

# Rentguard

## Insurance Product Information Document

Rentguard Limited is registered in the UK under company number 9125814 and authorised and regulated by the Financial Conduct Authority under number 670126.

Company: Rentguard

Product: Home Insurance

Underwriter: AXIS Managing Agency

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

### What is this type of Insurance?

This Home Insurance Policy is a multi-section Home Insurance Policy. All sections are optional except that you must select buildings and, or contents cover.

Optional extensions for accidental damage are available on this policy as well as optional personal possessions cover and Legal Expenses. The excesses which apply can be found in your insurance Certificate.



#### What is insured?

##### BUILDINGS

- ✓ Loss or damage to the building from many causes including but not limited to fire, smoke, lighting, explosion, lightning, earthquake, malicious acts, vandalism, storm or flood (depending on postcode), subsidence, heave or landslip (depending on postcode), escape of water and leakage of oil.
- ✓ Accidental damage to underground pipes or cables serving your home
- ✓ Accidental breakage of fixed glass and fixed sanitaryware
- ✓ Costs of alternative accommodation if you have to temporarily move out of your home because of an insured event
- ✓ The cost of tracing water or oil leaks inside the home including damage caused while finding the leak
- ✓ Replacing locks and keys to the external doors to your home if your keys are lost or stolen
- ✓ Loss or damage to contents from many causes including but not limited to fire, smoke, explosion, lightning, earthquake, malicious acts, vandalism, storm or flood (postcode dependent), theft or attempted theft, escape of water and leakage of oil

##### CONTENTS

- ✓ Loss or damage to contents from many causes including but not limited to fire, smoke, lighting, explosion, lightning, earthquake, malicious acts, vandalism, storm or flood (depending on postcode), subsidence, heave or landslip (depending on postcode), escape of water and leakage of oil
- ✓ Accidental damage to business equipment such as computers, fax machines and photocopiers
- ✓ Accidental breakage of mirrors and fixed glass in furniture
- ✓ Personal Money
- ✓ Contents in the garden within your home's boundaries
- ✓ Pedal cycles in your home
- ✓ Freezer contents



#### What is not insured?

##### ALL COVERS

- ✗ Loss or damage caused by malicious acts, vandalism, theft, escape of water, leakage of oil, breakage of glass or sanitaryware or frost if your home will be unoccupied for more than 60 consecutive days
- ✗ The costs of replacing any undamaged or unbroken item or parts of items forming part of a set, suite or other article of uniform nature, colour or design if damage occurs within a clearly identifiable area or to a specific part and it is not possible to match replacements
- ✗ Loss or damage caused by water escaping due to the failure or lack of grout and/or sealant
- ✗ Loss or damage caused by water overflowing from wash basins, sinks, bidets, showers, and baths as a result of taps being left on

##### BUILDINGS

- ✗ Storm of flood damage to fences, gates, hedges, cantilever carports, canopies and awnings and to any felt roof there the felt is more than 10 years old

##### CONTENTS

- ✗ Money and pedal cycles stolen from your home unless it was entered by force and violence
- ✗ Accidental damage to items designed and intended to be portable, or to hand held computer equipment and games
- ✗ Accidental damage to mobile phones



#### Are there any restrictions on cover?

- ! Excesses apply on each claim
- ! Alternative accommodation up to 20% of buildings sum insured
- ! The cost of tracing water or oil leaks inside the home including damage caused while finding the leak up to £5,000
- ! Replacing locks and keys to the external doors to your home if your keys are lost or stolen up to £750
- ! Accidental damage to business equipment such as computers, fax machines and photocopiers up to £5,000
- ! Personal Money up to £500
- ! Contents in the garden within your home's boundaries up to £2,500
- ! Pedal cycles in your home up to £500
- ! Freezer contents up to £250



#### Where am I covered?

- ✓ This policy covers you in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.



### What are my obligations?

- You must provide honest, accurate and complete information during the whole duration of your contract
- You should notify us immediately of any change in the risk or circumstances that may affect your insurance cover
- In the event of a claim you must notify us as soon as possible
- You must take reasonable precautions to prevent loss and limit damage
- You must at all times keep the sums insured at a level which represents the full value of the property insured
- You must maintain the property insured in a good repair
- If there has been malicious damage theft or attempted theft, you must tell the police without delay



### When and how do I pay?

You can pay for your policy as a one off payment via Credit/Debit Card or you can set up a Direct Debit. All Direct Debits are subject to a 12.99% premium charge and instalments are spread over ten months.



### When does the policy start and finish?

The policy starts on the date of your choice and runs for 12 months. The start and finish date of your policy are found in your Certificate.



### How do I cancel the contract?

You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a cooling-off period of 14 days, from inception or receipt of your documents, whichever is the later, in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within this period is therefore subject to a full refund.

Provided that there have been:

- No claims made under the policy for which we have made a payment;
- No claims made under the policy which are still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to us.

Cancellations made after the cooling-off period will be subject to a cancellation fee by Rentguard of up to £35. We will retain a proportional premium for time on cover. For instance, if you paid £200 for a policy and cancelled this half-way you will be entitled to a refund of £100 for the unexpired portion of the policy less Rentguard's cancellation fee of £35 (total refund in this instance would be £65). Please note any administration fees charged for policy set up are nonrefundable if cancelled after the cooling off period.

To cancel the contract you can either write to us at Rentguard, 27 Great West Road, Brentford, London, TW8 9BW or speak to our customer services team by calling 0208 587 1060