



Landlords Insurance + Policy Summary

Landlords Insurance+. Arranged by HomeLet and insured by the Insurers as listed below.

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, from HomeLet on request, by contacting us on **0800 035 8258** or emailing us at 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 – ERGO UK Specialty Limited on behalf of Great Lakes Insurance UK Limited.
- Contents insurance – ERGO UK Specialty Limited on behalf of Great Lakes Insurance UK Limited.
- Rent Guarantee Insurance – AmTrust Specialty Limited.
- Emergency Assistance Insurance – AmTrust Specialty Limited, administered by Arc Legal Assistance Ltd Your policy schedule sets out which sections of cover you have purchased and your sums insured.

Insurers

Buildings and Contents Sections are underwritten by ERGO UK Specialty Limited on behalf of Great Lakes Insurance UK Limited.

Great Lakes Insurance UK Limited

Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and registered office address is 1 Fen Court, London, United Kingdom, EC3M 5BN. Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. You can check this on the Financial Services Register by visiting <https://register.fca.org.uk/s/>.

ERGO UK Specialty Limited

ERGO UK Specialty Limited is a company incorporated in England and Wales with company number 04516776 and registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN. ERGO UK Specialty Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 435184. You can check this on the Financial Services Register by visiting <https://register.fca.org.uk/s/>

Rent Guarantee is underwritten by AmTrust Specialty Limited.

AmTrust Specialty Limited is registered in England and Wales under company number 1229676 Its registered office is at Exchequer Court, 33 St Mary Axe, London, EC3A 8AA 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.

Emergency Assistance Insurance is underwritten by AmTrust Specialty Limited, administered by Arc legal Assistance Ltd

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Arc Legal's Firm Reference Number is 305958. This can be checked on the Financial Services Register by visiting the website www.fca.org.uk/register or by contacting the Financial Conduct Authority on 0800 111 6768.

This policy is underwritten by AmTrust Specialty Limited, Registered Office: Exchequer Court, 33 St Mary Axe, London, EC3A 8AA, Registered Number: 1229676. AmTrust Specialty Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, financial services number: 202189. These details can be checked on the Financial Services Register at www.fca.org.uk.

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	Significant Exclusions, Limitations and Conditions
<p>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.</p> <p>Unoccupied Properties Full cover for properties unoccupied for up to 90 consecutive days.</p> <p>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).</p> <p>Emergency Assistance Cover included As Standard (see page 8 for more details) See Emergency Assistance Summary below</p> <p>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.</p> <p>Emergency Access – up to £1,000 Damage to your insured property following emergency access as a result of a medical emergency.</p> <p>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.</p> <p>Capital Additions up to £100,000 – up to 10% of the total sum insured</p> <p>Workmen Workmen may be employed to effect repairs, decoration, general maintenance and minor alterations without prejudice to the insurance.</p> <p>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.</p>	<p>Maximum Sum Insured up to £999,999 Sums Insured of £1,000,000 or more may be considered on referral to underwriters.</p> <p>Territorial Limits Cover is specifically designed for let properties in England, Wales, Scotland and Northern Ireland.</p> <p>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 Conditions – Applicable to Sections 1 and 2 (Buildings and Content) 4 - Advice of Unoccupancy, and Section 1 Buildings “We will not pay for”.</p> <p>Terrorism We will not indemnify You against loss, damage, cost or expense or Consequential Loss directly or indirectly caused by or arising out of or in connection with Terrorism or any loss, damage, costs or expenses directly or indirectly caused by or arising out of any action taken in controlling, preventing, suppressing or in any way relating to any act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. Refer to Buildings General Exclusion - Terrorism.</p> <p>Accidental Damage This cover will only apply if the Accidental Damage option is taken.</p> <p>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.</p>

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 Conditions that apply to Section 1 - Buildings .

Wear and Tear

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

Refer to General Exclusions – Applicable to Sections 1 and 2 (Buildings and Contents)

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 General Conditions – Applicable to Sections 1 and 2 (Buildings and Content)

Nil Excess

Quotations for the Nil Excess option subject to satisfactory claims history

Contents Insurance

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 General Conditions – Applicable to Sections 1 and 2 (Buildings and Content) 4 - 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

Significant Exclusions, Limitations and Conditions

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).

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 Conditions that apply to Section 2 – Landlords Contents.

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 General Exclusions – Applicable to Sections 1 and 2 (Buildings and Contents).

Wear and Tear

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

Refer to General Exclusions – Applicable to Sections 1 and 2 (Buildings and Contents)

Rent Guarantee Insurance

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

Landlords Rent Guarantee Insurance provides cover for:

Rental payments due where the tenant fails to pay and is in breach of the tenancy agreement – up to 12 months or until vacant possession has been gained, whichever happens first.

Professional costs involved in pursuing the tenant for vacant possession.

Professional costs involved in handling a defence or counterclaim to possession proceedings by the Tenant

75% of the rental amount for up to three months once vacant possession is obtained.

Professional costs where unauthorised occupiers need to be evicted.

Breaches of the tenancy agreement by the tenant, including nonpayment of rent and expired section 21 notices.

This policy can be renewed for 12 months.

Territorial Limits

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

Limit of Indemnity

Professional Costs – up to £50,000 any one claim

Rental Payments – up to 12 months rental payments or £50,000 whichever is lower

Subject to a maximum amount payable of £50,000 in respect of any one claim resulting from one or more events arising at the same time or from the same originating cause.

Excess

The amount shown in the policy documents.

Referencing

For you to be eligible for cover you must, or must ensure that the landlord all tenants (and guarantors where applicable) have received satisfactory references.

A satisfactory reference is a HomeLet or Let Alliance reference report showing acceptable or acceptable with condition and any condition has been met.

Other referencing providers references are acceptable providing they meet the HomeLet or Let Alliance standard.

Refer to Definitions on page 35 of the policy wording.

Existing Tenancies

Where the Event occurs within 60 days of the Start Date and where Tenancy commenced before the first Period of Cover began unless this Policy replaces a previous Policy covering the same Tenancy, Tenant and has comparable cover.

Refer to General Exclusion c- Page 40 of the policy wording

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 12 xv- Conditions Precedent to Liability- Page 44 of the Policy Wording.

Prospects of Success

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

Refer to Rent Guarantee – General Conditions 11 – Page 43 of the Policy Wording.

Guarantors

Where a person has been requested to act as guarantor for the tenant that person must have been referenced in accordance with HomeLet referencing conditions and that person must have entered into a legally enforceable written guarantee in respect of the tenancy, either in the form of a guarantor's 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 agreement.

Rent Guarantee Insurance continued

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

Refer to General Condition 12 viii- Conditions Precedent to Liability- Page 43 of the Policy Wording.

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 12 ix- Conditions Precedent to Liability- Page 43 of the Policy Wording.

Claims

Claims must be reported within 31 days of an event occurring, or in the case of rent arrears, which must be reported no later than 31 days after the first arrears accrue whichever is the sooner.

Refer to How to Claim - Page 33 of the Policy Wording.

Tenancy

A written record of the agreement to occupy the Property which is either:

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;;

a legally binding company let agreement prepared with due care and skill where the Property is occupied by the director of the company, or by an employee of the company or;

any other written agreement agreed in writing by Us.

Refer to Definitions - Page 36 of the Policy Wording.

Emergency Assistance Insurance

Significant Features and Benefits

Significant Exclusions, Limitations and Conditions

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;

- Plumbing & Drainage
- Internal Electricity
- Gas Supply
- Water Supply
- Security
- Access to Home
- Pests
- Roofing
- Overnight Accommodation

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:

- Emergency repairs following the complete breakdown of the primary heating system which results in the complete loss of heating and/ or water.
- A contribution, where appropriate, to Alternative Heating.
- A contribution, where appropriate, to replace the Boiler.

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

Good Repair

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

Refer to What you need to know

Boilers and Central Heating Systems

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

- Over fifteen years old
- Not serviced in line with manufacturers instructions
- Boilers over 238,000 btu net input (70 Kilowatt). Refer to The

Cover 10 What is Excluded

General wear and Tear

Emergency Assistance does not cover incidents arising from general wear and tear

Refer to Exclusion 5

Sum Insured/Limits

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

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

£50 maximum sum payable for alternative heating sources (where applicable)

Unoccupied Properties

Claims in the 7 days immediately following first occupation of the Insured Property or claims in the 7 days immediately following Your reoccupation of the Insured Property where the Insured Property has been left unoccupied for 30 consecutive days or more.

Refer to Exclusion 12.

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
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

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 12x the Rent Specified in the Schedule
Rent Indemnity After Vacant Possession	up to 75% 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

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

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

Use this information to decide if our services are right for you.

HomeLet
Hestia House
Edgewest Road
Lincoln
LN6 7EL

Customer Information Introduction

Please read this document carefully. It sets out the terms on which we agree to act for you, our client, and contains details of our regulatory and legal responsibilities. If you are unsure about any aspect of these terms, or if you have any questions about our relationship with you, please contact the Customer Care Team at Hestia House, Edgewest Road, Lincoln, LN6 7EL or by calling us on 0800 035 8258 immediately. By doing business with us you agree to do so based on the terms of this document, unless we both agree otherwise. This document replaces any previous version you may have had.

Definitions:

"Our", "Ourselves", "Us", "We" – means Barbon Insurance Group Limited, trading as HomeLet, a subsidiary of PIB Group Limited.

"You", "Your" – means our customer, or prospective customer.

1 Who regulates us?

We are authorised and regulated by the Financial Conduct Authority (FCA) which is the independent watchdog that regulates financial services in the UK.

Our permitted activities as an insurance intermediary include arranging general insurance contracts. Our FCA Firm Reference Number is 308724. These details and our trading names can be verified by visiting the Financial Services Register at website <https://register.fca.org.uk> or by contacting the FCA on 0800 111 6768. Our company is registered in England & Wales under Company Registration Number 03135797. Our Registered Office is Hestia House, Edgewest Road, Lincoln, LN6 7EL. Barbon Insurance Group Limited is 100% owned by PIB Group Ltd.

We confirm that this document and the terms stated in it shall continue to apply if we change our company name. We will notify you if that happens, and also tell you if our Company Registration Number or FCA Firm Reference Number changes.

2 Our service to you

We are contractually obliged to offer you an insurance product from an insurer named in the table below and have not carried out the widest search of the market, which is called a 'fair and personal analysis'.

All quotes offered will be valid for 45 days from the day you obtain the quotation.

Products	Insurer
Landlord buildings and contents policies	ERGO UK Specialty on behalf of Great Lakes Insurance UK Limited
Landlord emergency assistance	AmTrust Specialty Limited
Rent Guarantee insurance policies	AmTrust Specialty Limited

We work on a non-advised basis. This means that you won't receive advice or a personal recommendation from us for any policy. We will ask questions to understand your needs and we will explain the features and benefits of the different products but this does not mean that we are making a recommendation, and then you will need to decide whether you want to proceed.

3 The Capacity in which we are acting

We act under an agreement with the insurer, which allows us to provide a quotation, confirm cover and issue policy documents to you, acting on their behalf.

We have stated below who handles claims for the policy cover sections including where we deal with claims on behalf of the insurer. If this is not the case for your claim, we will inform you.

Cover Section	Claims Handled By
Buildings cover	MPL Claims Management Ltd on behalf of ERGO UK Specialty on behalf of Great Lakes Insurance UK Limited
Contents cover	MPL Claims Management Ltd on behalf of ERGO UK Specialty on behalf of Great Lakes Insurance UK Limited
Emergency assistance	Davies Group Ltd and Arc Legal Assistance Limited on behalf of AmTrust Specialty Limited
Rent guarantee	Barbon Insurance Group Limited trading as HomeLet

4 Disclosure of Information

Your insurance is based upon the information provided to the insurance company.

As a commercial customer you must present the risk (including information about you, other directors, senior managers, the firm, details of what you want to insure, previous claims and any other information) fairly.

You must do this before a new policy is set up, or before an existing policy is renewed. This means that before you tell us to go ahead and arrange your policy(ies), you must disclose to insurers anything that might influence an insurer in:

- fixing the premium;
- setting the terms; or
- determining whether they would take the risk.

If you are uncertain whether anything should be disclosed, you should disclose it.

To identify what must be disclosed, you must carry out a 'reasonable search' before giving us the information to present the risk to insurers. This includes (but is not limited to) consulting with all senior managers in your business.

A senior manager is anyone who plays a significant role in the making of decisions about how your activities are to be managed or organised. A senior manager can be a member of your board of directors, or formally in a senior management role, but they do not have to be either of these.

You must also consult with anyone who has particular knowledge about the risk(s) to be insured.

If you deliberately or recklessly (i.e. without care) do not comply with your obligations to present the risk fairly, insurers may 'avoid' the policy. This means they can treat the policy as if it never existed. They can keep the premium and refuse to pay any claims. You might also have to repay any claims payments already made. If you do not present the risk fairly, but this was neither deliberate nor reckless, the Insurers' response will depend upon what would have happened if you had complied with your obligations. There are three possibilities, depending on how severe your failure was:

- a. if insurers would not have provided the policy at all, then they may avoid your policy and treat it as if it never existed. They may refuse to make any claims payments and demand the return of any claims payments already made. However, insurers would have to return any premium payments you had already made.
- b. if insurers would have provided the policy but on a different basis e.g. with a higher excess or lower limit of cover, your policy will remain in force but will be treated as if those different terms applied from the start of the policy. This could result in a claim not being paid at all, or only partially paid.
- c. if insurers would have provided the policy but charged a higher premium, insurers may reduce any claim payment in proportion to the difference in premium. That is, in proportion to the difference between the premium they charged and the premium they would have charged if you had fairly presented the risk. This could result in a significant reduction to the amount of any claim payment under the policy.

All statements and facts you put on any forms or documents should be full, true and accurate. They must be given after you have made a reasonable search, including consulting with your senior management. Where someone completes forms or documents on your behalf, you must check them for accuracy and completeness before you sign them. You must always read the declaration on any forms, statements or other documents and make sure you understand it before you sign.

5 Cancellation

For rent guarantee insurance, if you cancel within the 14-day cooling off period and the cover has not started, you will receive a full refund of any premiums you have paid. If the cover has started, you will have to pay for the cover you have received. No money can be refunded if you have made a claim or there has been an incident likely to result in a claim before the date you request cancellation.

If you wish to cancel after the 14-day period, we will refund any full unused days of cover. No money can be refunded if you have made a claim, or if there has been an incident likely to result in a claim before the date you request cancellation.

Please note the following: Premium refunds: insurers may only return a proportionate amount of the premium. You may be charged an administration fee to cancel. Our commission and/or fees will not be returnable. Please refer to your policy documents for more details or contact us if you are unsure.

For all policies, if you do not pay your premium by the due date, your cover may be cancelled. This could take place immediately, or your insurers could give you notice of cancellation.

If you pay by instalments, there is the possibility that the amount paid prior to the cancellation date may not cover the overall amount due up to the date of cancellation. In that situation you will remain liable to pay the difference between those amounts.

If you wish to cancel your policy(ies) please contact us.

6 Our Earnings

Service	Fee
Administering each premium instalment if you choose to pay monthly	£2.99 per month
Making midterm adjustments to landlord insurance policies (except during the 14 day cooling off period)	£10
Cancelling the policy, where the premium was paid in one lump sum (except during the 14 day cooling off period)	£30

There is no fee should you cancel your policy where the premium is paid monthly.

We also receive the following:

- We receive a commission payment from your insurance company for arranging and ongoing management of your insurance policy. This amount is normally a percentage of the total annual premium you pay (excluding insurance premium tax (IPT)).
- Your insurer will provide us with additional income in respect of your insurance policy which is dependent upon the overall account of the business with which you are dealing or our overall Group account meeting certain criteria. This will normally be calculated as a small percentage of our whole account which, depending on the profitability of your insurance policy, can be calculated as a percentage of the total annual premium you pay (excluding Insurance Premium Tax (IPT)).
- Your insurer will provide us with additional income in respect of your insurance policy for additional work which we undertake on their behalf, such as additional processing, production of policy documentation, management and development of a specific facility. This is normally calculated as a percentage of the premium you pay (excluding Insurance Premium Tax (IPT)). This is received by either the business with which you are dealing or by the Group of which your business is a part.

You are entitled at any time to request information regarding any commission which we may have received as a result of placing your insurance business. Please contact us for more information.

7 Risk Transfer Trust Account

We act as agent of the insurer for the collection and refunds of premiums. Depending upon the terms of business with the insurer, this may also include the payment of claims to you. You will be protected to the extent that premiums we receive from you are treated as having been received by the insurer. It also means that any claims money or premium refunds from insurers are only considered to have been received by you when actually paid over to you. Funds held in this manner are held under 'risk transfer', and we keep these premiums and/or payments in a separate Trust account from our own money.

We will retain any interest earned on money held in our bank accounts.

We will not be liable to you for any loss resulting from the failure of any bank to meet its obligations as a result of insolvency or similar default.

We may also hold separately permitted designated investments with a value at least equivalent to the money that would otherwise have been paid into a risk transfer account. If we do this, we will be responsible for any shortfall which is attributable to falls in the market value of a segregated investment.

Where risk transfer applies, we will take commission earned from Insurers immediately after we have received the premium from you or from a third-party finance provider on your behalf, provided this is consistent with the terms of business of the insurer to whom the premium is payable.

8 Payment to third parties

Where we need to transfer client money to another broker or settlement agent, for the purpose of effecting a transaction on your behalf, we remain responsible to you for that money.

This may include transfer to brokers and settlement agents outside of the UK, where the legal and regulatory regime may be different from that of the UK. In the event of a failure of that broker or settlement agent, this money may be treated in a different manner from that which would apply if the money were held in the UK. You may notify us if you do not wish your money to be passed to a broker or settlement agent in a particular country, however, this could affect the cover arranged and if this results in a policy being cancelled you would be liable for the payment for the period the cover was in force.

9 Security of insurers

We will endeavour to check the financial security of all insurers by using industry rating agencies information where it is available. However we cannot guarantee the future solvency of any insurer we place business with.

10 Documentation

We will issue policy documentation to you in a timely manner and as soon as reasonably possible.

You must comply with the terms and conditions of your insurance policy. This applies especially to any terms described as 'warranties' or 'conditions precedent to liability'. If you fail to comply with all terms, it could result in your policy being cancelled or claims not being paid.

Your insurance policy may create ongoing duties for you. These are things which you must do or continue to do.

For example:

- Your policy may create a duty on you to tell us of any change in circumstance that the insurers may regard as important to the ongoing insurance arrangements. If you are unsure if something is important you should tell us.

When policy documents are issued to you, we strongly advise you to read them carefully. This is because the policy wording, the policy schedule and any certificate of insurance are the basis of the insurance contract you have purchased. If you are in doubt over any of the policy terms and conditions, please seek our advice promptly.

11 Terms of payments

You must pay the amount due, in cleared funds, on or before the payment date(s) specified on our invoice(s). If you fail to make payments on time, that may lead to insurers cancelling your policy and/or not paying claims.

If you owe us any amount, we may deduct it from money which we may receive on your behalf from Insurers or other parties (including but not limited to claims monies or premium refunds). If your premium is reduced during the term of insurance (for example, following a reduction in cover or the cancellation of a policy) then we will deal with that refund in one of three ways;

- a. Where the premium refunded is less than £5, we will retain that refund in full.
- b. Where the premium refunded is more than £5, we will refund you the premium, but net of any commission that the Insurer would otherwise ask us to pay back to them. This is because the majority of our costs are incurred at new business or renewal; and
- c. Where you have exercised your 14 day cancellation right in clause 5, we will pass on the entirety of any insurer refund to you. You can still cancel your insurance after the expiry of your 14 day cancellation right in clause 5, but if you do, refunds will be determined in accordance with the other provisions of this clause.

12 Taxation

Insurance premiums attract Insurance Premium Tax at the prevailing rate. Engineering inspections and some other services attract VAT at the prevailing rate. Some fees may not have a taxation element at all. If you are VAT registered then the VAT element may be recoverable by you. Insurance Premium Tax is not recoverable.

13 Your instructions

We will use reasonable effort to act in accordance with your reasonable instructions. If we are not able, or it is not possible to achieve what you want, then we will tell you. You may instruct us by e-mail, by telephone or during face-to-face meetings. However, you can only rely on us having received our instructions if we have confirmed in writing. We reserve the right to refuse your instructions but, will tell you if this is the case.

We use email for most of our written communications. Such communications are not completely secure and may spread harmful viruses. Please tell us if you would prefer us not to use e-mails, and we will use another means of communication with you.

Our office hours are Monday to Friday, 9.00am to 5.00pm. The office is not open for business on statutory ('Bank') holidays. There may be a delay in responding to instructions if they are received outside of office hours. We do not issue receipts or acknowledgements unless specifically requested by you in writing.

14 Claims

In the event of an incident which could give rise to a claim you must tell the insurer as soon as possible. If you do not, your insurer may refuse to deal with your claim or reduce the amount that you receive from them. You must notify insurers of all incidents even if you think you are not liable or at fault.

Your policy(ies) may also be subject to claims notification conditions and/or warranties. If you fail to comply with these, it may mean a claim will not be paid. Therefore in the event of an incident that may give rise to a claim please also refer to your policy wording to check for such conditions or warranties.

We do not accept liability for any unpaid claims amounts if an insurer becomes insolvent or delays making settlement.

We may charge you a fee for this service where we are acting as your agent in relation to claims, which will be discussed with you. In some situations, in relation to claims handling we may be acting as agent of the insurer, this will be drawn to your attention if this is the case.

15 Renewal of your policy

We aim, in a reasonable time before renewal, to provide you with renewal terms, or to tell you that renewal is not being invited. We will also include with your renewal terms:

- any statement of any changes to the terms of the policy
- a statement of any changes to any information required under relevant law
- a statement of price
- information about cancellation.

If before the renewal date, we do not receive your instructions to renew prior to the renewal date, or you do not notify us that you do not wish to renew your policy(ies), we reserve the right to:

- renew your policy on your behalf (we are not obligated to do so, but if we do, you may be liable to make payment to us or to insurers)
- continue to accept payment, if you pay by instalments.

16 Continuous Payment Authority

Continuous Payment Authority is a recurring payment process where you authorise Barbon to take money from your bank account or debit or credit card at the renewal of your policy. In authorising automatic renewal, which you will do by accepting these terms and conditions, you permit us to charge any sums due to your card in order to automatically renew your policy and provide continuous cover. Full details of the amount due will be held within your renewal invitation. You may cancel the automatic renewal at any time by contacting us.

17 How do you complain?

We take all complaints seriously. If you are not satisfied with the level of service you have received from your insurer please follow the complaints procedure set out by your insurer in your policy documents. If your complaint is about our service, please contact us in any of the following ways:

Write to us

Customer Experience, HomeLet, Hestia House, Edgewest Road, Lincoln, LN6 7EL

Call us

0800 035 8258

Email us

complaints@homelet.co.uk

We will acknowledge your complaint promptly in writing and we aim to investigate your complaint and respond to you within 8 weeks. If we take longer than 8 weeks, or you are not satisfied with the outcome, you may be eligible to contact the Financial Ombudsman Services (FOS). We will give you details in our response of how you can ask FOS to review your complaint.

Please ask us, if you would like a copy of our complaint procedures.

18 The Financial Services and Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations to you. This depends on the type of business and the circumstances of the claim. Generally, insurance advising and arranging is covered for 90% of the claim amount with no upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit. You can obtain more information about compensation scheme arrangements from the FSCS, whose website is at www.fscs.org.uk. The FSCS does not apply to the following types of insurance: aircraft, ships, goods in transit, aircraft liability, liability of ships and credit.

19 Limitation and/or exclusions of our Liability to you

As you are a commercial customer, our liability for losses suffered by you as a direct consequence of any negligent performance of our services shall be limited in all circumstances to £5,000,000 per claim.

In respect of any other claim arising out of our performance or non-performance of the services our liability shall be limited to the amount of commission and fees which we have received for arranging your insurance cover during the 12 months prior to such claim arising.

If you feel that the above limits are not sufficient for you or your business we will be happy to discuss a higher limit of liability. If agreed, this will be set down in writing and form part of these Terms of Business. Please be aware that there may be an additional charge or other terms if we agree to amend this clause, these will be discussed with you prior to any amendment taking place.

20 Data Protection

We are registered with The Information Commissioners Office in the UK and we undertake to comply with the Data Protection Act and regulations in all our dealings with your personal data. Your personal information will be kept secure.

Our latest privacy notice is always available on our website <https://homelet.co.uk/privacy-notice>. It explains how we use and look after your personal data, who we share it with, and what data protection rights you have. We can post you a copy of our privacy notice if required.

21 Law and Jurisdiction

These Terms of Business shall be governed by and construed in accordance with English Law, and are subject to the exclusive jurisdiction of the courts of England and Wales.

22 Third Party Rights

These Terms of Business are intended to confer rights only on you and us. The provisions of the Contracts (Rights of Third Parties) Act 1999 are excluded.

23 Money Laundering/Proceeds of Crime

If we suspect criminal offences such as money laundering or terrorist financing, we must report this to the National Crime Agency. These reports are confidential, and we will not tell you if they have been made.

Claims payments will only be made to you, the insured parties, or those entitled to receive them..

24 The Criminal Finances Act 2017

We do not tolerate tax evasion, bribery, fraud, corruption, money laundering, terrorist financing and any other financial crimes. If a company fails to prevent facilitation of tax evasion, this is an offence under the Criminal Finances Act 2017 (CFA).

Our processes include reasonable procedures to prevent the facilitation of tax evasion as well as other financial crimes. The CFA puts responsibility on all companies to comply with this legislation, and we expect all commercial customers to comply with the requirements of the CFA.

25 Sanctions and/or embargoes

If sanctions and/or embargoes are imposed by Governments, and/or banks choose not to handle payments in respect of various countries or persons, this may restrict the provision of insurance cover, the services that can be provided or payments under such cover.

It is everyone's responsibility to comply with sanctions legislation, and we expect you to comply with the requirements of any sanctions legislation that may apply to you. We expect you to fully disclose any exposure that you are aware of, or become aware of relating to either sanctioned persons, locations or goods where it may have an impact on our business.

In performing our duties, we may have to:

- i. advise you that our bank(s) have chosen not to handle payments relating to your transaction which will prevent the provision of cover and related services;
- ii. suspend any payments until a relevant governmental body confirms that no sanctions/embargoes have been breached and/or a licence can be issued by the relevant authority; and
- iii. advise you that some insurers may seek to cancel cover if they believe there has been a sanctions/embargo breach.

We will make reasonable efforts to warn you should we become aware that an issue may impact upon the insurance we place on your behalf or restrict the payment of any premiums or claims.

26 Liability of our Directors, Officers or Employees

You agree not to make any claim personally against any employee, director or officer arising out of the work and services provided under these Terms of Business. This clause does not in any way limit or affect our liability to you as set out above.

27 Setting sums insured, policy estimates and indemnity values

It is always your responsibility to tell us (or your insurer) the sums insured and/or indemnity values and/or policy estimates you want to have for your policy(ies). This is because insurers will rely on this information when deciding on the policy terms and premiums to apply to your policy. If you are underinsured, or have mis-stated policy estimates, insurers may not pay a claim in full or in part.

28 Committal to terms

This agreement shall become effective between both parties when cover is taken out and supersedes all previous agreements whether oral or written.

29 Termination of this agreement

You may cancel these Terms of Business with us at any time. If you do so, we will continue to be entitled to receive any fees or commissions payable. We reserve the right to resign as your broker. If policies are to be cancelled, you will be given notice in accordance with the terms of the insurance policy(ies). We will continue to fulfil any outstanding regulatory responsibilities to you following termination of these Terms of Business.

30 General

Each of our rights or remedies is without prejudice to any other right or remedy we may have whether under a contract or not. You are responsible for your compliance with applicable laws. If we suffer financial loss because of your failure to adhere to applicable laws we may pursue damages to the extent of the loss. Our failure or delay in enforcing (in full or part) any provision of this contract will not be construed as a waiver of any of our rights under this contract.

31 Confidentiality

We agree to keep all information provided by you to us confidential, save that you authorise us to:

- a. disclose such information to insurers and their agents for the purposes of obtaining insurance quotations for you, placing insurance on your behalf and all other matters relating to your insurances, including the making of claims;
- b. share such information with our own insurers and professional advisors on terms that preserve confidentiality or where we are required by law or by order of the court to disclose such confidential information.

However, we will not be bound to keep any information confidential where it is or becomes in the public domain, it was already known to us or becomes known to us independently of you, or if you authorise us to disclose such information.

32 Severability

If any part of these Terms of Business is or becomes illegal, invalid or unenforceable then that part shall be deemed to be removed from these Terms of Business and shall not in any way affect the legality, validity or enforceability of the remaining Terms of Business.

33 Waiver

Your rights and our rights under these Terms of Business may be waived if specifically agreed in writing by you and us but not otherwise.

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