

- the purchase price of the item or, if less, the sum insured shown for the item in the **schedule**;
- any charge placed on the item prior to **your** purchase of which **you** were unaware and are legally liable to pay.

Provided that:

- the item was purchased by **you** during the period that **we** have continuously insured **your art, antiques, jewellery or watches**
- **you** advise **us** about the claim during the **period of insurance**
- **you** can show **us** that **you** made reasonable enquiries about the provenance of the item prior to **your** purchase
- the item was not inherited by **you** or given to **you** as a gift

The maximum amount **we** will pay is £50,000 during any one **period of insurance**.

## 7. Dependent parents or grandparents' possessions

**We** will pay for loss or **damage** to **contents** belonging to **your** dependent parents or grandparents who are residing in a nursing or residential care **home** up to £20,000.

## 8. Forced Evacuation

If **you** or **your family** are prevented from accessing **your home** by a local authority following loss or **damage** having occurred to a neighbouring property that would have been covered had it been insured under the terms and conditions of this policy, **we** will pay up to £5,000 for essential replacement **contents** purchased by **you** or **your family**.

## 9. Gifts

**We** will pay for loss of or **damage** to **contents, art and antiques, jewellery and watches** purchased as gifts (other than gift vouchers) for a birthday, wedding, anniversary, religious or other event celebrated by **you** or **your family** for the period from one month before until one month after the event. The maximum **we** will pay is 30% of the total sum insured under this section.

## 10. Golfers' cover

**We** will pay for the following additional expenses incurred whilst playing golf at a golf club

- In the event of a hole in one being achieved by **you** in an official golf competition, **we** will pay £500. The scorecard must be authenticated by the club secretary and submitted to **us** in the event of a claim;
- **We** will pay up to £50 per day (subject to a maximum of £500) for the necessary hire of replacement golf clubs following loss or **damage** to **your** clubs, or any that **you** may have hired or borrowed, whilst **you** are playing golf outside of the territorial limits. An invoice for the cost of the hire must be submitted to **us** in the event of a claim.

## 11. Guests and domestic employees' personal property

**We** will pay for loss or **damage** to **contents** in **your home** belonging to guests or **domestic employees** up to £10,000 provided such **contents** are not otherwise insured. The maximum amount **we** will pay for any one article is £500.

# Contents, Art and Jewellery

12. Household removal
- We will pay for loss or **damage** to **contents, art and antiques** occurring during the course of a household removal within the **territorial limits** provided that
- it is undertaken by a professional removal contractor;
  - any claim for loss or **damage** caused by theft or attempted theft involves force and violence to gain entry to or exit from the removal vehicle.
13. Marquees
- We will pay up to £35,000 for loss or **damage** to marquees and associated equipment owned by **you** or which **you** have temporarily hired and are legally responsible for, provided it is not insured elsewhere.
14. Memorial stones
- We will pay for loss or **damage** to a memorial stone or plaque in memory of **your** parent, spouse, partner or child located within the **territorial limits** up to £5,000.
15. Metered water, heating oil or gas
- We will pay the cost of additional metered water charges or the cost of oil or liquid petroleum gas (LPG) lost from the fixed domestic water or heating installation at **your home** up to £10,000, provided that **your home** is not **unoccupied**.
16. New purchases
- We will pay for loss or **damage** to **contents, art and antiques, jewellery and watches** that are newly purchased provided **you** inform **us** within 60 days of the purchase and pay any additional premium required. The maximum amount **we** will pay is 20% of the total sum insured under this section.
17. Outdoor items
- We will pay for loss or **damage** to **outdoor items** whilst in the garden of **your home** up to £25,000 unless otherwise stated in the **schedule**.
18. Personal money
- We will pay up to £10,000 for loss or **damage** to **personal money** occurring anywhere in the world, provided that
- the loss is reported to the Police within 24 hours of discovery
  - it is not held for business or professional purposes
  - it is not held in storage
  - the loss is not as a result of:
    - theft from an unattended vehicle;
    - theft from garages, domestic outbuildings or greenhouses;
    - depreciation or confiscation, loss of value or shortages due to **your** error or omission.

# Contents, Art and Jewellery

## 19. Preventative measures

**We** will pay up to £2,500, including survey costs, towards the cost of installing at **your home**, either

- a) a water leak detection and prevention system following a claim under this policy for loss or **damage** caused by the escape of water from the mains domestic water or heating installation, or
- b) a flood prevention system following a claim under this policy for loss or **damage** caused by flood or by flooding resulting from storm

provided that

- the net final settlement cost of **your** claim is greater than £20,000 (before the application of this additional benefit)
- **you** did not have such a device installed at **your home** prior to the loss
- this has **our** prior approval, which **we** will agree and decide during the claims settlement process.

**We** will not pay under this Cover if **we** agree to pay for 'Preventative measures' under Section 2 of this policy as a result of the same incident.

## 20. Reinstatement of documents

**We** will pay the cost of replacing lost or damaged deeds, bonds, securities or similar private documents up to £10,000.

## 21. Removal of damaged contents

Following loss or **damage** to the **contents** covered by this section **we** will, subject to **our** prior approval, pay for costs that are necessarily incurred in removing the debris of any damaged **contents**.

## 22. Replacement locks and keys

If the keys (including key fobs and other remote controlled devices used for security purposes) to **your home** are accidentally lost or stolen **we** will pay for the cost of purchasing and installing any external door and window locks, key operated alarm switches, safe locks, gate or garage door security mechanism and the replacement of any such keys.

## 23. Reward

**We** will pay up to £10,000 to anyone (other than **you**, **your family** or the Police) for information which leads to the arrest and subsequent conviction of any person(s) who commits an illegal act which results in an admissible claim under this policy.

# Contents, Art and Jewellery

## What you are not covered for

1. the amount of the **excess(es)** stated in the **schedule**
2. loss or **damage** caused by
  - theft or attempted theft
    - of **contents, art and antiques** and **jewellery and watches** of student members of **your family** whilst attending school, university or college, from any building other than **your home** unless force or violence is used to gain entry or exit
    - of pedal cycles, from any building other than **your home** unless force or violence is used to gain entry or exit
    - by deception unless the loss is reported to the police within 24 hours of discovery and **you** are not entitled to reimbursement from any other party such as **your** bank or building society
    - where property is obtained by any person using any form of payment or means which proves to be counterfeit, false, fraudulent, invalid, uncollectable, irrecoverable or irredeemable for any reason
    - of motorised garden and agricultural equipment, quad bikes, go-karts or off-road motorcycles between the hours of 21:00 and 06:00 unless from a locked building
    - of trailers and non-motorised horse-boxes unless secured with an anti-theft device when left unattended
  - river or coastal erosion
  - faulty workmanship, defective design or use of defective materials
  - wet or dry rot, rising damp, fungus, insects, vermin, pests, atmospheric or climatic conditions
  - storm, flood or frost to **contents** left temporarily or permanently in the open other than **outdoor items**, aerials, satellite dishes or marquees and associated equipment
  - electrical or mechanical breakdown other than where this involves deterioration of food in **your** refrigerator(s) and/or freezer(s)
3. loss of or **damage** to
  - **jewellery and watches** and **personal money** whilst in storage
  - **jewellery and watches** that are held or used for business or professional purposes
  - motor vehicles, motorcycles, caravans, aircraft and watercraft (other than as defined under **contents**) and their respective accessories other than portable satellite navigation systems and professionally fitted electric vehicle charging stations, power units and associated leads
  - **drones** and pedestrian controlled aircraft
    - exceeding 2kg in weight
    - whilst being raced
    - whilst being used for any commercial purpose
    - where the user has not adhered to the regulations for recreational drone and pedestrian controlled aircraft flights within the Air Navigation Order 2016 or subsequent amending regulation
    - where the user has not adhered to the guidance outlined within the Drone Code
  - radios and other audio and telephone equipment installed in or on any motor vehicle unless specified
  - equipment used for hang-gliding, mountaineering, parachuting, potholing, windsurfing and underwater sports other than when it is kept in **your home**
  - quad bikes, go-karts or off-road motorcycles
    - whilst being driven by anyone under the age of 17
    - whilst being used outside of the boundaries of **your home**

# Contents, Art and Jewellery

## What you are not covered for (continued)

3. (continued)
  - whilst being used for any purpose other than gardening and estate management, incidental farming and horse or pet care
  - if left unattended either temporarily or permanently in the open
  - watercraft (as defined under **contents**)
    - whilst being used for racing, speed testing or in any slalom event or in white water
    - protective covers or sails that are split by the wind
    - if not stored ashore when not being used
  - sports equipment while taking part in professional sport
  - pedal cycles or their accessories when left unattended away from **your home** unless securely locked
  - wine resulting from
    - mysterious disappearance, evaporation or gradual leakage
    - the failure of any temperature controlling device
    - climatic conditions, cork fly or inherent vice
    - conversion, misappropriation or failure to keep proper records by any supplier
4. loss or **damage** caused by or during the process of repairing, restoring, renovating, treating, professional cleaning and/or washing, dyeing, installation, adjustment or dismantling.
5. loss or **damage** from any unattended motor vehicle unless all windows are closed, all doors and other openings are securely locked shut and any property insured by this section is hidden from view in the boot, closed glove compartment, roof box or elsewhere inside the vehicle where it cannot be seen from the outside.

Where an item is secured to an external carrier that is attached to the vehicle (e.g. pedal cycles or skis) where it cannot be hidden from view, it must be locked to the carrier which itself must be secured to the vehicle.
6. loss or **damage** occurring whilst in storage
  - unless removed to a commercial storage facility
  - unless any theft or attempted theft involves force and violence to gain entry or exit
  - if the period of storage is greater than 60 days (unless **you** have agreed this with **us** and paid any additional premium required)
  - if this is more than 25% of the sum insured on **contents, art and antiques** (unless **you** have agreed this with **us** and paid any additional premium required)
7. loss or **damage** when **your home** is **unoccupied**, caused by
  - escape of water or leakage of oil from any fixed water or heating installation or domestic appliance unless, prior to **your home** being **unoccupied**
    - **you** had set the central heating system to operate continually at a minimum temperature of 15 degrees centigrade during the months from November to March inclusive or **you** had shut off and drained fixed water and heating installations, or
    - **you** had informed **us** and **we** agreed an alternative arrangement with **you** beforehand
8. loss or **damage** when **your home** is insufficiently furnished for normal living purposes, caused by
  - theft or attempted theft
  - malicious acts or vandalism
9. loss or **damage**, when **your home** or any part is let or lent or occupied by tenants or paying guests, caused by theft or attempted theft unless force and violence is used to gain entry or exit

# Contents, Art and Jewellery

## Inflation protection

The sums insured stated in the **schedule** for this section are index linked and will be adjusted each month in line with a suitable index chosen by **us**. At each renewal, the premium will be calculated on the adjusted sums insured.

## Basis of claims settlement

The total sums insured on **contents, art and antiques, jewellery and watches** must represent the full market value or the cost of replacement, whichever is the greater.

Provided the total sums insured are adequate, **we** will at **our** discretion:

- pay the cost of repairing;
- pay the cost of replacing as new;
- replace as new; or
- make a cash payment.

**We** may make a deduction for wear, tear or betterment if the total sum insured is not sufficient at the time of loss or **damage**.

## Excess

The **excess** shown in **your schedule** will apply to every claim unless:

- the claim is made under covers 3,7,10,11, 14, 18, 19, 20, 21, 22 or 23 where no **excess** applies
- the claim is for an item of specified **art and antiques** or **jewellery and watches** where no **excess** applies
- the claim is for loss or **damage** to frozen and/or refrigerated food
- **we** have imposed an **excess** by endorsement shown in **your schedule** which applies to **your** claim

## Excess Waiver

In the event of a loss greater than £15,000, no **excess** will apply unless:

- you have chosen to apply a higher **excess** above the standard policy **excess** of £250. In this case, only the standard policy **excess** will be waived
- **we** have imposed an **excess** by **endorsement** shown in **your schedule** which applies to **your** claim
- the claim is for loss or **damage** caused by subsidence, heave or landslip
- the claim is for escape of water from a fixed water or heating installation
- **your home** is **unoccupied** at the time of loss.

## Specified items

If an item specified under this section is totally destroyed or irrecoverably lost or is declared a constructive total loss by **us**, **we** will replace the item, or pay up to the sum insured stated against the item in the **schedule**.

For an item of **art and antiques**, **we** will, at the time of the loss or **damage**, require that **you** provide **us** with proof of ownership and a valuation by a recognised valuer which is no more than five years old, unless **we** have already seen and accepted a valuation at the commencement of cover.

For an item of **jewellery and watches**, **we** will, at the time of the loss or **damage**, require that **you** provide **us** with proof of ownership and a valuation by a National Association of Jewellers registered valuer which is no more than five years old, unless **we** have already seen and accepted a valuation at the commencement of cover.

If **you** are unable to provide **us** with a valuation as specified above **we** will base **our** settlement on the current market value of the item or the cost of replacement, whichever is the lesser, at the time of the loss or **damage**.

**You** will not receive a refund for the proportionate part of the premium paid for the item and **you** will have to pay an additional premium to include cover under this policy for any replacement item.

# Contents, Art and Jewellery

## Basis of claims settlement continued...

### Extended replacement

**We** will pay up to 125% of the **contents, art and antiques and jewellery and watches** sums insured if, at the point of loss or **damage** the market value of **your contents, art and antiques and jewellery and watches** has increased beyond the sums insured stated in the **schedule**, provided that

- a valuation of your **contents, art and antiques** has been carried out by a recognised valuer or a valuation for your **jewellery and watches** has been carried out by a National Association of Jewellers registered valuer which is no more than three years old at the time of your claim;
- **you** can provide **us** with a valuation by a recognised valuer which is no more than three years old; and
- the sums insured have been maintained by **you** since the date of the valuation to represent the full replacement cost, including any re-evaluations and annual adjustments for inflation and additions.

### Partial loss or damage

In the event of partial loss or **damage** to an item of **art and antiques, jewellery and watches**, **we** will pay the cost and expense of restoration together with any residual depreciation in value.

### Matching items

**We** will pay the market value or current cost as new to replace any undamaged item(s) or parts of items forming part of a pair, set, suite or other article of a uniform nature, colour or design when **damage** occurs within a clearly identifiable area or to a specific part where replacements cannot be matched provided that **you** surrender any undamaged matching item(s) and or parts to **us**.

### Stamp, coin, or banknote collections

In the event of loss or **damage** to a stamp, coin or banknote collection insured by this policy, **our** claim settlement will be based upon the value(s) stated in a current recognised collector's catalogue (e.g. Stanley Gibbons, Spink & Sons or World Paper Money respectively) or the current market value, whichever is less. The onus of proving value shall be upon **you**.

#### **We** will not pay for

- loss or **damage** caused by the process of mounting, dismounting or other work on stamps or banknotes;
- loss or **damage** to any stamp, first day or other stamp cover, coin or banknote that is not contained in an album, stockbook or similar collector's portfolio, case or cabinet;
- more than £1,000 for any one stamp, first day or other stamp cover, coin or coin set, banknote or banknote set unless more specific details have been lodged with **us**.

# Contents, Art and Jewellery

## Basis of claims settlement continued...

### The maximum amount payable

The maximum amount **we** will pay for

- any one claim is the sum insured shown in the **schedule** for this section plus index linked increases less the amount of any applicable **excess**, unless extended replacement cover applies.  
**We** will also pay additional costs incurred under:
  - Cover 3 - Alternative accommodation and rent;
  - Cover 21 - Removal of damaged **contents**.
- any single article, pair, set or collection of **art and antiques** is £25,000 unless specified
- any single article, pair, set or collection of **jewellery and watches** is £10,000 unless specified
- loss of or damage to **jewellery and watches** whilst contained in baggage or in transit outside the personal control of **you** or an adult member of **your family** is £10,000
- any quad bike, go-kart or off-road motorcycle is £10,000
- any trailer or non-motorised horse-box is £5,000
- any watercraft as defined under **contents** is £5,000
- loss or **damage** from any unattended motor vehicle is £15,000
- **damage** caused by chewing, scratching, tearing, vomiting or fouling by pets is £5,000
- **contents, art and antiques** and **jewellery and watches** of student members of **your family** from any student accommodation whilst attending school, university or college is £15,000
- any specified item is the respective sum insured shown in the **schedule**.

# Buildings

## What you are covered for

1. Buildings

The **buildings** are insured against loss or **damage**.
2. Alternative accommodation and loss of rent

If **your home** is made uninhabitable as a direct result of loss or **damage** to the **buildings** covered by this section **we** will pay

  - the cost of necessary and comparable alternative accommodation (subject to **our** prior approval) for **you, your family, your** domestic pets and horses
  - any rent which ceases to be payable to **you**, if **you** rent out all or part of **your home** up to a maximum period of 5 years.
3. Architects' and surveyors' fees and other costs

Following loss or **damage** to the **buildings** covered by this section **we** will, subject to **our** prior approval, pay necessarily incurred

  - architects', surveyors', legal and other fees;
  - removal of debris costs;
  - additional costs involved in complying with statutory regulations or local authority requirements, other than when loss or **damage** occurs after a notice to comply has been served on **you**.
4. Environmental home upgrade

**We** will pay up to £10,000, subject to **our** prior approval, towards the cost of installing a solar, wind or geothermal electrical power-generating system following a valid claim under this policy for loss or **damage** to the **buildings**, as part of the repairs to the electrical, heating or water system, provided that

  - the net final settlement of **your** claim will be greater than £20,000 (before the application of this additional benefit);
  - **you** had not previously had a solar, wind or geothermal electrical power-generating system installed at **your home**.

If **we** agree to pay under both this Cover and the 'Preventative measures' Cover within Section 1 or Section 3 as a result of the same incident, the maximum amount **we** will pay towards all upgrade measures will be £10,000.
5. Environmental home additional costs

If, following a valid claim under this policy for loss or **damage** to any solar, wind or geothermal electrical power-generating system, **you** have to purchase **your** electrical power from a power utility company **we** will, subject to **our** prior approval, pay up to £2,500 for additional costs incurred for up to 12 months, including loss of income derived from any **excess** power generated, based upon statistics recorded up to 12 months prior to the date of the loss.
6. Fixtures and fittings temporarily removed

**We** will pay for loss of or **damage** to fixtures and fittings, that would normally form part of the **buildings**, whilst temporarily removed from **your home** to another building within the **territorial limits** for a period of no more than 60 consecutive days.

# Buildings

## 7. Forced evacuation

If a local authority prohibits **you** from living in **your home** following loss or **damage** having occurred to a neighbouring property that would have been covered had it been insured under this policy, **we** will, subject to **our** prior approval, pay the cost of necessary and comparable alternative accommodation for **you, your family, your** domestic pets and horses and any rent which ceases to be payable to **you**, up to a maximum period of 6 months.

## 8. Mortgagees' interest

Any act or neglect by **you** or the occupier of **your home**, which increases the possibility of loss or **damage** shall not prejudice the insured interest of the mortgagee provided that

- such act or neglect is entirely without the authority or knowledge of the mortgagee;
- as soon as the mortgagee becomes aware of any such act or neglect, written information is forwarded to **us** and any additional premium required is paid.

## 9. New fixtures and building works

**We** will pay up to £75,000 including VAT for loss of or **damage** to new fixtures, fittings and/or **building works** owned by **you**.

**We** will not pay for any loss or **damage**

- where the cost of all **building works** is in **excess** of £75,000 including VAT unless this has been agreed with **us** and cover extended as shown in **your schedule** and any additional premium paid, prior to any works commencing;
- caused by storm or frost to unfixed site materials left in the open;
- to **building works** that are more specifically insured elsewhere;
- to unfixed materials, fixtures or fittings kept outside the boundaries of **your home**, whilst awaiting installation or construction.

## 10. Preventative measures

**We** will pay up to £2,500, including survey costs, towards the cost of installing at **your home**, either

- a) a water leak detection and prevention system following a claim under this policy for loss or **damage** caused by the escape of water from the mains domestic water or heating installation, or
- b) a flood prevention system following a claim under this policy for loss or **damage** caused by flood or by flooding resulting from storm provided that
  - the final settlement cost of **your** claim is greater than £20,000 (before the application of this additional benefit);
  - **you** did not have such a device installed at **your home** prior to the loss;
  - this has **our** prior approval, which **we** will agree and decide during the claims settlement process.

**We** will not pay under this Cover if **we** agree to pay for 'Preventative measures' under Section 1 of this policy as a result of the same incident.

# Buildings

## 11. Reinstatement of gardens and grass tennis courts

**We** will pay for the cost of re-landscaping **your** garden or grass tennis court including costs incurred to remove and dispose of debris, resulting from loss or **damage** caused by

- fire, lightning, explosion, theft, attempted theft, impact by vehicles and aircraft, riot, civil commotion, malicious acts or vandalism; or
- the emergency services; or
- falling trees, telegraph poles, lamp posts or pylons or any parts thereof.

**We** will not pay for

- the reinstatement of any fields, meadows, pastures, paddocks or woodland or for the removal or replacement of any fallen trees in those areas
- costs relating to any undamaged part of the garden or tennis court
- more than £2,500 for the removal and/or replacement of any one tree, plant or shrub
- more than £5,000 per incident for the removal of debris of fallen trees
- more than 5% of the sum insured on **buildings** during any one **period of insurance**.

## 12. Replacement locks and keys

If the keys (including key fobs and other remote controlled devices used for security purposes) to **your home** are accidentally lost or stolen **we** will pay for the cost of purchasing and installing any external door and window locks, key operated alarm switches, safe locks, gate or garage door security mechanism and the replacement of any such keys.

**We** will not pay under this Cover if **we** agree to pay for 'Replacement locks and keys' under Section 1 of this policy, as a result of the same incident.

## 13. Sale cover

If **you** contract to sell the **buildings** of **your home** the purchaser will be entitled to the cover provided by this section, between the exchange of contracts and the completion of the sale, provided that the purchaser completes the purchase and the **buildings** are not otherwise insured.

## 14. Trace and access

**We** will pay the cost of finding the source of the escape of water, oil or gas from any fixed domestic water or heating installation or storage tank and the subsequent repair to walls, floors or ceilings, driveways, paths, patios or gardens, provided that this is incurred with **our** approval.

**We** will not pay more than £50,000 for any one claim occurring outside **your home**.

# Buildings

## What you are not covered for

1. the amount of the **excess(es)** stated in the **schedule**
2. loss or **damage** caused by
  - the freezing of water within permanently installed swimming pools, hot tubs, ornamental ponds, fountains, or their respective associated plant, machinery and equipment
  - storm or flood to fences, hedges or gates other than electrically operated gates
  - felling or lopping of trees
  - subsidence or heave (of the site on which **your home** stands) or landslip due to
    - river or coastal erosion
    - bedding down of new **buildings** or settlement of newly made up ground
    - movement of solid floor slabs unless the foundations beneath the external walls of **your home** are **damaged** at the same time and by the same clause
    - demolition or structural repairs or alterations to the **buildings**
    - inadequate foundations which do not meet **building** regulations current at the time of construction
  - subsidence or heave (of the site on which **your home** stands) or landslip to walls, fences, gates, hedges, service tanks, driveways, paths, steps, terraces, patios, ornamental ponds, fountains, permanently installed swimming pools and hot tubs, hard tennis courts and wind turbines unless the main **building** of **your home** is damaged at the same time and by the same cause
  - frost, settlement or shrinkage
  - faulty workmanship, defective design or use of defective materials
  - rusting, corrosion, wet or dry rot, rising damp, fungus, insects, vermin, pests, atmospheric or climatic conditions
  - electrical or mechanical breakdown
3. loss or **damage** when **your home** is **unoccupied**, caused by
  - accidental **damage** to fixed glass and sanitary ware
  - the freezing of water within any fixed water or heating installation
  - escape of water or leakage of oil from any fixed water or heating installation or domestic appliance unless, prior to **your home** being **unoccupied**
    - **you** had set the central heating system to operate continually at a minimum temperature of 15 degrees centigrade during the months from November to March inclusive or **you** had shut off and drained fixed water and heating installations, or
    - **you** had informed **us** and **we** agreed an alternative arrangement with **you** beforehand
4. loss or **damage** when **your home** is insufficiently furnished for normal living purposes, caused by
  - theft or attempted theft
  - malicious acts or vandalism
  - the freezing of water within any fixed water or heating installation
5. loss or **damage**, when **your home** or any part is let or lent or occupied by tenants or paying guests, caused by theft or attempted theft unless force and violence is used to gain entry or exit

# Buildings

## What you are not covered for (continued)

6. loss or **damage** caused by or during the process of demolition, dismantling, repair, restoration, renovation, professional cleaning and/or washing, treatment or structural repair or alteration, other than where provision is made under the 'New fixtures and **building works** cover'
7. loss of or **damage** to
  - **outdoor items**
  - piers, wharfs, docks, jetties or moorings
  - aerials, satellite dishes and CCTV equipment
8. loss or **damage** for which compensation is provided by legislation
9. the cost of maintenance and normal redecoration
10. loss or **damage** to underground services
  - for which **you** are not legally liable
  - caused by gradual deterioration or wear and tear.

## Inflation Protection

The sums insured shown in the **schedule** for this section are index linked and will be adjusted each month in line with a suitable index chosen by us. At each renewal, the premium will be calculated on the adjusted sums insured.

## Basis of claims settlement

The sum insured on **buildings** must represent the full replacement value of the **buildings** including the additional expenditure listed under Cover 3 - Architects' and surveyors' fees and other costs.

### We will

- at **our** option either:
  - reinstate or replace the damaged **buildings** or any damaged part of the **buildings**; or
  - pay the cost of any necessary repair or replacement work.
- make a deduction for wear, tear or betterment if:
  - the sum(s) insured on **buildings** at the time of the loss or **damage** is less than the cost of rebuilding; or
  - the **buildings** have not been maintained in good repair or decorative order.

## Excess

The **excess** shown in **your schedule** will apply to every claim unless:

- the claim is made under covers 2, 3, 4, 5, 7, 8, 10, 12 or 14 where no **excess** applies
- we have imposed an **excess** by endorsement shown in **your schedule** which applies to **your** claim

## Excess Waiver

In the event of a loss greater than £15,000, no **excess** will apply unless:

- **you** have chosen to apply a higher **excess** above the standard policy **excess** of £250. In this case, only the standard policy **excess** will be waived
- **we** have imposed an **excess** by **endorsement** shown in **your schedule** which applies to **your** claim
- the claim is for loss or **damage** caused by subsidence, heave or landslip
- the claim is for escape of water from a fixed water or heating installation
- **your home** is **unoccupied** at the time of loss.

# Buildings

## Extended replacement

**We** will if necessary, pay more than the sum(s) insured on **buildings** provided that:

- **your home** is not Grade I listed or Scottish Category A;
- **we** have undertaken an appraisal, or approved an independent valuation on the **buildings**, which is no more than three years old; and
- the sum(s) insured have been maintained by **you** since the date of the approved valuation or appraisal to represent the full rebuilding cost, including any adjustments suggested by **us**, re-valuations and the annual adjustments for inflation; and
- **you** advise **us** of any additions, alterations or renovations to **your home** to reduce the possibility of being underinsured; and
- **you** reinstate, replace or repair the **buildings** at the same location; and
- **your** mortgagee or its assignees have not recalled **your** mortgage leaving **you** unable to reinstate, replace or repair the **buildings**; and
- **you** commence reinstatement, replacement or repair to the damaged **buildings** within 180 days from the date of a partial loss.

When **you** advise **us** of any planned additions, alterations or renovations to **your home**, this extension of cover shall be suspended from the commencement of such **building works** until **you** notify **us** when the **building works** have been completed and provide **us** with amended sum(s) insured.

## Matching items

**We** will not pay for the cost of replacing any undamaged item(s) or parts of items forming part of a pair, set, suite or other article of a uniform nature, colour or design when **damage** occurs within a clearly identifiable area or to a specific part and replacements cannot be matched other than fitted kitchens and bathroom suites.

## The maximum amount payable

The maximum amount **we** will pay for

- any one claim is the sum insured shown in the **schedule** plus index linked increases, less the amount of any applicable **excess** unless the extended replacement cover applies. **We** will also pay costs incurred under Cover 2 – Alternative accommodation and loss of rent;
- **damage** caused by chewing, scratching, tearing, vomiting or fouling by pets is £5,000.

# Liability

## What you are covered for

### 1. Occupiers', personal and employers' liability

Provided that **your contents** are insured under Section 1 of this policy, **we** will cover **you** or **your family** and, if requested by **you**, **your domestic employees**, for all amounts which **you** or they become legally liable to pay as damages in respect of accidental

- **bodily injury** to any person
- loss of or accidental **damage** to material property
- obstruction, trespass or nuisance resulting in interference with or loss of enjoyment of material property

arising as a result of

- **your** occupation, not ownership, of the **buildings** or land belonging to the **home** or **your** allotment
- **your** duties as a Neighbourhood Home Watch coordinator
- the employment of any **domestic employee** occurring within the **territorial limits** and in the rest of the world during a temporary visit not exceeding 90 consecutive days
- any other act or omission of a personal nature committed within the **territorial limits** and in the rest of the world during a temporary visit not exceeding 90 consecutive days.

### 2. Property owners' liability

Provided that **your buildings** are insured under Section 2 of this policy, **we** will cover **you** or **your family** for all amounts that **you** or **your family** become legally liable to pay in respect of accidental

- **bodily injury** to any person other than **you**, **your family** or any **domestic employee**
- loss of or accidental **damage** to material property

arising

- from **your** ownership of the **buildings** or land belonging to **your home**
- in respect of any **buildings** previously owned by **you** and occupied by **you** for residential purposes and incurred by reason of Section 3 of the Defective Premises Act 1972 provided that:
  - no other policy covers the liability
  - **you** had sold the **buildings** before the incident giving rise to the liability occurred. If **you** cancel this policy following the sale of **your home** the cover provided by the Defective Premises Act 1972 will continue for 7 years from the cancellation date provided no other policy covers the liability.

### 3. Organised events

**We** will cover **you** or **your family** for all amounts which **you** or **your family** shall become legally liable to pay in respect of accidental

- **bodily injury** to any person
- loss of or accidental **damage** to material property

arising from the hiring out or the opening of **your home**, its garden and/or land provided that this is for an organised registered charity, religious or community group

# Liability

## 4. Additional and acquired land

Provided that **your buildings** are insured under Section 2 of this policy, **we** will cover **you** or **your family** for all amounts which **you** or **your family** shall become legally liable to pay in respect of accidental

- **bodily injury** to any person
- loss of or accidental **damage** to material property

arising from **your** ownership of any additional land (provided that **you** have told **us** about it) or from any land that **you** may acquire, within the **territorial limits** and occurring during the **period of insurance** provided that

- the land has not been acquired for property development or any business pursuits or activities
- there are no **buildings** or structures on the land
- **you** inform **us** within 60 days of the acquisition and pay any additional premium required
- **you** are not entitled to indemnity under any other insurance.

## 5. Quad bikes, go-karts and off-road motorcycles

Provided that **your contents** are insured under Section 1 of this policy, **we** will cover **you** or **your family** for all amounts which **you** or **your family** shall become legally liable to pay in respect of accidental

- **bodily injury** to any person
- loss of or accidental **damage** to material property

arising from the ownership, possession or use of quad bikes, go-karts or off-road motorcycles other than

- when a quad bike with an engine size of more than 50cc is being driven by anyone under the age of 17 years
- any go-kart or off-road motorcycle that has an engine size of more than 50cc
- when used in circumstances for which a Road Traffic Act Certificate of Insurance is required
- incidents that occur outside the boundaries of **your home**
- whilst used for, or for the practise or preparation for, motor sport or competition.

## 6. Hand or wind propelled watercraft

Provided that **your contents** are insured under Section 1 of this policy, **we** will cover **you** or **your family** for all amounts which **you** or **your family** shall become legally liable to pay in respect of accidental

- **bodily injury** to any person
- loss of or accidental **damage** to material property

arising from the ownership, possession or use of surfboards or hand or wind propelled watercraft not exceeding 12 feet in length other than whilst being used

- for racing or speed testing
- in any slalom event or in white water.

# Liability

## 7. Tenants' liability

Provided that **your contents** are insured under Section 1 of this policy, **we** will cover **you** or **your family** for all amounts which **you** or **your family** become legally liable to pay as tenant for the cost of making good **damage** to

- the **buildings**; or
- the **building** of any residence occupied by a student member of **your family** temporarily residing away from **your home** attending school, university or college; or
- the **building** of a residence temporarily occupied by **you** or **your family** as a result of any cause covered by Section 2 - **Buildings** of this policy had it been an **operative section**, up to £2,000,000.

**We** will not pay for

- the cost of maintenance and normal redecoration;
- liability arising for damage to a **building** that is **unoccupied**.

## 8. Unrecovered damages

Provided that **your contents** are insured under Section 1 of this policy, **we** will pay for all sums which **you** or any member of **your family** have been awarded by a court within the **territorial limits** and which have not been paid within 3 months of the date of the award provided that

- Cover 1 of this section - Occupiers', personal and employers' liability would have insured **you** or the member of **your family** had the award been made against **you** or the member of **your family** rather than to **you** or the member of **your family**
- the incident giving rise to the award occurred within the **territorial limits** and during the **period of insurance**
- there is no appeal pending
- if any payment is made under the term of this Cover **you** or the member of **your family** who has been awarded sums by a court shall assign such award to **us**
- the amount payable does not exceed £10,000,000.

# Liability

## What you are not covered for

1. any liability for
  - **bodily injury to you or your family**
  - loss of or **damage** to property owned or occupied by or in the custody or control of **you** or **your family** other than damage to property for which **you** or **your family** are legally liable as tenant
2. liability arising from
  - any incident occurring outside the **period of insurance** (other than the cover provided under the Defective Premises Act)
  - **bodily injury** (other than to a **domestic employee**) or loss of or **damage** to property arising from the ownership, possession or use of
    - lifts unless used solely for domestic purposes and inspected and maintained in accordance with the manufacturers recommended service intervals
    - mechanically or electrically propelled vehicles other than
      - motorised or pedestrian controlled gardening equipment used within the boundaries of **your home**
      - power assisted pedal cycles, electric wheelchairs and Class 1 or Class 2 mobility scooters
      - pedestrian controlled models or toys
      - motorised golf buggies or electric golf trolleys used within the boundaries of **your home** or on a golf course
      - quad bikes, go-karts or off-road motorcycles as provided by Cover 5 of this section
    - trailers or horse-boxes whilst being towed
    - watercraft other than as provided by Cover 6 of this section
    - hang-gliders, hovercraft or aircraft
    - **drones** and pedestrian controlled aircraft
      - exceeding 2kg in weight
      - whilst being raced
      - whilst being used for any commercial purpose
      - where the user has not adhered to the regulations for recreational **drone** flights within the Air Navigation Order 2016 or subsequent amending regulation
      - where the user has not adhered to the guidance outlined within the Drone Code
    - animals other than domestic pets, and horses
    - commercial riding schools and establishments
    - horses whilst being used for racing, steeplechasing or playing polo
    - dogs specified under the Dangerous Dogs Act 1991 or any amending legislation
    - shotguns or firearms other than when used for sporting activities or pest control
  - the passing on of any infectious disease or virus
  - any trade, business, profession or employment of **you** or **your family** other than if directly arising from
    - the use of **your home** as an office for non-manual work.
    - gardening, baby-sitting, leaflet and newspaper distribution and other similar activities provided that the total gross annual revenue generated from these activities does not exceed £2,000
    - the accommodation of no more than 6 paying guests at any one time and the provision of food or drink to such guests

# Liability

## What you are not covered for (continued)

- any unpaid occupation as a director or officer of a registered charity or other not for profit organisation
  - voluntary work for an organised registered charity, religious or community group
  - any treatment, wrongful specification or professional advice or service given by **you, your family** or an employee where rendered to a party for a fee
  - any goods or products designed, manufactured, constructed, altered, repaired, serviced, treated, sold, supplied or distributed by **you** or **your family**
  - any agreement unless liability would have existed without the agreement
  - any **act or terrorism** other than for accidental **bodily injury** to a **domestic employee**
3. the cost of remedying any fault or alleged fault.

## Basis of claims settlement

In the event of **your** death or the death of any member of **your family**, **we** will reimburse **you**, or their, personal legal representatives in respect of any legal liability incurred and insured under this section provided that such personal legal representatives shall observe, fulfil and be subject to the terms, limitations and conditions of the policy so far as they can apply.

Where there is more than one person named as the **Insured** in the **schedule** this section shall apply separately to each named person as if each is insured by a separate policy, provided always that **our** maximum liability in the aggregate for damages to all parties insured shall not exceed the maximum amount(s) payable as shown below.

**We** may at any time pay to **you** the maximum amount(s) payable, less any amount already paid, or any lesser amount for which any claim or claims can be settled and shall then cease to have the conduct and control of the negotiations, actions or proceedings and be under no further liability in respect of such claim or claims except for costs and expenses incurred prior to the date of such payment.

## The maximum amount payable

The amount payable will not exceed

- £5,000,000 for accidental **bodily injury** to any **domestic employee** which arises out of and in the course of his or her employment and which is directly or indirectly caused by, results from or is in connection with:
  - a) any **act of terrorism**; or
  - b) any action taken in controlling, preventing, suppressing or in any way relating to an **act of terrorism**.
- £10,000,000 in respect of all other claims arising from one cause.

plus any other legal costs and expenses which **you** or **your family** have to pay provided they are incurred with **our** written consent.

# Family Protection and Assistance

For your safety and protection we have provided the following covers for you

## Lifestyle Protection

- Fatal injury or acquired disability
- Trauma cover
- Counselling fees
- Stalking
- Fraudulent use of credit cards, bank or building society books

## Home Emergency

**Our home emergency** cover is designed to offer protection against sudden and unforeseen incidences (such as **primary home heating system** breakdown or burst pipes) or emergency access to home security experts. **Our** 24 hour helpline provides peace of mind should the worst happen.

## Legal Protection

Legal Protection Insurance provides **you** and **your family** with a range of legal help and support within areas such as employment or contract disputes and property or tax protection.

Legal Protection is an optional cover that only applies if shown in **your Schedule**.

## Home Cyber

**Our** cyber cover is designed to help protect against the risks which **you** may encounter online and to put things right if anything goes wrong. Cover includes

- Home systems restoration, professional assistance and computer virus removal
- Cyber-crime cover including fraud, hacking and identity theft
- Cyber liability including data-privacy and virus transmission

**We** hope that **you** never have to use any of these services but if **you** do, **you** can rest assured that **we** have **your** interest at heart and **we** will ensure that, whatever the incident, **we** will do **our** utmost to assist **you** through **your** traumatic experience.

# Lifestyle Protection

## What you are covered for

### 1. Fatal injury or acquired disability

In the event of injury to **you** or to any member of **your family** caused by fire in **your home** or assault by thieves within the **territorial limits**, **we** will pay

- £100,000 if such injury results in the death of **you** or **your** spouse or partner within 3 months of the incident; or
- £5,000 if such injury results in the death of any member of **your family** within 3 months of the incident; and/or
- up to £15,000 for necessary alterations to **your home** if such injury results in a permanent physical disability.

The maximum **we** will pay for any one incident is £100,000.

### 2. Trauma cover

In the event of a violent crime being committed against **you** or any member of **your family** in **your home** or in a residence occupied by a student member of **your family** whilst attending school, university or college and subject to **our** prior approval, **we** will pay up to

- £1,000 towards the cost of necessary temporary accommodation for a period of no more than 7 days immediately following the incident;
- £15,000 (subject to **our** prior approval) to either carry out necessary improvements to the security at **your home**, or for necessary conveyancing, removal and estate agency fees.

if, within 90 days of the incident, **you** feel compelled to move house and had not already planned to do so. This benefit will cease to be payable after 12 months from the date of the incident.

### 3. Counselling fees

In the event of a violent crime being committed against **you** or any member of **your family** within the **territorial limits**, or in the event of trauma to **you** or a member of **your family** caused solely and directly from a cyber bullying occurrence, **we** will pay up to £1,000 for professional private counselling fees, in any one **period of insurance**.

- **You** must have a valid John Lewis Specialist Insurance Policy in place at the time of the claim;
- Cover under this section will cease to be payable after 12 months from the date of the incident.

### 4. Stalking

Subject to **our** prior approval, **we** will pay for the following costs that **you** or **your family** incur as a result of, or the threat of, stalking, physical injury, harassment or **damage** to **your home** caused by a third party who is subject to an injunction or order of a court of competent jurisdiction, up to a maximum of £20,000 in any one **period of insurance**:

- up to £15,000 to carry out agreed improvements to the security at **your home**
- up to £5,000 for necessary temporary accommodation
- up to £5,000 towards the cost of using professional security guards or seeking professional security consultants.

# Lifestyle Protection

## 4. Stalking (continued)

**We** will not pay for

- any claim for an incident which occurs outside the **territorial limits**
- any incident which began or had the injunction or Court Order issued prior to the commencement of this policy
- any incident which involves a counter claim by the third party for stalking, physical **damage**, harassment or property **damage** caused by **you** or a member of **your family**.

## 5. Fraudulent use of credit cards, bank or building society cards

If **you** suffer financial loss resulting from the fraudulent use of **your credit cards**, bank or building society cards anywhere in the world **we** will pay up to £30,000 provided that

- the loss is reported to the issuing organisation within 24 hours of discovery and **you** comply with all the terms and conditions under which the credit is issued; and
- **you** have not been reimbursed by the issuing organisation.

# Home Emergency

Sedgwick International UK administer **our Home Emergency** service and 24 hour helpline. The 24 Hour Helpline number is 0330 134 8166.

In the event of a home emergency please call the helpline rather than contact contractors directly.

The **Home Emergency** team will check that the problem is covered under this policy and falls within the definition of 'home emergency' given below. They will then arrange for an approved contractor to come to **your** assistance as quickly as possible. The **contractor** will charge the cost of any work covered directly to **us**.

Major emergencies which could result in **damage** to property or **bodily injury** should be immediately notified to the emergency services and any appropriate supply company. Gas leaks should be immediately notified to the National Gas 24 hour Emergency Service on 0800 111 999.

## Definitions applying to this section

Wherever the following words or expressions appear in this section they have the meaning given to them below. If there is a conflict between a definition stated below and a definition elsewhere in this policy, the definition stated below will apply.

contractor	a qualified person approved and instructed by the helpline to undertake emergency <b>work</b>
home emergency	a sudden and unforeseen situation which if not dealt with quickly would: <ul style="list-style-type: none"><li>• render the <b>home</b> unsafe or insecure,</li><li>• <b>damage</b> or cause further <b>damage</b> to the <b>home</b></li><li>• cause risk to <b>you</b> or <b>your family</b></li></ul>
primary heating system	the principal central heating and hot water systems at <b>your home</b> excluding any form of solar or warm air heating systems
work	all efforts made by the contractor to rectify, limit or prevent <b>damage</b> in respect of the <b>home emergency</b> covered under this policy
vermin	brown or black rats, house or field mice, squirrels, wasps or hornets nests

## What you are covered for

The cost of **contractors'** call out and labour charges, parts and materials up to £1,500 including VAT, in providing assistance in the event of a **home emergency** where one or more of the following has occurred in **your home**:

- the plumbing or drainage system has either failed or been damaged and flooding or internal water **damage** is a likely consequence of that failure or **damage**
- the complete failure or breakdown of:
  - the **primary heating system**
  - the electricity supply system
  - the permanently installed cooking system
- external locks, doors or windows have either failed or been damaged as to render the **home** insecure
- **you** have lost or damaged the only available key to the **home** and **you** are unable to replace it or gain normal access, or **you** have locked yourself out with no access to another key
- **vermin** inside **your home**.

# Home Emergency

## What you are not covered for

1. work in excess of £1,500 including VAT
2. any additional costs incurred at **your** request in fitting replacement parts or components of a superior specification to the original
3. call-out charges if there is no-one at **your home** when the **contractor** arrives
4. costs arising from or in connection with
  - circumstances known to **you** prior to the inception date of **your** policy
  - any system, equipment or facility which has not been properly installed, maintained or repaired in accordance with the manufacturer's instructions or has been incorrectly used or modified, or which is faulty or inadequate as a result of any inherent or recurring manufacture or design defect
  - replacement or adjustment to any decorative or cosmetic part of any equipment
  - lighting of boilers or the correct operation or routine adjustment of time or temperature controls
  - boilers over 15 years old or with an output of over 60kw per hour or 250,000 BTU
  - detached or non-integral garages or outbuildings other than outbuildings used for residential dwelling purposes or for your trade, business or profession
  - cess pits, septic tanks or fuel tanks, boundary walls, hedges, fences or gates,
  - work in respect of vermin outside the confines of the private dwelling, other than outbuildings used for residential dwelling purposes or for your trade, business or profession
  - wilful act or omission or neglect by you
  - claims arising after the home has been left unoccupied
  - the interruption or disconnection of utility services to the home however caused, or the failure or breakdown of the main electricity or water or gas supply system or gas leaks
  - materials or labour charges covered by manufacturers', suppliers' or installers' guarantee or warranty
  - any loss arising from subsidence caused by bedding down of new structures, demolition or structural repairs or alterations to the buildings, faulty workmanship or the use of defective materials, or river or coastal erosion.
  - failure of or damage to:
    - rainwater drains
    - soakaways
    - any pipes/drains for which you are not legally responsible

## Complaints

If **you** have a complaint under this section, please direct it in the first instance to:

Home Emergency Team  
Sedgwick International UK  
Oakleigh House  
14-16 Park Place  
Cardiff  
CF10 3DQ  
Telephone: 0345 601 3353  
E-mail: [HEcomplaints@uk.sedgwick.com](mailto:HEcomplaints@uk.sedgwick.com)

# Legal Protection

This section is only operative if stated in the schedule.

Cover under this section is underwritten by DAS Legal Expenses Insurance Company Limited.

## Definitions applying to this section

Wherever the following words or expressions appear in this Legal Protection section they have the meaning given to them below. If there is a conflict between a definition in this section and a definition elsewhere in this policy, the definition in this section will apply

we, us, our, DAS	DAS Legal Expenses Insurance Company Limited
you, your	The person who has taken out this policy (the policyholder) and any member of <b>their family</b> who always lives with them. This includes students temporarily living away from <b>home</b> and unmarried partners. Anyone claiming under this policy must have the policyholder's agreement to claim.
appointed representative	The <b>preferred law firm</b> , law firm, accountant or other suitably qualified person <b>we</b> will appoint to act on <b>your</b> behalf
date of occurrence	<p><b>For civil cases:</b> The date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause, the <b>date of occurrence</b> is the date of the first of these events. (This is the date the event happened, which may be before the date <b>you</b> first became aware of it.)</p> <p><b>For criminal cases:</b> The date <b>you</b> began, or are alleged to have begun, to break the law</p> <p><b>For Insured Incident 6. Tax Protection:</b> The date when HM Revenue &amp; Customs first notifies <b>you</b> in writing of its intention to make an enquiry</p>
secondary home	Private dwellings and/or private land owned by <b>you</b> and which is used by <b>you</b> for residential purposes only, situated in the United Kingdom of Great Britain and Northern Ireland, the Isle of Man or the Channel Islands
costs and expenses	<p>a) All reasonable and necessary costs chargeable by the <b>appointed representative</b> and agreed by <b>us</b> in accordance with the <b>DAS Standard Terms of Appointment</b></p> <p>b) The costs incurred by opponents in civil cases if <b>you</b> have been ordered to pay them, or <b>you</b> pay them with <b>our</b> agreement</p>
DAS Standard Terms of Appointment	The terms and conditions (including the amount <b>we</b> will pay to an <b>appointed representative</b> ) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting as an <b>appointed representative</b> the amount is currently £100 per hour. This amount may vary from time to time
preferred law firm	A law firm or barristers' chambers <b>we</b> choose to provide legal services. These legal specialists are chosen as they have the proven expertise to deal with <b>your</b> claim and must comply with <b>our</b> agreed service standard levels, which <b>we</b> audit regularly. They are appointed according to the <b>DAS Standard Terms of Appointment</b>

# Legal Protection

## reasonable prospects

For civil cases, the prospects that **you** will recover losses or damages (or obtain any other legal remedy that **we** have agreed to, including an enforcement of judgment), make a successful defence or make a successful appeal or defence of an appeal, must be at least 51%. **We**, or a **preferred law firm** on **our** behalf, will assess whether there are **reasonable prospects**

## countries covered

a) For Insured Incident 3, Personal Injury:

Worldwide

b) For Insured Incident 2, Contract Disputes:

The United Kingdom of Great Britain and Northern Ireland, the European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey

c) For all other Insured Incidents:

The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

## What is covered

**We** agree to provide the insurance described in this section, in return for payment of the premium and subject to the terms, conditions, exclusions and limitations set out in this section, provided that:

- a) **reasonable prospects** exist for the duration of the claim
- b) the **date of occurrence** of the Insured Incident is during the **period of insurance**
- c) any legal proceedings, or any other proceeding to resolve the insured incident will be dealt with by a court, or other body which **we** agree to, within the **countries covered**, and
- d) the Insured Incident happens within the **countries covered**.

## What we will pay

**We** will pay an **appointed representative**, on **your** behalf, **costs and expenses** incurred following an Insured Incident, provided that:

1. the most **we** will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is £100,000
2. the most **we** will pay in **costs and expenses** is no more than the amount **we** would have paid to a **preferred law firm**. The amount **we** will pay a law firm (where acting as an **appointed representative**) is currently £100 per hour. The amount may vary from time to time.
3. in respect of an appeal or the defence of an appeal, **you** must tell **us** within the time limits allowed that **you** want to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist
4. for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this section, **we** must agree that **reasonable prospects** exist, and
5. where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award.

# Legal Protection

## What we will not pay

- a) In the event of a claim, if **you** decide not to use the services of a **preferred law firm**, **you** will be responsible for any costs that fall outside the **DAS Standard Terms of Appointment** and these will not be paid by **us**.
- b) The first £250 of any claim for legal nuisance or trespass. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation the claim has **reasonable prospects**). If **you** do not pay this amount, the cover for **your** claim could be withdrawn.

## Insured Incidents

### 1. Employment Disputes

**Costs and expenses** for **your** legal rights in a dispute relating to **your** contract of employment or future employment.

Please note that a dispute is deemed to have occurred once all employer's disciplinary hearings and internal grievance procedures have been completed.

#### We will not pay

**Costs or expenses** for:

1. any claim relating solely to personal injury (please refer to insured incident 3. [Personal Injury](#)).
2. a settlement agreement while **you** are still employed.

### 2. Contract Disputes

**Costs and expenses** for:

A dispute arising from an agreement or an alleged agreement which **you** have entered in a personal capacity for:

- a) buying or hiring in goods or services.
- b) selling goods.
- c) buying or selling **your** principal **home**
- d) renting **your** principal **home** as a tenant.

Please note that:

- i) **you** must have entered into the agreement or alleged agreement during the **period of insurance**, and
- ii) the amount in dispute must be more than £100 (including VAT).

#### We will not pay for

A claim relating to:

1. construction work on any land, or designing, converting or extending any building where the contract value exceeds £75,000 (including VAT)
2. a contract involving a motor vehicle owned by, or hired or leased to **you**;
3. the settlement payable under an insurance policy (**we** will cover a dispute if **your** insurer refuses **your** claim, but not for a dispute over the amount of the claim);
4. a dispute arising from any loan, mortgage, pension, investment or borrowing;
5. a dispute over the sale, purchase, terms of a lease, licence, or tenancy of land or buildings (other than disputes arising from **you** buying or selling **your** principal **home** or **you** renting **your** principal **home** as a tenant). However, **we** will cover a dispute with a professional adviser in connection with these matters.

# Legal Protection

## 3. Personal Injury

**Costs and expenses** to pursue **your** legal rights following a specific or sudden accident that causes:

- a) **your** death or bodily injury to **you**
- b) psychological injury or mental illness to **you**

**We** will not pay for

A claim relating to:

1. Any illness or bodily injury which happens gradually; or
2. Defending **your** legal rights, but defending a counter-claim is covered
3. Clinical negligence (please refer to insured incident 4. [Clinical Negligence](#))

## 4. Clinical Negligence

**Costs and expenses** to pursue **your** legal rights following an identified negligent act of surgery or identified negligent clinical or medical procedure, which causes death or bodily injury to **you**.

**We** will not pay for

A claim relating to the following:

1. the failure or alleged failure to correctly diagnose **your** condition;
2. the delay or alleged delay to diagnose **your** condition;
3. psychological injury or mental illness that is not associated with **you** having suffered physical **bodily injury**.

## 5. Property Protection

**Costs and expenses** for a civil dispute relating to **your** principal **home** or **secondary home**, or personal possessions, **you** own, or are responsible for, following:

- a) An event which causes physical damage to such property but the amount in dispute must be more than £100.

Please note **we** will not defend **your** legal rights but **we** will cover defending a counter-claim.

- b) a legal nuisance (meaning any unlawful interference with the use or enjoyment of land, or some right over, or in connection with it).
- c) a trespass

Please note **you** must have, or there must be reasonable prospects of establishing **you** have, the legal ownership or right to the land or personal possessions that are the subject of the dispute.

**We** will not pay

1. A claim relating to:

- a) A contract **you** have entered into
- b) Any building or land other than **your** principal **home** or **secondary home**
- c) Someone legally taking **your** property from **you**, whether **you** are offered money or not, or restrictions or controls placed on **your** property by any government or public or local authority
- d) Work done by, or on behalf of, any government or public or local authority unless the claim is for accidental physical damage;
- e) A motor vehicle owned or used by, or hired or leased to **you**
- f) Mining subsidence
- g) Adverse possession (meaning the occupation of any building or land either by someone trying to take possession from **you** or of which **you** are trying to take possession)

# Legal Protection

## 5. Property Protection (continued)

1. h) The enforcement of a covenant by or against **you**
2. The first £250 of any claim for legal nuisance or trespass. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation the claim has **reasonable prospects**). If **you** do not pay this amount, the cover for **your** claim could be withdrawn.

## 6. Tax Protection

**Costs and expenses** for a comprehensive examination by HM Revenue & Customs that considers all areas of **your** self-assessment tax return, but not enquiries limited to one or more specific area.

**We** will not pay for

1. Any claim if **you** are self-employed, a sole trader, or in a business partnership
2. An investigation or enquiries by HM Revenue & Customs Specialist Investigations or the HM Revenue & Customs Prosecution Office.

## 7. Jury Service and Court Attendance

**We** will pay **your** absence from work:

- a) to attend any court or tribunal at the request of the **appointed representative**
- b) to perform jury service.

The maximum **we** will pay is **your** net salary or wages for the time that **you** are absent from work less any amount the court gives **you**.

**We** will not pay for

Any claim if **you** are unable to prove **your** loss.

## 8. Legal Defence

1. **Costs and expenses** to defend **your** legal rights if an event arising from **your** work as an employee leads to:
  - a) **you** being prosecuted in a court of criminal jurisdiction; or
  - b) civil action being taken against **you** under:
    - i) discrimination legislation; or
    - ii) data protection legislation
2. **Costs and expenses** to defend **your** legal rights if an event leads to your prosecution for an offence connected with the use or driving of a motor vehicle

**We** will not pay for

1. Parking or obstruction offences
2. The driving of a motor vehicle by **you** for which **you** do not have valid motor insurance
3. Any claim resulting from hacking (unauthorised access) or other type of cyber attack affecting stored personal data.

# Legal Protection

## What you are not covered for

1. A claim where **you** have failed to notify **us** of the Insured Incident within a reasonable time of it happening and where this failure adversely affects the **reasonable prospects** of a claim or **we** consider **our** position has been prejudiced.
2. **Costs and expenses** incurred before **our** written acceptance of a claim.
3. Fines, penalties, compensation or damages that a court or other authority orders **you** to pay.
4. An Insured Incident intentionally brought about by **you**.
5. Any legal action **you** take which **we** or the **appointed representative** have not agreed to, or where **you** do anything that hinders **us** or the **appointed representative**.
6. A claim which is fraudulent, exaggerated or dishonest or where an allegation of dishonesty or alleged violent behaviour has been made against **you**.
7. A claim relating to written or verbal remarks which damages **your** reputation.
8. A dispute with **us** and/or Covea Insurance plc not otherwise dealt with under Condition 8 of this section.
9. An incident arising before cover under this section commenced.
10. **Costs and expenses** arising from or relating to Judicial Review, coroner's inquest or fatal accident enquiry.
11. Any claim where **you** are is not represented by a law firm, barrister or tax expert.

## Conditions applicable to this section

1. **You** must:
  - a) keep to the terms and conditions of this section;
  - b) try to prevent anything happening that may cause a claim;
  - c) take reasonable steps to keep any amount **we** have to pay as low as possible;
  - d) send everything **we** ask for, in writing;
  - e) give **us** full details in writing of any claim as soon as possible and give **us** any information **we** need
2. Legal representation
  - a) on receiving a claim, if legal representation is necessary, **we** will appoint a **preferred law firm** as **your appointed representative** to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
  - b) If the appointed **preferred law firm** cannot negotiate settlement of the claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **you** may choose a law firm to act as the **appointed representative**.
  - c) If **you** choose a law firm as **your appointed representative** who is not a **preferred law firm**, **we** will give **your** choice of law firm the opportunity to act on the same terms as a **preferred law firm**. However if they refuse to act on this basis, the most **we** will pay is the amount **we** would have paid if they had agreed to the **DAS Standard Terms of Appointment**. The amount **we** will pay a law firm (where acting as the **appointed representative**) is currently £100 per hour. This amount may vary from time to time.
  - d) The **appointed representative** must co-operate with **us** at all times and must keep **us** up to date with the progress of the claim.

# Legal Protection

## Conditions applicable to this section

(continued)

3.
  - a) **You** must tell **us** if anyone offers to settle a claim. **You** must not negotiate or agree to a settlement without **our** written consent.
  - b) If **you** do not accept a reasonable offer to settle a claim, **we** may refuse to pay further **costs and expenses**.
  - c) **We** may decide to pay **you** the reasonable value of **your** claim instead of starting or continuing legal action. In these circumstances **you** must allow **us** to take over and pursue or settle any claim in **your** name. **You** must allow **us** to pursue at **our** own expense and for **our** own benefit, any claim for compensation against any other person and **you** must give **us** all the information and help **we** need to do so.
4.
  - a) **You** must tell the **appointed representative** to have **costs and expenses** taxed, assessed or audited, if **we** ask for this
  - b) **You** must take every step to recover **costs and expenses** and court attendance and jury service expenses that **we** have to pay, and must pay **us** any **costs and expenses** that are recovered.
5. If the **appointed representative** refuses to continue acting for **you** with good reason or if **you** dismiss the **appointed representative** without good reason, the cover **we** provide will end immediately, unless **we** agree to appoint another **appointed representative**.
6. If **you** settle a claim or withdraw it without **our** agreement, or do not give suitable instructions to an **appointed representative**, **we** can withdraw cover and will be entitled to reclaim from **you** any **costs and expenses** **we** have paid.
7. **We** may require **you** to get, at **your** own expense, an opinion from an expert, that **we** consider appropriate, on the merits of the claim or proceedings, or on a legal principle. The expert must be approved in advance by **us** and the cost agreed in writing between **you** and **us**. Subject to this **we** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that **you** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence.
8. If there is a disagreement about the handling of a claim and it is not resolved through **our** internal complaints procedure the Financial Ombudsman Service may be able to help. This is a free arbitration service for eligible complaints. (Details available from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))  
If the dispute is not covered by the Financial Ombudsman Service there is a separate arbitration process available. The arbitrator will be a jointly agreed barrister, solicitor or other suitably qualified person. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the parties or one party may pay all the costs.
9. **You** can cancel this policy by telling **us** within 30 days of taking it out, or at any time afterwards as long as **you** tell **us** at least 30 days beforehand. **We** can cancel this policy at any time as long as **we** tell **you** at least 30 days beforehand.

Subject to the terms of business between **you** and the person who sold **you** this policy, **you** may be entitled to a partial refund of the premium.

It is important to note that charges may apply to any refund subject to the individual terms of business between **you** and the person who sold **you** this policy. Please contact them directly for full details of charges.

# Legal Protection

## Conditions applicable to this section

(continued)

10. a) **You** must co-operate fully with **us** and the **appointed representative**.  
b) **You** must give the **appointed representative** any instructions that **we** ask **you** to.
11. If any claim covered under this section is also covered by another policy, or would have been covered if this section did not exist, **we** will only pay **our** share of the claim even if the other insurer refuses the claim.
12. This section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where **you** normally live. Otherwise the law of England and Wales will apply. All Acts of Parliament mentioned in this section include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

## How to make a claim

If **you** wish to speak to **our** legal teams about a legal problem, please phone **us** on **0330 134 8168**. **We** will ask **you** about **your** legal issue and if necessary call **you** back to give **you** legal advice. If **your** issue cannot be dealt with through legal advice and needs to be dealt with as a potential claim under this section, phone **us** on **0330 134 8168** and **we** will give **you** a reference number. At this point **we** will not be able to tell **you** whether **you** are covered but **we** will pass the information **you** have given **us** to **our** claims-handling teams and explain what to do next. Please do not ask for help from a lawyer, accountant or anyone else before **we** have agreed that **you** should do so. If **you** do, **we** will not pay the costs involved even if **we** accept the claim.

## Complaints

**We** always aim to give you a high quality service. If you think **we** have let you down, you can contact **us** by:

- phoning 0344 893 9013
- emailing [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk)
- writing to the Customer Relations Department | DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH
- completing **our** online complaint form at [www.das.co.uk/about-das/complaints](http://www.das.co.uk/about-das/complaints)

Further details of **our** internal complaint-handling procedures are available on request.

If you are not happy with the complaint outcome or if **we've** been unable to respond to your complaint within 8 weeks, you may be able to contact the Financial Ombudsman Service for help. This is a free arbitration service for eligible complaints.

(Details available from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))

You can contact them by:

- phoning 0800 023 4567 (free from mobile phones and landlines) or 0300 123 9123
- emailing [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- writing to The Financial Ombudsman Service | Exchange Tower | London | E14 9SR

Further information is available on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Using this service does not affect your right to take legal action.

# Legal Protection

## Data Protection

To comply with data protection regulations **we** are committed to processing personal information fairly and transparently. This section is designed to provide a brief understanding of how **we** collect and use this information.

**We** may collect personal details including name, address, date of birth, email address and, on occasion, dependent on the type of cover in place, sensitive information such as medical records. This is for the purpose of managing the products and services in place and this may include underwriting, claims handling and providing legal advice. **We** will only obtain personal information either directly from you, the third party dealing with your claim or from the authorised partner who sold this policy.

### Who we are

DAS is part of DAS Legal Expenses Insurance Company Limited which is part of DAS UK Holdings Limited (DAS UK Group). The uses of personal data by **us** and members of the DAS UK Group are covered by **our** individual company registrations with the Information Commissioner's Office. DAS has a Data Protection Officer who can be contacted at [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

### How we will use your information

**We** may need to send personal information to other parties, such as lawyers or other experts, the court, insurance intermediaries, insurance companies, appointed service providers, specialist agencies or other members of the DAS UK Group, so they may contact you for your feedback. If the policy includes legal advice **we** may have to send the personal information outside of the European Economic Area (EEA) in order to give legal advice on non-European Union law. Dependent on the type of cover in place, the personal information may also be sent outside the EEA so the service provider can administer the claim.

**We** will take all steps reasonably necessary to ensure the personal data is treated securely and in accordance with this Privacy Notice. Any transfer outside of the EEA will be encrypted using SSL technology.

**We** will not disclose the personal data to any other person or organisation unless **we** are required to by **our** legal and regulatory obligations. For example, **we** may use and share the personal data with other organisations and public bodies, including the police and anti-fraud organisations, for the prevention and detection of crime, including fraud and financial sanctions. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be obtained by writing to, or telephoning DAS. A copy is also accessible and can be downloaded via **our** website.

### What is our legal basis for processing your information?

It is necessary for **us** to use the personal information to perform **our** obligations in accordance with any contract that **we** may have with the person taking out this policy. It is also in **our** legitimate interest to use the personal information for the provision of services in relation to any contract that **we** may have with the person taking out this policy.

### How long will your information be held for?

**We** will retain personal data for 7 years. **We** will only retain and use the personal data thereafter as necessary to comply with **our** legal obligations, resolve disputes, and enforce **our** agreements. If you no longer want **us** to use the personal data, please contact **us** at [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

# Legal Protection

## Data Protection

(continued)

### What are your rights?

The following rights are available in relation to the handling of personal data:

- the right to access personal data held
- the right to have inaccuracies corrected for personal data held
- the right to have personal data held erased
- the right to object to direct marketing being conducted based upon personal data held
- the right to restrict the processing for personal data held, including automated decision-making
- the right to data portability for personal data held.

Any requests, questions or objections should be made in writing to the Data Protection Officer:

Data Protection Officer  
DAS Legal Expenses Insurance Company Limited  
DAS House  
Quay Side  
Temple Back  
Bristol  
BS1 6NH

Or via email: [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

### How to make a complaint

If there is any dissatisfaction with the way in which personal data has been processed, the Data Protection Officer can be contacted in the first instance using the details above.

If you remain dissatisfied, the Information Commissioner's Office can be approached directly for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

## DAS Head and Registered Office

DAS Legal Expenses Insurance Company Limited  
DAS House  
Quay Side  
Temple Back  
Bristol  
BS1 6NH

Registered in England and Wales, Company Number 103274, Website: [www.das.co.uk](http://www.das.co.uk)

DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority.

# Legal Protection

## Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS). Compensation from the scheme may be claimed if **we** cannot meet **our** obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, [www.fscs.org.uk](http://www.fscs.org.uk)

# Home Cyber

## Definitions applying to this section

Wherever the words below are printed in bold in this section, they will have the meanings shown below.

Computer Virus	Any malware, program code or programming instruction designed to <b>damage home systems</b>
Cyber event	<ul style="list-style-type: none"><li>• Malicious deletion, corruption, unauthorised access to, or theft of <b>data</b>; or</li><li>• <b>Damage</b> or disruption caused by <b>computer virus, hacking or denial of service attack</b>; affecting <b>your home systems</b>.</li></ul>
Damage	Total or partial loss, <b>damage</b> , destruction, or corruption
Damages	<ul style="list-style-type: none"><li>• Financial compensation <b>you</b> have to pay, except for fines, penalties, liquidated <b>damages</b> (contractual penalties), punitive or exemplary <b>damages</b> (extra damages to punish <b>you</b>) or aggravated <b>damages</b> (more severe <b>damages</b> to reflect the seriousness of an offence); or</li><li>• Third parties' costs and expenses <b>you</b> have to pay as a result of a claim being brought against <b>you</b>.</li></ul>
Data	Facts, concepts, information, ideas, text, recordings and images which are converted to a form which can be processed by <b>home systems</b> , but not including software and programs
Defence costs	Costs and expenses <b>we</b> agree to in writing for investigating, settling or defending a claim against <b>you</b>
Denial of service attack	Malicious and unauthorised attack which overloads any <b>home systems</b>
Hacking	Unauthorised or malicious access to any <b>home systems</b> by electronic means
Home systems	Any personal computing or electronic device that connects to the internet or to other electronic devices and any associated <b>data</b> , software and programs
Personal data	Information which could identify <b>you</b> or allow <b>your</b> identity to be stolen or fraud to take place on <b>you</b>
Sum Insured	The amount shown in the <b>schedule</b>
You/Your	<p>The person(s) shown in the <b>schedule</b> and all permanent members of that person's <b>home</b>, including student members of the family who temporarily reside away from <b>home</b> in full or part time education and employees who live in the <b>home</b>, whose duties are for domestic purposes relating to the <b>home</b> and its gardens.</p> <p>For Section 3 Cyber online liability, <b>you</b> means the person(s) shown in the <b>schedule</b> and all members of that person(s) family who permanently live at the <b>home</b> and student members of the family who temporarily reside away from <b>home</b> in full or part time education</p>

# Home Cyber

## What you are covered for

### Section 1 – Cyber home systems damage

We will pay for the following arising as a result of a **cyber event you** discover during the **period of insurance**:

a) **Home systems restoration**

The cost of investigating, reconfiguring and rectifying any **damage to your home systems**, and restoring **data** (but not the cost to recreate **data** if **you** cannot restore it from other sources).

This does not include the value of **data** to **you**, even if the **data** cannot be restored.

b) **Computer virus removal**

The cost of locating and removing a **computer virus** from **your home systems**

c) **Professional assistance**

The cost of hiring professional consultants to make recommendations on how to prevent **your home systems** from being infected by **computer virus** or to prevent **hacking**.

### Section 2- Cyber crime

We will pay for the following which **you** discover during the **period of insurance**:

a) **Fraud**

**Your** financial loss as a result of a fraudulent communication or input, destruction or modification of **data** in **your home systems** which results in:

- money being taken from any account;
- goods, services, property or financial benefit being transferred; or
- any credit arrangement being made;

as long as **you** have not received any benefit in return.

We will also pay the cost of proving that transactions are fraudulent and that contracts or agreements were entered into fraudulently.

b) **Telephone hacking**

**Your** liability to make any payment to **your** telephone service provider as the result of **hacking** into **your home systems**.

c) **Cyber ransom**

The cost of responding, and with **our** written agreement the payment of a ransom demand if anyone has or threatens to:

- disrupt **your home systems** by introducing a **computer virus**, or to initiate a **hacking** attack or **denial of service attack** against **you**;
- release, publish, corrupt, delete or alter **your data** if this would cause **you** harm or damage **your** reputation;

as long as **you** can demonstrate that **you** have good reason to believe that the threat is not a hoax, and **you** have reported it to the police.

d) **Identity theft assistance**

The cost of identity theft assistance to help **you** to correct **your** credit records and to take back control of **your** identity following the fraudulent use of **your personal data**.

# Home Cyber

## What you are covered for (continued)

### Section 3 – Cyber online liability

**We** will pay **damages** and **defence costs** arising from a claim first made against **you** by a third party during the **period of insurance** as a result of:

a) **Data privacy**

**You** failing to secure, or prevent unauthorised access to publication of or use of **data** (including any inadvertent interference with any right to privacy or publicity or breach of confidence)

b) **Computer virus transmission**

**You** unintentionally transmitting, or failing to prevent or restrict the transmission of, a **computer virus, hacking** attack or **denial of service attack** from **your home systems** to a third party

c) **Defamation and disparagement**

Loss of reputation (including that of a product) or intellectual property rights being breached as a result of **your** activities online.

## Basis of claims settlement

### The maximum amount payable

The maximum amount **we** will pay under this section is the **sum insured** shown in **your schedule** in any one **period of insurance**, regardless of the number of claims.

Any **defence costs we** pay will be within, not in addition to the maximum amount payable. **We** will not pay any amounts for claims or associated **defence costs** that arise after the maximum amount payable has been claimed.

### Excess

**We** will deduct the applicable **excess** amount as shown in the **schedule**.

# Home Cyber

## Conditions

The following conditions apply in addition to the General Conditions shown on page 58-61 of **your** policy, if **you** do not keep to these conditions and this reduces **our** legal or financial rights under the policy section, **we** may refuse to pay part or all of **your** claim.

### 1. Reporting a claim

As soon as **you** know about any incident or circumstance that may result in a claim **you** must:

- take all reasonable steps and precautions to prevent further **damage** or other loss covered by **your** policy;
- immediately tell the police about any loss or **damage** relating to crime and get a crime reference number;
- tell **us**, providing full details, as soon after the incident or circumstances as possible;
- tell **us**, providing full details within 14 days of **you** knowing about an incident or circumstance that has resulted in or may result in **you** receiving a claim against **you**.

In addition **you** must also:

- immediately send **us** every letter, writ, summons or other document **you** receive in connection with the claim or circumstance, and record all information relating to a claim against **you** covered under Section 3 – Cyber online liability;
- keep any **damaged home systems** and other evidence, and allow **us** to inspect it;
- co-operate with **us** fully and provide all the information **we** need to investigate **your** claim or circumstance;
- give **us** details of any other insurances **you** may have which may cover loss covered by this policy;
- attempt to recover financial loss relating to **your** claim under Section 2 – Cyber crime from a bank or other financial institution that may be responsible for refunding all or part of the loss;
- tell **us** if **you** recover money from a third party in relation to a claim (**you** may need to give the money to **us**).

**You** must not admit responsibility or liability, or agree to pay any money or provide any services on **our** behalf, without **our** written permission.

### 2. Protecting data

**You** must make sure that **you** take precautions when selling on or disposing of **home systems** in order to protect **data**.

### 3. Controlling defence

**We** can, but do not have to, take control of investigation, settling or defending any claim made against **you**. **We** would take this action in **your** name. If necessary, **we** will appoint an adjuster, solicitor or any other appropriate person to deal with the claim. **We** may appoint **your** solicitor, but only on a fee basis similar to that of **our** own solicitor, and only for work done with **our** permission in writing. **We** will only defend claims if **we** think that there is a reasonable chance of being successful, and after taking the costs of the defence into account.

### 4. Reasonable care

**You** must:

- make sure that **your home systems** are used and maintained as recommended by the manufacturer; and
- take all reasonable steps and precautions to prevent or reduce **damage** or other loss covered by **your** policy.

# Home Cyber

5. Defence software

**Your home systems** must be protected by anti-virus software, where available, which is updated regularly in accordance with the provider's recommendations.

## What you are not covered for

1. Advance fee fraud

An advance fee fraud or other fraud where **you** provide money based on an expectation of receiving at some future time a larger amount of money or something with a greater value than the money provided.

2. Business activities

Any activities carried out by **you** for business or professional purposes.

3. Circumstances before your policy started

- Circumstances which existed before any cover provided by **your** policy started, and which **you** knew about;
- Claims or circumstances which **you** have already reported, or which **you** should have reported, to a previous insurer before the **period of insurance**.

4. External network failure

Failure or interruption of any electrical power supply network or telecommunication network not owned and operated by **you**. This exclusion shall not apply to any cost or loss caused by or resulting from physical **damage**, if otherwise insured by **your** policy, to the electrical power supply network, telecommunication network or other property.

Telecommunication networks include, but are not limited to, the internet, internet service providers, Domain Name System service providers, cable and wireless providers, internet exchange providers, search engine providers, internet protocol networks (and similar networks that may have different designations) and other providers of telecommunications or internet infrastructure.

5. Malicious defamation

Defamatory or disparaging statements or publications made maliciously and deliberately if it could be anticipated by a reasonable person that the statements could result in a claim against **you**.

6. Nuclear risks

Any nuclear reaction, nuclear radiation or radioactive contamination.

7. Other insured parties

Any dispute or claim between **you**.

8. Patent

Infringement of any patent.

# Home Cyber

9. Terrorism

Any failure in the supply of gas, electricity, water or phone service to **your home** which is caused by any **act of terrorism**.

10. Wear and tear

Losses due to:

- Wear and tear, gradual deterioration or rust;
- Scratching or chipping of polished surfaces;
- Erosion or corrosion; or
- Gradual reduction in performance.

However, **we** will pay for loss resulting from the causes above which **we** would otherwise have paid under **your** policy.

# General Conditions

Please make sure you read this page

## Your agreement with us

**Your** John Lewis Specialist Home Insurance Policy is evidence of the contract that is in place between **you** and **us**.

The policy and the **schedule**, including any specific terms and conditions stated, should be read together as one document.

**We** will insure **you** in accordance with the policy terms and conditions in respect of the sections of cover as shown in the **schedule** as applying to **you** against loss, **damage** or legal liability occurring during any **period of insurance** for which **you** have paid or agreed to pay a premium.

Prior to **us** accepting this **policy of insurance**, **you** provided **us** with answers to a number of questions. **Your** answers are recorded in **your schedule** and Statement of Fact which **we** will issue to **you** at the commencement of this policy and again at each renewal. It is important that these answers have been provided honestly and, having taken reasonable care, to the best of **your** knowledge. **You** should carefully check **your schedule** and Statement of Fact to ensure that all details have been accurately and completely recorded.

## Changes in risk

**You** must notify **us** immediately of any changes in circumstances which may increase the possibility or extent of loss, **damage** or legal liability covered by this policy. For example, **we** would need **you** to notify **us**:

- of any change to the occupancy of **your home** or if it is to be left **unoccupied** for a period of more than 60 consecutive days
- if **you** or anyone living with **you**:
  - have been convicted of any criminal offence (other than a motoring conviction or if it is deemed to be spent under the Rehabilitation of Offenders Act) or have any such prosecution pending;
  - have been declared bankrupt, entered into an IVA (Individual Voluntary Arrangement) or become subject to bankruptcy proceedings, or been served with any County Court Judgments;
  - have changed **your** occupation or profession within the last 12 months. Please refer to **your** Statement of Fact Document.
- if **you** are to have any **building works** undertaken to **your home**, where the cost of such works is in excess of £75,000 including VAT
- if **you** have suffered a break-in or attempted break-in to **your home** which **you** have not previously notified **us** of
- if any business activities are being undertaken at **your home** which **you** have not previously notified **us** of
- if the sums insured shown in **your schedule** do not accurately reflect the full replacement cost of **your buildings, contents, art and antiques** or **jewellery and watches**

These are just some examples and there may be other circumstances **we** would want **you** to tell **us** about. **We** reserve the right to decline cover or to change the premium and terms of this policy if **you** change any of the information contained within **your schedule** or Statement of Fact. Please tell **us**, as soon as possible, if there are any changes to any of the details that are shown within **your schedule** or Statement of Fact. If **you** are in any doubt please contact us directly as a failure to notify **us** of any such changes could lead to **your** policy being cancelled, or a claim rejected or not fully paid.

**We** recommend that **you** keep a copy or a record of all information **you** give to **us**.

# General Conditions

Please make sure you read this page

## Misrepresentation/Non-Disclosure

Should **we** discover that any information **you** have provided is inaccurate, false, incomplete or misleading **we** reserve the right under the Consumer Insurance (Disclosure and Representations) Act 2012 to either cancel **your** policy or amend terms either from inception or from when **you** failed to disclose the correct information. This is on the grounds **we** would not have offered cover or would not have offered cover on the existing terms had the correct information been disclosed. Where this is the case, **we** also reserve the right to decline any claims and recover from **you** any monies paid.

## Claim conditions

In the event of a claim or possible claim **you** must:

- advise the police as soon as possible if there has been theft, attempted theft, riot **damage**, vandalism or any malicious act or if any insured property has been lost outside **your home**;
- advise **us** as soon as possible;
- not admit or deny liability without **our** written consent;
- send **us** all documentation relating to any court proceedings as soon as it is received;
- provide **us**, if requested, with all assistance, details and evidence **we** may reasonably require to substantiate **your** claim or enable **us** to pursue a recovery under the Subrogation Condition (see below) including, but not limited to, relevant purchase receipts, invoices, bank or **credit card** statements, instruction booklets, photographs, utility bills, pre-purchase surveys or plans and deeds of **your** property, or estimates for the replacement or repair of **damaged** property.

**We** will pay for any expenses **you** necessarily incur; subject to **our** prior consent and approval, in providing **us** with any of the above.

## Compliance with terms

The **Company's** liability to make any payment under the policy is conditional upon **your** compliance with the terms and conditions of the policy.

## Duty of care

**You** and **your family** must take all reasonable steps to prevent loss, **damage**, accident or bodily injury and to maintain the property insured in a good state of repair.

## Theft security

In the event of a theft or attempted theft from **your home**, **you** must take such reasonable extra precautions to improve the physical security of **your home** as **we** consider necessary. If **you** do not implement these improvements, **we** may exercise **our** right to discontinue theft cover.

## Rights

**We** are entitled to enter any building where loss or **damage** to property insured by this policy has occurred and to take possession of and deal with any salvage as **we** consider appropriate.

## Subrogation

This means that **we** may take over and deal with, in **your** name, the defence or settlement of any claim. **We** will pay any costs and expenses involved. **We** may also start proceedings in **your** name to recover, for **our** benefit, the amount of any event insured under this policy.

# General Conditions

Please make sure you read this page

Fraud	<p><b>We</b> work with the police, other insurance companies, fraud reference and detection agencies and other representative bodies to prevent and detect fraudulent or exaggerated claims. <b>We</b> may also use commercially available databases to check <b>your</b> identity to prevent money laundering, unless <b>you</b> provide <b>us</b> with satisfactory proof of identity. Other companies may contact these bodies for information to help them make decisions about insurance or similar services they provide to <b>you</b>.</p> <p>If any claim is fraudulent in any respect, or fraudulent means are used to obtain benefit under this policy, or if any <b>damage</b> is caused by the wilful act or with the connivance of <b>you</b> or <b>your family</b> or anyone acting on <b>your</b> or their behalf, all benefits under this policy will be forfeited from the date of the incident or circumstances in respect of which the fraudulent claim is made.</p>
Other insurance	<p><b>We</b> will not pay for any loss, <b>damage</b>, legal liability or other event giving rise to a claim covered under this policy if <b>you</b> are entitled to be paid by any other insurance which covers the same loss, <b>damage</b>, legal liability or other event.</p>
Sanctions	<p>No cover is provided and <b>we</b> will not be liable to make any payment or provide any benefit under this policy where doing so would breach any prohibition or restriction imposed by law or regulation. Where any such prohibition or restriction applies <b>we</b> will cancel this policy immediately by recorded delivery letter to the correspondence address shown in the <b>schedule</b>. <b>You</b> may be entitled to a pro-rata refund of the premium providing <b>you</b> have not made a claim on the policy and that any payment or refund does not breach any prohibition or restriction imposed by law.</p>
Law applicable to this contract	<p>Unless some other law is agreed in writing, this policy is governed by English Law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which <b>your</b> main residence is situated.</p>

# General Conditions

Please make sure you read this page

## Cooling off and Cancellation

**You** may cancel this policy by writing to Covea Insurance plc, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX, or by phoning 0330 134 8161.

**We** may cancel this policy or any section by sending **you** a recorded delivery letter to **your** last known address, giving 30 days notice where an exceptional or valid reason exists for doing so.

**You** may cancel this policy or any section within 30 days from the date it begins (as stated in the **schedule**) or from the date **you** receive this policy document, whichever is the later. **You** will receive a full refund of premium but if there has been an incident which has resulted or could have resulted in a claim, **you** must reimburse **us** for any amounts **we** have paid or may be required to pay, in respect of the incident.

In the event of cancellation by **you** after the 30 day period described above or cancellation by **us** at any time, **we** will refund a proportionate part of the premium paid in respect of the unexpired term of this policy unless a claim or an incident likely to give rise to a claim has occurred during the current **period of insurance**.

If **you** are paying by monthly instalments **we** will stop applying for **your** monthly premium and may exercise **our** right to collect the balance of any outstanding premium instalments in the event of a claim.

If **you** have agreed to pay **your** premiums by instalments and any one instalment still remains unpaid 14 days after it was due, **we** reserve the right to cancel **your** policy with effect from the date upon which the unpaid instalment was due. In that event **we** will send **you** written notification of cancellation by recorded delivery letter.

If this policy is cancelled, then all covers provided under Section 4 of this policy will also be cancelled.

## Joint policy consent

If there is more than one person named in the **schedule** as the insured, any request for change(s) to, or cancellation of, the policy by one insured person shall be treated by **us** as if all persons have consented to such change(s) or cancellation.

## Transfer of interest

**You** may not transfer **your** interest in the policy without **our** consent.

## Contracts (Rights of Third Parties Act)

Unless otherwise specifically provided in this policy, no person, persons, company or other party who is not named as the **insured** in this policy shall have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms or conditions of this policy. This shall not affect any right or remedy of a third party that exists or is available apart from that Act.

# General Exceptions

Please make sure you read this page

## What you are not covered for

1. loss or **damage** or any claim caused by
  - deliberate acts by **you** or **your family** or by malicious acts by tenants or paying guests
  - wear, tear or any the gradual deterioration of something with age and over time
  - confiscation or detention by Customs or other officials or authorities
2. any loss of any kind incurred by **you** or **your family** which is not directly associated with the incident that caused **you** to claim (except as stated in the policy)
3. any loss, **damage** or legal liability occurring outside the **period of insurance** other than cover provided under Section 3 Liability, under the Defective Premises Act
4. any loss, **damage** or liability arising from pollution or contamination unless directly or indirectly caused by a sudden, unintended, unexpected and identifiable incident occurring during the **period of insurance**
5. mechanical or electrical breakdown or failure and loss or **damage** that follows as a direct consequence thereof, except for loss or **damage** that is otherwise covered by this policy
6. any loss or **damage** resulting from **building works to your home**, where the cost of such **building works** is in excess of £75,000 including VAT unless this has been agreed with **us** and cover extended as shown in **your schedule** and any additional premium paid, prior to any works commencing
7. any loss or **damage** to property, any cost or expense or legal liability or bodily injury, directly or indirectly caused by or contributed to by or arising from, any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
  - a) consequence of war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising or military or usurped power
  - b) biological or chemical contamination due to any **act of terrorism**
  - c) any action taken in controlling, preventing, suppressing or in any way relating to a) and/or b) stated above.If **we** allege that any loss, **damage**, cost, expense or legal liability is not covered by this policy by reason of this exclusion, the burden of proving the contrary is on **you**
8. any loss or **damage** to property, any expense or legal liability or **bodily injury** directly or indirectly caused by or contributed to by or arising from
  - ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component
  - pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speed
9. any liability arising directly or indirectly out of exposure to inhalation of, or fears of the consequences of exposure to, or inhalation of asbestos, asbestos fibres or any derivatives of asbestos.

# Further Information

## How we use your information

Please visit [www.coveainsurance.co.uk/dataprotection](http://www.coveainsurance.co.uk/dataprotection) for further information about how and when **we** process **your** personal information under **our** full Privacy Policy.

The personal information, provided by **you**, is collected by or on behalf of Covea Insurance plc ('we, us, our') and may be used by **us**, **our** employees, agents and service providers acting under **our** instruction for the purposes of insurance administration, underwriting, claims handling, for research or for statistical purposes.

**We** may process **your** information for a number of different purposes. For each purpose **we** must have a legal ground for such processing. When the information that **we** process is classed as "sensitive personal information", **we** must have a specific additional legal ground for such processing.

Generally, **we** will rely on the following legal grounds:

- It is necessary for **us** to process **your** personal information to provide **your** insurance policy and services. **We** will rely on this for activities such as assessing **your** application, managing **your** insurance policy, handling claims and providing other services to **you**
- **we** have an appropriate business need to process **your** personal information and such business need does not cause harm to **you**. **We** will rely on this for activities such as maintaining **our** business records and developing, improving **our** products and services
- **we** have a legal or regulatory obligation to use such personal information
- **we** need to use such personal information to establish, exercise or defend **our** legal rights
- **you** have provided **your** consent to **our** use of **your** personal information, including sensitive personal information.

## How We Share Your Information

In order to sell, manage and provide **our** products and services, prevent fraud and comply with legal and regulatory requirements, **we** may need to share **your** information with the following third parties, including:

- Reinsurers, Regulators and Authorised/Statutory Bodies
- **Credit reference agencies**
- Fraud prevention agencies
- Crime prevention agencies, including the police
- Suppliers carrying out a service on **our**, or **your** behalf
- Product providers where you've opted to buy additional cover
- Other insurers, business partners and agents
- Other companies within the Covéa Insurance Group.

## Marketing

**We** will not use **your** information or pass it on to any other person for the purposes of marketing further products or services to **you** unless **you** have consented to this.

## Fraud Prevention and Detection

In order to prevent or detect fraud and money laundering **we** will check **your** details with various fraud prevention agencies, who may record a search. Searches may also be made against other insurers' databases. If fraud is suspected, information will be shared with those insurers. Other users of the fraud prevention agencies may use this information in their own decision making processes.

# Further Information

## How we use your information (continued)

**We** may also conduct credit reference checks in certain circumstances. **You** can find further details in **our** full Privacy Policy explaining how the information held by fraud prevention agencies may be used or in which circumstances **we** conduct credit reference checks and how these checks might affect **your** credit rating.

### Automated Decisions

**We** may use automated tools with decision making to assess **your** application for insurance and for claims handling processes, such as price rating tools, flood, theft and subsidence area checks and credit checks.

These automated decisions will produce a result on whether **we** are able to offer insurance, the appropriate price for **your** policy or whether **we** can accept **your** claim. If **you** object to an automated decision, **we** may not be able to offer **you** an insurance quotation or renewal.

### How to Contact Us

Please contact **us** if **you** have any questions about **our** Privacy Policy or the information **we** hold about **you**:

The Data Protection Officer,  
Covea Insurance plc,  
50 Kings Hill Avenue,  
Kings Hill,  
West Malling,  
Kent ME19 4JX  
or email: [dataprotection@coveainsurance.co.uk](mailto:dataprotection@coveainsurance.co.uk).

## Authorisation and Regulation

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**Our** Financial Services register number is 202277.

## Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the FSCS if **we** cannot meet **our** obligations.

Further information is available from  
Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London EC3A 7QU

Website address: [www.fscs.org.uk](http://www.fscs.org.uk)



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John Lewis Specialist Home Insurance is provided by Covea Insurance plc and by DAS Legal Expenses Insurance Company Limited in relation to the Legal Protection cover.

Covea Insurance plc is registered in England and Wales, registration number 613259.  
Its registered office is at Norman Place, Reading RG1 8DA.

It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Its Financial Services registration number is 202277.

