



## ABOUT THIS DOCUMENT

Please note that this policy summary does not contain the full terms and conditions of the contract of insurance, which can be found in the insurance document.

## NAME OF INSURER

Your insurance contract will be made with Equity Red Star who have delegated authority for the administration of your policy to ABACUS.

Equity Red Star is managed by Equity Syndicate Management Ltd which is authorised and regulated by the Financial Services Authority

## TYPE OF INSURANCE AND COVER

This policy provides cover for unoccupied properties. Three different levels of cover are available for cover definitions see item below "significant features and benefits".

The policy provides cover for:

Buildings

Landlords Contents (optional)

Property Owner's Liability

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.**

## Buildings & Contents – Unoccupied property scheme

### LEVEL SIGNIFICANT FEATURES AND BENEFITS

#### 1 COVER OPTION

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

- Fire, lightning, explosion or earthquake
- Aircraft and other flying devices or items dropped from them
- Subsidence, heave or landslip

### SIGNIFICANT FEATURES AND BENEFITS

## Buildings & Contents – Unoccupied property scheme

#### LEVEL 2 OPTION

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

- Fire, lightning, explosion or earthquake
- Aircraft and other flying devices or items dropped from them
- Collision by vehicle or animal
- Storm, flood or weight of snow
- Breakage or collapse of fixed radio & television aerials, satellite dishes & their fixtures and fittings
- Escape of water from and frost damage to fixed water tanks apparatus or pipes.
- Escape of oil from a fixed domestic heating installation and smoke damage caused by a fault in any fixed domestic heating installation
- Subsidence, heave or landslip
- Breakage and collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts
- Falling trees, telegraph poles or lamp-posts
- Accidental breakage of sanitary fittings
- Accidental breakage to underground services which extend from your home to the public mains

### SIGNIFICANT FEATURES AND BENEFITS

## Buildings & Contents – Unoccupied property scheme

#### LEVEL 3 OPTION

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

- Fire, lightning, explosion or earthquake
- Aircraft and other flying devices or items dropped from them
- Collision by vehicle or animal
- Storm, flood or weight of snow

- Breakage or collapse of fixed radio & television aerials, satellite dishes & their fixtures and fittings
- Escape of water from and frost damage to fixed water tanks apparatus or pipes.
- Escape of oil from a fixed domestic heating installation and smoke damage caused by a fault in any fixed domestic heating installation
- Subsidence, heave or landslip
- Breakage and collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts
- Falling trees, telegraph poles or lamp-posts
- Accidental breakage of sanitary fittings
- Accidental breakage to underground services which extend from your home to the public mains
- Theft or attempted Theft (Including malicious damage)

### **Legal Liability to the Public**

#### **Applies to both LEVEL 1, LEVEL 2 and LEVEL 3**

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**

#### **Applies to both LEVEL 1, LEVEL 2 & LEVEL 3**

- 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.
- The property must not have been unoccupied for more than one year (unless specifically agreed otherwise)
- You or your agent must inspect the property at least once every 7 days
- Property must be maintained in good condition

### **SIGNIFICANT OR UNUSUAL GENERAL POLICY EXCLUSIONS**

#### **Applies to both LEVEL 1, LEVEL 2 & LEVEL 3**

- Subsidence, heave &/or landslip cover will be excluded if the property is to be sold or undergoing any structural work
- Any loss caused by wear and tear or any gradually operating cause
- Employers liability is not covered

### **SIGNIFICANT OR UNUSUAL EXCLUSIONS RELATING TO BUILDINGS AND CONTENTS**

#### **Applies to both LEVEL 1 and LEVEL 2**

- Damage to gates and fences due to falling trees, telegraph poles or lamp-posts
- Subsidence, heave or landslip 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

### **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 all other sections is £100 unless otherwise agreed and noted on your schedule.
- The policy excess applicable to the Level 3 Cover is £100 increasing to £250 in respect of malicious damage and theft

### **DURATION**

This is an annually renewable policy.

### **CANCELLATION PROCEDURE**

#### **Your right to change your mind**

You may cancel the insurance, without giving reason, by sending us written notice and returning the relevant paperwork within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. We will return any premium, less a charge equal to the period of cover you have had.

You may cancel this policy at any time by sending us written notice and returning the relevant documentation. If however the policy is cancelled within 6 months of the first year of insurance we will make a minimum charge of 50% of the annual premium. If a claim has occurred in the period of insurance the insurers reserve the right to make no refund.

## HOW TO MAKE A CLAIM

To make a claim please contact Merlin Claims Ltd on:

Office Hours Tel: **0161 835 6938**

Fax:

**0161 835 9504**

E-Mail: [abacus@merlinclaims.com](mailto:abacus@merlinclaims.com)

Merlin Claims Ltd manage Claims on behalf of Equity Red Star. Professional staff are available to assist you, whether you need a claim form, advice on emergency repairs or any other aspect of your claim. Alternatively, if you would prefer, please contact your Insurance Advisor.

## 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,  
7<sup>th</sup> 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 Chief Executive of Equity Red Star  
52 Leadenhall Street  
London  
EC3A 2BJ

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 Policyholder and Market Assistance department at Lloyd's. Their address is:

Policyholder and Market Assistance  
Lloyd's Market Services  
One Lime Street  
London EC3M 7HA  
Telephone: 020 7327 5693  
Fax No: 020 7327 5225  
Email: [complaints@Lloyds.com](mailto:complaints@Lloyds.com)

Complaints that cannot be resolved by the Policyholder and Market Assistance department may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

## FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

In the event that your insurer is unable to meet their liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. The first 90% of every claim is protected in full, without any upper limit.

More information regarding this scheme can be found on [www.fscs.org.uk](http://www.fscs.org.uk) Telephone **0207 892 7300**.

## LANGUAGE AND LAW APPLYING TO THIS INSURANCE

The insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, English law will apply to this insurance.