

## Extra Rent Guarantee and Legal Expenses insurance policy summary

This document provides a summary of the cover provided under a contract of insurance with HomeLet. Full details can be found in the policy document a copy of which is available on request. Where a policy is arranged you should refer to your policy document, policy schedule and any endorsements that apply for full details of the cover in force.

It is quite usual for letting agents to provide rent cover under a contract of guarantee as part of their services to landlords. If you benefit from this type of arrangement, please be aware that these are not contracts of insurance, and therefore cannot be read in conjunction with this document.

### Type of Insurance

Extra Rent Guarantee and Legal Expenses insurance is underwritten by Propgen Insurance Ltd

### Period of Cover

6 or 12 Months

Significant Features and Benefits	Significant Exclusions, Limitations, Conditions
<p>Referencing and Rent Guarantee should be the starting point for any let. The key factor to the success of a tenancy is the suitability of the tenant and this requires objective assessment.</p> <p>The Extra product includes the benefit of a HomeLet Enhance reference against the Tenant with a fixed term Rent Guarantee insurance policy if the Tenant's report is deemed acceptable.</p> <p>Extra Rent Guarantee and Legal Expenses provides cover for;</p> <ul style="list-style-type: none"> <li>The rental amount due where the tenant fails to pay and is in breach of the tenancy agreement</li> <li>Legal Expenses involved in pursuing the tenant for vacant possession where the tenant has failed to pay the rent</li> </ul> <p><b>Additional Benefits</b> The policy can be renewed for 6 or 12 months.</p>	<p><b>Territorial Limits</b> Cover is specifically designed for let properties in Great Britain and Northern Ireland.</p> <p><b>Sum Insured / Limits</b> The Limit for Legal Expenses is £25,000 The Limit for Rent Guarantee is a sum equivalent to 4 months rental for a 6 months policy, 5 months for a 12 month policy in the first tenancy period and then a sum equivalent to 5 months rental in subsequent periods. Maximum Rental Amount per month is £10,000. The monthly rental will be paid until vacant possession is obtained or to the date the policy period expires whichever is the sooner. <b>Refer to Rent Guarantee cover - sections 1 and 2 of the policy wording document</b></p> <p><b>Excess</b> The excess applicable is a sum equivalent to one months rent.</p> <p><b>Referencing</b> To be eligible for Extra Rent Guarantee all tenants to be included in the tenancy must be satisfactorily referenced and accepted, in aggregate, for a minimum of the full monthly rent. Any conditions on the tenant reference must be met. <b>Refer to General Conditions - section 11 of the policy wording document</b></p> <p><b>Tenancy Start Date</b> The tenancy agreement must not have commenced prior to the date of issue of the policy. <b>Refer to General Conditions - section 16 of the policy wording document</b></p> <p><b>Rent Record</b> For cover to be effective the Landlord or the managing agent must keep a clear record of all rent due and payments received including the date of any payment received. <b>Refer to General Conditions - section 12 of the policy wording document</b></p> <p><b>Guarantors</b> Where a person has been requested to stand surety for a 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 with the Landlord in respect of the tenancy. <b>Refer to General Conditions - section 11 of the policy wording document</b></p>

## Extra Rent Guarantee and Legal Expenses insurance policy summary

### Your rights of cancellation

Should the cover provided by the policy not meet with your requirements we agree to refund any premium paid, in full, subject to your written notification to us within 14 days of receipt of the policy documentation provided that:

- a a claim has not been made and
- b no incidents have arisen that could result in a claim under the policy

### How to claim

If you need to make a claim on your policy you should call us on 0330 333 7067 and we'll advise you what you should do next – our lines are open between 9am – 5.30pm Monday to Friday.

### Complaints

We are committed to maintaining a high standard of professional conduct in all our dealings with customers. If you feel that your insurance arrangements have not been handled in the manner in which you would expect and you wish to make a complaint we would like to hear from you. Please contact:

Head of Customer Care  
HomeLet  
Hestia House  
Unit 2 Edgewest Road  
Lincoln  
LN6 7EL

Our Policy Wording sets out the full complaints procedure.

If you have complained to us about the sale of your policy, and we have been unable to resolve your complaint, you may then be entitled to refer it to The Financial Ombudsman Service, who will review your case on an independent basis. The address is:

#### The Financial Ombudsman Service

Exchange Tower  
London E14 9SR  
Tel: 0800 023 4567

(Please note that the Financial Ombudsman is only able to intervene in respect of personal policyholders or small businesses).

For matters related to the policy itself disputes may be referred to:

#### Office of the Arbiter for Financial Services

1st Floor  
St Calcedonius Square  
Floriana FRN 1530  
Malta

E: [complaint.info@financiararbiter.org.mt](mailto:complaint.info@financiararbiter.org.mt)

T: +356 (or 00356) 21249245

For matters related to the HomeLet tenant reference obtained in conjunction with this insurance, please note that Tenant referencing is not regulated by either of the Financial Services Authorities stated above. However complaints about the service may be referred to HomeLet's Head of Customer Care as noted above.

Progen Insurance Limited is not covered by the Financial Services Compensation Scheme.

If you have any queries concerning this document, please contact HomeLet on **0330 333 7234**.