

ABOUT THIS DOCUMENT

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

INSURER

Novae Syndicates Limited is managed by Novae Management, which is authorised and regulated by the Financial Services Authority.

TYPE OF INSURANCE AND COVER

You can choose from Buildings and Contents insurance. Your intermediary will provide you with details of the cover you have chosen and will confirm the sums insured that you have requested at the time of quotation. Please note: If your property is unoccupied, the cover may be restricted; you should check with your insurance adviser, who will confirm what cover is being provided.

Cover specific features and benefits

Section one: Buildings

Buildings with or without accidental damage (which may be optional).

You are covered for loss or damage caused by:

- Fire, smoke, earthquake, explosion, lightning
- Aircraft, and other flying objects or anything dropped from them
- Riot, civil commotion, strikes and labour or political disturbances
- Impact by vehicles, trains, animals
- Breakage or collapse of radio or TV aerials, fixed satellite dishes their fittings or masts
- Falling trees or branches
- Theft/attempted theft
- Malicious acts or vandalism
- Flood
- Escape of water or oil from any fixed domestic water or heating installation or appliance
- Subsidence, landslip or heave
- Storm
- Accidental damage to fixed glass, sanitary ware and underground cables, pipes, or tanks
- Up to 20% of the buildings sum insured for loss of rent or costs for alternative accommodation
- Up to £5,000 cover for carpets, curtains, blinds, dishwashers, freezers, refrigerators, cookers, washing machines, tumble dryers.

Section two: Contents

Contents with or without accidental damage (which may be optional).

In the home: You are covered for loss or damage caused by the following:

- Fire, smoke, earthquake, explosion, lightning
- Aircraft, and other flying objects or anything dropped from them
- Riot, civil commotion, strikes and labour or political disturbances
- Impact by vehicles, trains, animals
- Breakage or collapse of radio or TV aerials, fixed satellite dishes their fittings or masts
- Falling trees or branches
- Theft/attempted theft
- Malicious acts or vandalism
- Flood
- Escape of water or oil from any fixed domestic water or heating installation or appliance
- Subsidence, landslip or heave
- Storm

Up to £500 for any one item, pair or set and up to 10% of the contents sum insured in total for high risk items.

Up to 20% of the contents sum insured for loss of rent, alternative accommodation.

Up to £750 for water charges payable following accidental damage to domestic water or heating system.

Other contents

Up to £250 for contents outside but within the boundaries of your home.

Up to £250 for replacement locks and keys following loss or theft.

Section three: Liability

Up to £5 million liability cover as the owner of the present and a previous home (when the buildings are insured).

Up to £10 million for liability for accidents to domestic employees for any one event (plus any agreed costs and expenses) (when the contents are insured).

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY COVER)

Section one: Buildings

The first £100 of every claim other than claims for accidental damage where the excess will be £150, damage caused by water or oil leaks where the excess will be £250 and claims for subsidence, heave or landslip where the excess will be £1000 (or as specified by endorsement).

Malicious acts or vandalism cover is limited to £5,000 for damage caused by your tenants.
Excludes cover for damage to pitch fibre pipes due to pressure from weight of soil or delamination.

Section two: Contents

The first £100 of every claim other than claims for accidental damage where the excess will be £150 and claims for damage caused by water or oil leaks where the excess will be £250 (or as specified by endorsement).

Malicious acts or vandalism cover is limited to £5,000 for damage caused by your tenants.

Buildings and Contents

Damage caused by: Theft, attempted theft, malicious acts/vandalism, escape of water or oil, accidental damage to fixed glass & sanitary ware is not covered if the property is not sufficiently furnished throughout to be lived in. Theft/Attempted theft must be accompanied by forcible/violent entry to the property.

Warranties

If the property is left unoccupied for more than 30 days in a row, the property must be inspected once every 30 days and a written log kept. If the property is unoccupied for more than 30 days in a row, between 1st November and 31st March, all mains supplies should be turned off and the water and central heating systems drained, unless the heating is kept running to maintain a minimum temperature of 15°C.

PERIOD OF INSURANCE

The insurance offered is a twelve month contract. The insurance may be renewed each year, but renewal will be subject to the terms and conditions that apply at the time of renewal.

CANCELLATION

You may cancel the insurance at any time by sending us written notice. The charges that will apply are detailed in the General Conditions section of the insurance document.

Your right to change your mind

If you decide the policy is not suitable, you may cancel the insurance by sending us written notice and returning the insurance documents within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. We will return any premium you have paid providing you have not made a claim.

HOW TO CLAIM

If a claim or possible claim occurs, you must report it to us as soon as possible. Please contact us on 0844 856 2107.

COMPLAINTS

If you have any cause to complain about your insurance, or us, please contact your intermediary who administers the insurance on our behalf, Property Protection, Andrew Copeland Insurance Consultants Ltd, 230-234 Portland Road, London SE25 4SL. Having contacted your adviser, if you are still not satisfied with the way a complaint has been dealt with, you should write to the Chief Executive of Novae Management at 71 Fenchurch Street, London EC3M 4HH. When you do this, quote your insurance document number, as it will help us to deal with your complaint promptly.

After this action, if you are still not satisfied with the way a complaint has been dealt with, you should refer your case to the Policyholder & Market Assistance Department at Lloyd's. The address is Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA.

Having followed this procedure, your complaint can be referred to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza II, 183 Marsh Wall, London E14 9SR.

(These procedures do not affect your right to take legal action if necessary.)

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance. This depends on the type of business and the circumstances of the claim. A claim is protected for 90%, without any upper limit. Further information about the compensation scheme arrangements is available from FSCS. Information can be obtained on request or by visiting the FSCS website at www.fscs.org.uk.

LAW APPLYING TO THE INSURANCE

Unless we have agreed otherwise with you, English law will apply to this insurance.