

# Landlords Insurance + Policy Summary

Landlords Insurance +. Arranged by HomeLet and insured by AXA Insurance UK plc

This document provides a summary of the cover provided. Full details can be found in the policy wording, which is available free of charge online at [homelet.co.uk](http://homelet.co.uk), from HomeLet on request, by contacting us on **0800 035 8258** or emailing us at [enquiries@homelet.co.uk](mailto:enquiries@homelet.co.uk)

A copy of all your policy documents will also be provided to you if you take out a policy with us. Where a policy is arranged you should refer to your policy wording, policy schedule and any endorsements that apply for full details of the cover in force. This product is designed for landlords who wish to protect their rental property and legal liabilities.

## Territorial Limits

Cover is available for tenanted properties in England, Scotland, Wales and Northern Ireland.

## Type of Insurance

This Insurance is specifically designed for Landlords in the capacity of commercial customers, the policy is made up of 4 sections and the insurer for each section is listed below:

- Buildings insurance – AXA Insurance plc
- Contents insurance – AXA Insurance plc
- Prestige Rent Guarantee Insurance – AmTrust Europe Limited
- Emergency Assistance – AXA Insurance plc

Your policy schedule sets out which sections of cover you have purchased and your sums insured.

## Insurer

Buildings, Contents and Emergency Assistance Insurance is underwritten by AXA Insurance UK plc Registered in England and Wales No 78950.

Registered Office: 20 Gracechurch Street, London EC3V 0BG. A member of the AXA Group of companies. AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Prestige Rent Guarantee is underwritten by AmTrust Europe Limited.

AmTrust Europe Limited is registered in England and Wales under company number 1229676 Its registered office is at Market Square House, St James's Street, Nottingham, NG1 6FG and. It is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under firm reference number 202189.

## Period of Cover

12 Months between the dates detailed in your policy schedule, renewable annually.

## Law and Jurisdiction applicable

This policy shall be governed by and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## Important

**This Policy Summary does not describe all the terms and conditions of the policy in full.**

Please take time to read your policy wording in conjunction with the policy schedule and make sure you understand the extent of the cover provided.

Insurance cannot cover you for everything which may go wrong, there are limits to cover, conditions, requirements of you and fundamental principles which apply in all cases.

This policy is a contract of indemnity which means it is designed to put you back in the same position as you were immediately before your insured loss, not better or worse, but the same. We expect you to act with due care in relation to the risks covered by this policy which means taking any reasonable precaution and avoiding any unreasonable risk which you would normally take or avoid if this policy did not exist.

# Significant features, benefits, exclusions, limitations or conditions of the policy

## Buildings Insurance

### Significant Features and Benefits

#### Rebuilding

The rebuilding of your property used wholly or partially as private dwellings, following loss or damage caused by fire, collision, malicious persons (excluding malicious damage by your tenant), lightning, explosion, collision or impact, falling trees and earthquake, theft by forcible means, subsidence, heave, riot/civil commotion, storm, flood, oil leakage or escape of water.

#### Unoccupied Properties

Full cover for properties unoccupied for up to 90 consecutive days.

#### Loss of Rent and Alternative Accommodation

Loss of rent and your re-letting costs or costs of alternative accommodation, following insured damage, up to two years rent (not exceeding £50,000).

#### Emergency Assistance Cover included As Standard

See Emergency Assistance Summary below

#### Trace & Access - up to £5,000

In the event of an escape of water to cover the cost of locating the point of escape, repairing and making good.

#### Emergency Access – up to £1,000

Damage to your insured property following emergency access as a result of a medical emergency.

#### Metered Water and Gas Charges – up to £1,000

Following loss caused by damage to the apparatus after the point of the service feed to the Insured Property.

#### Capital Additions up to £100,000 – up to 10% of the total sum insured

#### Workmen

Workmen may be employed to effect repairs, decoration, general maintenance and minor alterations without prejudice to the insurance.

#### Other Interests

The interest of any freeholder, mortgagee, lessor or tenant is automatically noted in the Insurance as long as it is disclosed in the event of a claim.

### Significant Exclusions, Limitations and Conditions

#### Maximum Sum Insured up to £999,999

Sums Insured of £1,000,000 or more may be considered on referral to underwriters.

#### Territorial Limits

Cover is specifically designed for let properties in England, Wales, Scotland and Northern Ireland.

#### Unoccupied Properties

Cover for Malicious Acts, theft, escape of water or oil and accidental damage are excluded after the property has been left unoccupied for more than 90 consecutive days. Where there is a commercial unit within the property exclusions will apply immediately. Insurers require notification in writing if the property is unoccupied for more than 180 or all cover will cease. Cover restrictions may apply to properties unoccupied at inception of a policy.

Refer to General Condition 9- Advice of Unoccupancy, and Section 1 Buildings “We will not pay for”.

#### Terrorism

Loss, damage, cost or expense of any nature directly or indirectly caused by, resulting from or in connection with

1. In England, Scotland, Wales, the Channel Islands and the Isle of Man
  - a. any act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
  - b. any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.
2. In Northern Ireland
  - a. any act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
  - b. any action taken in controlling, preventing, suppressing or in any way relating to any act of Terrorism
  - c. riot, civil commotion and (except for damage or interruption to the Business caused by fire or explosion) strikers, locked out workers or persons taking part in labour disturbances or malicious persons.

Refer to Buildings General Exclusion 6- Terrorism.

#### Accidental Damage

This cover will only apply if the Accidental Damage option is taken.

#### Malicious Damage by Tenant(s)

Malicious Damage by Tenant(s) is not automatically included under the standard policy cover. This cover is only available if the Accidental Damage option is taken.

## Buildings Insurance (continued)

### Significant Features and Benefits

### Significant Exclusions, Limitations and Conditions

#### Liability Covers

Legal Liability as Owner	up to £5,000,000
Legal Liability as Employer:	
Public Liability	up to £5,000,000
Employers Liability	up to £10,000,000

#### Additional Options for Buildings Insurance

**Accidental Damage** option is available at an additional charge and includes Accidental and Malicious Damage by the Tenant.

#### Excess Options - nil/£100/£250/£500/£1,000

If £0 excess is not selected accidental and malicious damage excess is £500 and Subsidence is £1000, all other covers which are subject to an excess are at the value selected, either £100, £250, £500 or £1000.

If £0 excess is selected, ALL excess' are £0.

Liability Covers always carry £0 excess regardless of the level selected

#### Liability as Employer

Cover is restricted to any gardener, porter, caretaker or cleaner under a contract of service or apprenticeship with you in relation to the Insured Property.

Refer to Buildings Extension- Legal Liability as Employer.

#### Average Clause

The Sum Insured declared must represent the full rebuilding cost of the property otherwise average may be applied to a claim. This means that you will bear a proportion of each loss, which will be the equivalent to the proportion of underinsurance.

Refer to Basis of Settlement Memorandum- Special Condition 1.

#### Sets/Suites

We will not pay for the replacement of or work on any undamaged items or remaining parts of the Insured Property solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

Refer to Basis of Settlement Memorandum- Special Condition 5.

#### Wear and Tear

Damage caused by wear and tear or any other gradually operating cause is excluded.

Refer to Buildings General Exclusion 9 & 10- Wear and Tear & General.

#### Tenancy Agreements

It is a condition precedent to Our liability under this Policy that any letting of the Insured Property by You is on the basis of an Assured Shorthold Tenancy as defined in the Housing Act 1988, a Private Residential Tenancy as defined in the Private Housing (Tenancies) (Scotland) Act 2016, a Standard Occupation Contract as defined in the Renting Homes (Wales) Act 2016, but not Introductory Standard Contracts, Prohibited Conduct Standard Contracts or Secure Contracts, a Private Tenancy as defined under The Private Tenancies (Northern Ireland) Order 2006 or a legally binding company let agreement prepared with due care and skill between you and the tenant unless an alternative basis of tenancy has otherwise been agreed and confirmed by Us in writing.

Refer to Buildings General Condition 11- Basis of Tenancy Agreement.

#### Nil Excess

Quotations for the Nil Excess option subject to satisfactory claims history

**Significant Features and Benefits**

**New for Old**

Cover is provided on a New for Old basis following loss or damage caused by fire, malicious persons (excluding malicious damage by tenant), lightning, explosion, collision or impact, falling trees and earthquake, theft by forcible means, subsidence, heave, riot/civil commotion, storm, flood, escape of water or oil leakage.

If Full Contents cover is selected, cover is for domestic furniture and furnishings (including kitchen and bathroom units, fixtures and fittings in respect of Leasehold properties only).

If Contents Insurance for Unfurnished Properties is selected cover is provided for the following items only;

- carpets, curtains, interior sun blinds, light fittings, fridges, freezers, dishwashers, washing machines, dryers, cookers and microwaves

**Loss of Rent and Alternative Accommodation**

Loss of rent and your re-letting costs or costs of alternative accommodation, following insured damage, up to 30% of the Contents sum insured.

**Unoccupied Properties**

Full cover for properties left unoccupied for up to 90 consecutive days.

**Emergency Assistance Cover included as standard where Full Contents cover is selected** (See Emergency Assistance Summary below.)

**Temporary Removal – up to 20% of Contents sum insured** Contents are also covered whilst temporarily removed for cleaning, renovation repair or similar purposes.

**Contents in the Garden up to £500**

Contents lost or damaged as a result of an insured peril whilst in the garden but remaining within the boundary of the property.

**Replacement of locks following theft of keys – up to £1000**

**Loss of Oil (up to £500) and Metered Water or Gas (up to £1,000)**

Cover for the cost of oil lost from domestic heating installation following Accidental Damage to any part of the domestic heating installation; and for additional metered water or Gas charges incurred by you and resulting from an insured peril.

**Liability Covers**

Legal Liability as Owner	up to £5,000,000
Occupiers Legal Liability & worldwide Personal Liability	up to £5,000,000
Legal Liability as Employer:	
Public Liability	up to £5,000,000
Employers Liability	up to £10,000,000

**Additional Options for Contents Insurance**

**Excess Options - nil/£100/£250/£500/£1,000**

Where Limited Contents is selected the excess' are £500 for malicious damage by a 3rd party, £1000 for subsidence and £250 for any other claim where an excess is applicable.

Where Full Contents is selected accidental and malicious damage excess is £500 and Subsidence is £1000, all other claims which incur an excess are at the level selected, either £100, £250, £500 or £1000.

If £0 excess is selected, ALL excess' are £0.

Liability Covers always carry £0 excess regardless of the level selected

**Significant Exclusions, Limitations and Conditions**

**Sums Insured - Single Article limit up to £2,500**

Full Contents Minimum Sum Insured £10,000  
 Full Contents Maximum Sum Insured up to £59,999  
 Contents Insurance for Unfurnished properties – Fixed Sum Insured £5,000  
 Sums Insured on Full Contents of £60,000 or more may be considered on referral to underwriters

**Territorial Limits**

Cover is specifically designed for let properties in Great Britain and Northern Ireland.

**Single Article Limit – up to £2,500**

Cover is specifically designed for domestic furniture and furnishings in let properties.

Refer to Section 2- Contents- “We will not pay for”.

**Personal Possessions**

The Contents section does not cover your personal possessions or valuables left at the property.

**Unoccupied Properties**

Cover for Malicious Acts, theft, escape of water or oil and accidental damage are excluded after the property has been left unoccupied for more than 90 consecutive days. Where there is a commercial unit within the property exclusions will apply immediately. Insurers require notification in writing if the property is unoccupied for more than 180 days or all cover will cease. Cover restrictions may apply to properties unoccupied at inception of a policy.

Refer to Contents General Condition 7- Advice of Unoccupancy, and Section 2 Contents “we will not pay for”.

**Minimum Security**

For properties where the Contents sum insured is equal to or greater than £30,000, the front and final exit doors must be fitted with a lock conforming to BS3621 with appropriate striking plate. All other external doors must have a lock conforming to BS3621 with appropriate striking plate or be fitted with key-operated security bolts top and bottom and all accessible\* windows, fanlights, and skylights, that can be opened must be secured with window locks with detachable keys.

Where the minimum standard of security is not met theft cover is not included.

\* By “accessible” we mean those windows, fanlights and skylights where entry can be attempted from the outside by a person of normal physical ability without the need to bring anything to the site or use any ladder, stepladder or scaffolding found on the site in order to do so.

**Accidental Damage**

Accidental Damage to contents will only apply if the Accidental Damage option is taken and is only available with the Full Contents option.

**Malicious Damage by Tenant(s)**

Malicious Damage by Tenant(s) is not automatically included under the standard policy cover. This cover is only available if the Accidental Damage option is taken.

**Liability as Employer**

Cover is restricted to any gardener, porter, caretaker or cleaner under a contract of service or apprenticeship with you in relation to the Insured Property.

Refer to Section 2 Contents- Extension- Legal Liability of Employer.

**Continued**

## Contents Insurance (continued)

### Significant Features and Benefits

**Nil Excess Option** is available at an additional charge (not available on Contents Insurance for Unfurnished Properties).

**Accidental Damage** option is available at an additional charge and includes Accidental and Malicious Damage by the Tenant (not available on Contents Insurance for Unfurnished Properties).

### Significant Exclusions, Limitations and Conditions

#### **Average Clause**

The Sum Insured declared must represent the cost of replacing the Contents on a new for old basis otherwise average may be applied to a claim. This means that you will bear a proportion of each loss, which will be the equivalent to the proportion of underinsurance.

Refer to Basis of Settlement Memorandum, Special Condition 1.

#### **Sets/Suites**

We will not pay for the replacement of or work on any undamaged items or remaining parts of the Insured Property solely because they form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design.

Refer to Basis of Settlement Memorandum, Special Condition 2.

#### **Tenancy Agreements**

It is a condition precedent to Our liability under this Policy that any letting of the Insured Property by You is on the basis of an Assured Shorthold Tenancy as defined in the Housing Act 1988, a Private Residential Tenancy as defined in the Private Housing (Tenancies) (Scotland) Act 2016, a Standard Occupation Contract as defined in the Renting Homes (Wales) Act 2016, but not Introductory Standard Contracts, Prohibited Conduct Standard Contracts or Secure Contracts, a Private Tenancy as defined under The Private Tenancies (Northern Ireland) Order 2006 or a legally binding company let agreement prepared with due care and skill between you and the tenant unless an alternative basis of tenancy has otherwise been agreed and confirmed by Us in writing.

Refer to Contents General Condition 9- Basis of Tenancy Agreement.

#### **Wear and Tear**

Damage caused by wear and tear or any other gradually operating cause is excluded.

Refer to Contents General Exclusion 9 & 12 - Wear and Tear & General.

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

Rent Guarantee provides cover for:

- The rental amount due for up to a maximum of 6 months, where the tenant fails to pay and is in breach of the tenancy agreement
- 50% of the rental amount for up to three months once vacant possession is obtained

Services provided at no additional cost:

- Professional Costs involved in pursuing the tenant for vacant possession
- Professional Costs where unauthorised occupiers need to be evicted
- Professional Costs where a claim is to be made against the tenant for damages for failing to return the property in the same condition of repair and cleanliness as that, at which it was in at the commencement of the tenancy

**Territorial Limits**

England, Scotland, Northern Ireland and Wales.

**Limit of Indemnity**

The Limit for Rent Guarantee is a sum equivalent to 6 months rental. The maximum amount payable by the Insurer in respect of all Events occurring during any Period of Guarantee is £50,000.

**Excess**

The excess applicable is a sum equivalent to one month's rent.

**Referencing**

For a landlord to be eligible for cover the Landlord must ensure:

i that all Tenants (and Guarantors where applicable) have received Satisfactory References either:

- by the HomeLet Referencing Service or
- by another licensed referencing service that has been approved, in writing, by HomeLet or
- HomeLet has received the Tenant's references and has confirmed in writing that they are acceptable

ii the total rental amount appearing on Satisfactory Reference documents is greater than or equal to the total monthly Rent

iii that any conditions attached to any Tenant references have been met

**Existing Tenancies**

Where the policy cover starts after the commencement of an existing tenancy we will not cover any incident arising in the first 90 days of the policy term.

Refer to General Exclusion 4- paragraph (c).

**Rent Record**

For cover to be effective the Landlord or Agent must keep a clear record of all rent due and payments received including the date of any payment received.

Refer to general Condition 7- Claims Condition- paragraph (f) part (ii).

**Prospects of Success**

The policy will not cover any claim where there is an insufficient Prospect of Success.

Refer to ~~Legal Expenses cover Exclusion (a)~~ [Definitions](#).

**Guarantors**

Where a person has been requested to act as Guarantor for the Tenant, that person must be referenced in accordance with HomeLet referencing conditions and that person has entered into a legally enforceable written guarantee in respect of the Tenancy, either in the form of a Guarantors Covenant included in the Tenancy or as a separate Deed of Guarantee, wherein the Guarantor will guarantee the performance of the Tenant's obligations within the Tenancy. Refer to General Condition 10- Conditions Precedent to Liability- paragraph (VI).

**Occupation**

You shall not allow any Tenant into occupation of the Property until the first month's Rent and Deposit payment has been paid in cash, payment has cleared in the Landlord's or Agent's bank account or otherwise secured. Refer to General Condition 10- Conditions Precedent to Liability- paragraph (VII).

**Continued**

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

**Inventory/Condition of Property**

Prior to the granting of the tenancy and upon vacant possession being obtained the landlord must prepare a detailed inventory of the contents and condition of the property. A schedule of dilapidations should also be provided, if applicable, where vacant possession has been obtained.

Refer to General Condition 10- Conditions Precedent to Liability- paragraph (VIII).

**Claims**

Claims must be reported within 60 days of an Event occurring except in the case of rent arrears, which must be reported no later than seven days after the balance of rent unpaid exceeds a sum equivalent to one month's rent or no later than 90 days after the first arrears accrue whichever is the sooner.

You have to follow the Rent Guarantee Claim Procedure in order for your claim to be valid.

Refer to General Condition 7- Claims Conditions- paragraph (c).

**Tenancy Agreements**

It is a condition precedent to Our liability under this Policy that any letting of the Insured Property by You is on the basis of an Assured Shorthold Tenancy as defined in the Housing Act 1988, a Private Residential Tenancy as defined in the Private Housing (Tenancies) (Scotland) Act 2016, a Standard Occupation Contract as defined in the Renting Homes (Wales) Act 2016, but not Introductory Standard Contracts, Prohibited Conduct Standard Contracts or Secure Contracts, a Private Tenancy as defined under The Private Tenancies (Northern Ireland) Order 2006 or a legally binding company let agreement prepared with due care and skill between you and the tenant unless an alternative basis of tenancy has otherwise been agreed and confirmed by Us in writing.

Refer to Definitions- Tenancy.

**Suitable Condition to be Let**

After the Landlord has recovered vacant possession, any Monthly Benefit will cease until such time as the Property is in a suitable condition to be let upon a further Tenancy. When the Property is in a suitable condition to be let, then benefit will be paid at 50% of the Monthly Benefit, until the Property is let on a new Tenancy; or three months from the date of vacant possession whichever shall be the sooner.

Refer to Rent Guarantee Cover- Condition 2.

## Emergency Assistance Insurance

### Significant Features and Benefits

Emergency Assistance provides cover for the cost of contractors' call out and labour charges, parts and materials up to a maximum of £500 (including VAT) for each emergency in connection with;

- Security of doors and windows
- Plumbing
- Lost Keys
- Cooking System
- Roofing, down-piping and guttering
- Electricity Supply

Having accepted the emergency we will undertake for a contractor to attend within four hours. After four and a half hours we will call to confirm arrival and that the problem is being remedied. There is no policy excess.

#### Additional Options for Emergency Assistance Insurance

Boilers and Heating option is available at an additional charge and includes emergencies arising from the sudden and unexpected breakdown, failure of or damage to the Boiler and Central Heating System, however, if the Emergency Assistance policy was purchased separately (not included automatically with a Landlords+ Buildings or Full Contents policy), cover will automatically include:

- Boilers and Central Heating Systems

#### Additional benefit

Reasonable costs incurred in obtaining accommodation for one night where the residence has been rendered uninhabitable because of an emergency.

### Significant Exclusions, Limitations and Conditions

#### Good Repair

Emergency Assistance cover is only available for properties in a good state of repair.

Refer to Condition 1

#### Boilers and Central Heating Systems

Emergency Assistance does not cover Boilers, Central Heating or Hot Water Systems that are:

- Over ten years old
- Not subject to an annual service or maintenance contract
- Oil fired, solar or LPG

Refer to The Cover 7 We will not pay

#### Maintenance

Emergency Assistance does not cover incidents arising from a lack of routine maintenance.

Refer to Exclusion 2

#### Sum Insured/Limits

£500 maximum sum payable for each emergency in respect of call out charges, three hours labour, parts and materials including VAT.

£250 maximum sum payable for overnight accommodation.

£1500 maximum sum payable in any one period of cover.

#### Unoccupied Properties

Cover excludes emergencies where the residence has been unoccupied for a period exceeding 30 days.

Refer to Exclusion 7.

#### Beyond Economical Repair

Repairs to, replacement of or financial contribution to the replacement of, in whole or in part, a system that is, in Our reasonable opinion, uneconomic to repair or beyond repair

Refer to Exclusion 5.



# Landlords Insurance +

## Summary of Key Limits

### Buildings Insurance

Sum Insured	As stated in the Policy Schedule
Trace and Access	Maximum up to £5,000
Metered Water and Gas Charges	Maximum up to £1,000
Loss of Rent/Alternative Accommodation Following Damage	Up to 2 Years Rent or maximum up to £50,000
Repairs Following Medical Emergency Access	Maximum up to £1,000
Accidental Damage Including Malicious Act of the Tenant	Option Available
Denial of Access	Up to 30% of the Sum Insured Maximum up to £1,000,000
Capital Additions	Up to 10% of the Sum Insured Maximum up to £100,000
Property Owners Liability	up to £5,000,000
Legal Liability as Employer	Employers Liability up to £10,000,000 and Public Liability up to £5,000,000

### Contents Insurance

Sum Insured	As stated in the Policy Schedule
Single Article Limit	up to £2,500
Theft of Contents From an Outbuilding	Maximum up to £2,500
Metered Water and Gas Charges	Maximum up to £1,000
Loss of Oil	Maximum up to £500
Loss of Rent/Alternative Accommodation Following Damage	Up to 30% of the Sum Insured
Contents Temporarily Removed	Up to 20% of the Sum Insured
Contents in the Garden	Maximum up to £500
Accidental Damage Including Malicious Act of the Tenant	Option Available
Denial of Access	Up to 30% of the Sum Insured Maximum up to £1,000,000
Legal Liability as Owner	up to £5,000,000
Occupiers Legal Liability and Worldwide Personal Liability	up to £5,000,000
Legal Liability as Employer	Employers Liability up to £10,000,000 and Public Liability up to £5,000,000

### Prestige Rent Guarantee Insurance

Limit of Indemnity	Maximum up to £50,000 in any one period of cover
Rent Indemnity Prior to Vacant Possession	Maximum up to 6x the Rent Specified in the Schedule
Rent Indemnity After Vacant Possession	up to 50% of the Rent Specified in the Schedule for a maximum of 3 months
Minimum Amount in Dispute	£250

### Emergency Assistance Insurance

Limit of Indemnity in One Period of Cover	up to £1,500
Limit of Indemnity for Each Emergency	up to £500
Overnight Accommodation Following an Emergency	Up to £250 Including VAT

## Your rights of cancellation

Your full cancellation rights can be found in your policy wording document.

**Please be aware that a refund will not be given if a claim has been made on the policy.**

## Complaints

HomeLet is committed to providing the highest standards of customer service. Whilst we work hard to achieve this, we recognise that there may be occasions when problems arise, and you can help us by telling us what you think of our service. We welcome all your comments, whether they're suggestions, compliments or complaints.

## How to complain to HomeLet

Many things can be sorted out by speaking to us directly by phone, and often this will usually be enough to put matters right.

However, if you prefer, you can make your complaint in writing, by email or post.

### Post:

Customer Experience Team

HomeLet

Hestia House

Edgewest Road

Lincoln

LN6 7EL

Phone:

0800 035 8258

Email:

[customer.experience@homelet.co.uk](mailto:customer.experience@homelet.co.uk)

In order for us to deal with your complaint as quickly as possible, it will help us if you mark your correspondence "Complaint" and provide as much information as you can. Try to include details such as policy reference numbers, details of who you have been dealing with, how to get in touch with you and what you would like us to do to resolve the matter.

Alternatively you are also entitled to contact the Insurers. Our Policy Wording sets out our complaints procedure, and provides all contact details, including insurers.

We and our Insurers are subscribed to the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body.

## Financial Services Compensation Scheme

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if your insurer is unable to meet its liabilities under this insurance.

Further information about compensation scheme arrangements are outlined in the policy wording or available from the FSCS.

Please ensure that you review your policy regularly to make sure that it continues to meet your needs.

Certain changes of circumstances may not be covered by this policy or may be subject to an additional charge, it is important you disclose any changes to the risk or your circumstances as soon as possible. Not doing so may affect policy cover.

This document may be available in various different formats for accessibility purposes please contact us if you require alternative formats

If you have any queries concerning this document, the information it contains or the cover in general please contact HomeLet by phone on **0800 035 8258** or by email at [enquiries@homelet.co.uk](mailto:enquiries@homelet.co.uk)