

This is a summary of the cover available under the Protector policy. It does not include all the policy benefits, limits and exclusions. Full terms and conditions can be found on your policy booklet (and accompanying schedule of insurance) that will be issued to you if you decide to take a Protector policy. **You should read this document carefully and immediately upon receipt of it** and, if you have any queries you should raise them with your insurance advisor.

NAME OF INSURER

Your insurance contract will be made with 3 Lloyd's syndicates who have delegated authority for the administration of your policy to ABACUS under a scheme managed by Woodbrook Underwriting Agencies Ltd.

- Liberty Syndicate 4472
- Omega Syndicate 958
- Meacock Syndicate 727

TYPE OF INSURANCE AND COVER

This policy covers property insurance of let properties.

This insurance provides cover for landlord's buildings and landlord's contents. Accidental damage cover is available as an option for buildings only. Property owner's liability cover also is included. Please refer to your policy schedule for your selected cover. Please contact your insurance advisor if you would like a copy of the policy wording.

The maximum amount that your insurer will pay is the sum insured shown within your policy wording or policy schedule. **It is important that the sum insured shown represents the full value of re-building/replacement of your property.**

SIGNIFICANT FEATURES AND BENEFITS

Buildings Standard Cover

The cost of repairing or rebuilding the property following loss or damage to your house by the following specific perils:

- Fire, lightning and explosion
- Riot, civil commotion, strikes, locked-out workers or malicious people
- Malicious damage by tenant
- Theft or attempted theft
- Earthquake
- Impact by aircraft, road vehicles or animals (not pets), falling of trees, branches, telegraph poles, lamp-posts, falling aerials or satellite dishes
- Storm, food
- Escape of water
- Escape of oil
- Subsidence, heave or landslip
- Accidental breakage of sanitary fittings
- Accidental breakage to underground services which extend from your home to the public mains

Buildings Cover also includes

- Loss of rent up to a maximum of 20% of the building sum insured following the action of a peril insured by this policy or at your choice reasonable additional expenses of comparable alternative accommodation
- Communal contents (of common parts and being owned by You as landlord) up to a maximum of £5,000
- Property Owners legal liability

Contents Cover

The cost of repairing, or if the property is under 1 year old, the cost of replacing as new landlords' contents in the property following loss or damage by the following specific perils:

- Fire, lightning and explosion
- Impact by aircraft
- Riot, civil commotion, strikes, locked-out workers or malicious people (Not by tenants)
- Theft or attempted theft
- Earthquake
- Impact by falling of trees, branches, telegraph poles, lamp-posts
- Storm or flood
- Escape of water
- Escape of oil
- Subsidence, heave or landslip
- Collision by any vehicle or animal

Legal Liability to the Public

Any amount which you are legally liable to pay as damages for bodily or damage to property, plus your defence costs and expenses arising as owner of the property up to £2,000,000 for any one accident or series of accidents arising out of one event or £2,000,000 in all for pollution or contamination.

SIGNIFICANT CONDITIONS

- You must tell us if the type of tenant in the property changes or if the property becomes unoccupied for more than 30 days
- You must tell us in advance if you are planning to carry out structural building work to the premises insured.
- If a part of the roof at the premises is flat, you must have this checked and maintained where necessary every 5 years.
- Where a single flat is the subject matter of this insurance policy, insurer's liability for loss or damage to the common parts of the building which the insured flat forms part of, is limited to the percentage that said flat bears to the total number of flats forming the building. In any event, insurer's maximum liability will not exceed the sum insured stated.

SIGNIFICANT OR UNUSUAL GENERAL POLICY EXCLUSIONS

- Any loss or damage caused by cooking in rooms other than rooms that are fitted and designed as kitchens
- Any loss caused by wear and tear or any gradually operating cause
- Employers liability is not covered

SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO BUILDINGS

- Theft or attempted theft unless violent or forcible entry or exit occurs
- Damage to gates and fences due to falling trees, telegraph poles or lamp-posts
- Subsidence or heave damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences unless the property was damaged at the same time by the same cause
- Theft or attempted theft for loss or damage which your lodgers or tenants have caused, allowed, chosen to overlook or not reported to the police

SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO CONTENTS

- Theft or attempted theft unless violent or forcible entry or exit occurs
- Malicious damage by tenant
- Theft or attempted theft for loss or damage which your lodgers or tenants have caused, allowed, chosen to overlook or not reported to the police
- Electrical goods, jewellery, furs, gold and silver including plated articles
- For loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions.

SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO ACCIDENTAL DAMAGE EXTENSION

- Wear, tear and depreciation or any other gradually operating cause
- Infestation, corrosion, damp, wet or dry rot, mould or frost
- For loss or damage while the home is being altered, repaired, cleaned, maintained or extended
- For any damage to swimming pools, tennis courts, drives, patios and terraces, walls, gates, and fences, fuel tanks, piers, jetties, bridges and culverts

COVER APPLICABLE SHOULD YOUR PROPERTY BECOME VACANT DURING THE POLICY PERIOD

The property will be considered vacant if either the property does not have sufficient furnishings for normal use as a home, or the property has not been lived in for 30 consecutive days. Should the property become vacant during the policy period, the following restricted cover will apply:

Buildings & Contents

Insurers will only pay the cost of repairing or rebuilding the property insured following loss or damage by the following specific perils:

- Fire, lightning, explosion or earthquake
- Aircraft and other flying devices or items dropped from them
- Subsidence, heave or landslip (This is not covered if the property is unoccupied with the intention of being sold)
- Accidental breakage to underground services which extend from your home to the public mains
- Property owners legal liability
- Storm or flood
- Collision by any vehicle or animal
- Impact by falling trees, branches, telegraph poles or lamp-posts

Notes Applicable to all vacant properties

- We should be advised as soon as the property becomes vacant
- No return premiums are allowable **UNLESS** you request cancellation of the policy. We can only cancel the policy from the date your advices are received.
- You or your agent must inspect the property at least once every 7 days.
- Property must be in good condition

DURATION

This is an annually renewable policy.

POLICY EXCESS

- The subsidence excess applicable to this policy is £1,000 unless otherwise agreed and noted on your schedule
- The policy excess applicable to fire is £100 unless otherwise agreed and noted on your schedule
- The policy excess applicable to all other sections is £100 subject to the type of tenant in your property unless otherwise agreed and noted on your schedule
- Excesses can vary depending on tenant types (refer to your insurance advisor for full details)

COOLING OFF PERIOD

If you decide that you do not wish to proceed then you can cancel this insurance by writing to [the insurance broker who sold you this insurance] within 14 days of either:-

- The date you receive your policy documentation; or
- The start of the period of insurance

Whichever is the later.

CANCELLATION PROCEDURE

We may cancel your insurance by sending 30 days notice by registered post to your correspondence address shown in the schedule. We will return any premium you have paid for any period of insurance left and we will not change any cancellation penalties such as administration charges.

HOW TO MAKE A CLAIM

To make a claim, please contact Davies Management Systems.

Telephone: 0844 856 2268
Facsimile: 0870 420 1180
E-mail: claims@davies-group.com

Davies Management Systems manage claims on behalf of the Woodbrook U/W Agencies Ltd. Professional staff are available to assist you, whether you need a claim form, advice on emergency repairs or any other aspect of your claim.

COMPLAINTS PROCEDURE

Any complaint you may have should, in the first instance, be directed to your insurance advisor who will inform ABACUS immediately. In the event that you are not satisfied with the way in which the complaint has been handled, you should write to

ABACUS,
Compliance Director,
7th Floor Maitland House,
Warrior Square,
Southend on Sea,
Essex, SS1 2JN.

If you are still unhappy with any issue connected with the handling of your insurance policy or claim then you should direct your enquiry in writing to:

The Compliance Officer,
Woodbrook Underwriting Agencies Ltd,
Lake Meadows Business Park,
13 Woodbrook Crescent,
Billericay,
Essex, CM12 0EQ

In the event that you remain dissatisfied and wish to make a complaint you can do so at any time by referring the matter to the Complaints Department at Lloyd's. Their address is:

Cover Holder & Market Assistance
Lloyd's
One Lime Street
London, EC3M 7HA
Telephone: 020 7327 5693
Fax No: 020 7327 5225
Email: Complaints@Lloyds.com

Copies of our complaints procedures are also available from this address.

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

COMPENSATION

Lloyd's insurers are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if a Lloyd's insurer is unable to meet its obligations to **you** under this contract. If **you** were entitled to compensation under the scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the scheme is available from the Financial Services Compensation Scheme (7th Floor Lloyd's Chambers, Portsoken Street, London, E1 8BN) and on their website:

www.fscs.org.uk

LAW APPLICABLE

The parties are free to choose the law applicable to this insurance contract. Unless specifically agreed to the contrary this insurance shall be governed by the laws of England and subject to the exclusive jurisdiction of the courts of England.