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# Unoccupied Home Insurance Policy
# Policy Summary

*This is a Policy Summary only and does not contain the full terms and conditions of the contract. Full terms and conditions can be found in the General Conditions Mod.2394-B and the policy Schedule of Cover. A copy of the General Conditions is available upon request.*

## *Type of Insurance and Cover*

The Unoccupied Home Insurance Policy is a homeowner's insurance policy, tailored for the protection of an unoccupied property. It is designed to cover the Buildings, (excluding carpets, but including outbuildings, garages, domestic fixed fuel oil tanks, swimming pools, drives, patios, walls and fences), against the events listed below, and will also indemnify you for your legal liability as property owner in respect of injury caused to others or damage caused to their property.

It is a Condition Precedent that any unoccupied home has mortice deadlocks or locks conforming to BS3621 or a multi-point locking system fitted to all final exit doors and that all accessible windows are either fitted with a purpose designed key-operated window lock or are screwed shut (when the sash is securely screwed into the outer frame) and that these protections are put into operation whenever the property is unattended. If these security measures are not fitted and in operation an excess of £1,000 will apply to all claims for theft or attempted theft or where there is damage caused as a result of a riot, violent disorder, strike, labour disturbance, civil commotion or by any person of malicious intent.

Properties whose windows are boarded-up or bricked-up or properties which have been divided into bedsits containing cooking facilities within individual units are **not acceptable** for cover.

Provided that the Buildings are insured, cover may also be provided for Contents, consisting of household goods, including carpets, radio and television aerials, satellite dishes, and their fixings and masts. However, cover will not be provided for valuables (Note: Valuables: eg articles of jewellery, pearls, gemstones, gold, silver or precious metals, pictures, works of art and curios, stamp and coin collections, computers, business equipment, clocks, watches, cameras, camera equipment and binoculars).

Cover is provided against damage caused by the following: fire, lightning, explosion, earthquake, aircraft, storm and flood, escape of water from fixed water systems, escape of oil from fixed heating systems, theft, impact by vehicles or animals, riot, acts of malicious persons, subsidence, landslip or heave, falling of aerials, and falling trees or branches.

Cover may not be provided or may be reduced to **FLEEA (Fire, Lightning, Explosion or Earthquake and Aircraft) and Subsidence** or **FLEEA only** for Buildings undergoing any conversion, extension, refurbishment or modernization. Full details of any works must be provided for our prior approval. It is also possible to reduce cover to **FLEEA (Fire, Lightning, Explosion or Earthquake and Aircraft) and Subsidence** or **FLEEA only** at your request. A discount is applied when cover is restricted to reduce the premium. The level of cover that applies is shown on the Schedule of Cover.

***Significant Features & Benefits***

Under the Buildings section, cover automatically includes:

- Accidental Breakage of fixed glass.
- The cost of repairing accidental damage to underground pipes and cables for which you are legally responsible.
- Monthly adjustment of the Sum Insured in line with the House Rebuilding Cost Index produced by the Royal Institution of Chartered Surveyors.

Under the Contents section cover automatically includes:

- Accidental breakage of mirrors and glass tops and fixed glass in furniture and ceramic hobs.
- The costs necessarily incurred for the replacement of locks to external doors, safes and alarms, following theft or loss of the keys.

***Significant and Unusual Exclusions and Limitations***

Under the Buildings and Contents Sections, we will not pay for:

- The excess, which is the amount you have to pay towards the cost of each claim other than for Subsidence, Landslip or Heave or Escape of Water, i.e. £250, which may be increased at your request in return for a reduction in the premium. The excess for each claim caused by Subsidence, Landslip or Heave is £1,000 and a minimum of £500 for each claim caused by Escape of Water. The excesses applicable are shown on the Schedule of Cover.
- Accidental breakage of fixed glass and double glazing (including the cost of replacing frames), solar panels, sanitary fixtures and ceramic hobs when the premises are left insufficiently furnished for normal habitation.
- Damage caused by escape of water, between the period from 1st October to 1st April, unless the water system at the premises has been turned off and drained or the central heating system is in continuous operation at a minimum temperature of 55°F (13°). In continuous operation means in operation 24 hours per day, and not set to be switched off or on by the operation of a timer. The property must be inspected, by the Insured or the Insured's representative, at intervals of not more than 30 days, and written records kept of such inspections. (A copy of the **UNOCCUPANCY CLAUSE** is available on request).

Under the Property Owner's Liability section, we will not pay:

- More than £2,000,000 for all claims arising out of any one event, plus the costs and expenses You incur with Our written consent for the defence of any such claim, (please refer to the **LIMIT OF INDEMNITY** shown in Section Three off the General Conditions).
- For liability arising out of injury, accident or disease to any person who is in Your service or is a member of Your family or household, (please refer to exclusion 1 of Section Three of the General Conditions).

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***What if my circumstances change?***

Are all of the answers and/or is all of the information you gave in response to the questions asked when you first applied for this insurance or last applied to renew this insurance still correct and complete?

If not, please set out the changes to those answers and/or information and notify your intermediary or Ocaso SA UK Branch immediately. We will rely on the accuracy and comprehensive scope of your answers and/or information provided by you when considering your application for insurance or for renewal of insurance and whether to give the insurance or not and on what terms.

Any misrepresentation by you or someone acting as your agent may result in claims being rejected, claims settlement being reduced or the policy being invalid.

You should keep a record of all answers and/or information supplied to us (including copies of all letters) in connection with this contract.

***What if I change my mind and want to cancel the policy?***

Should you decide not to proceed with the purchase of this insurance contract, you have the right to cancel within fourteen days from the inception date of the policy or the date you receive full details of the cover, terms and conditions of the contract, whichever is the later.

If after the expiry of those 14 days, you decide that this insurance contract does not meet your needs, you may request cancellation by contacting either your insurance broker or Ocaso S.A.

For any period of cover utilised, we will retain a pro rata premium, except where a claim has been notified, in which case the full annual premium may be payable to us.

There is no return of premium for early cancellation of a short period policy ie a policy issued for an agreed period of 3, 6 or 9 months.

***How would I make a claim?***

Simply ring our Claims Centre on 0207 377 6465 and speak to one of our claims advisors. He/she will then confirm if you can make a claim under your cover and advise you on how to proceed.

***What if I am not happy and want to make a complaint?***

Unfortunately, mistakes can happen. If so, all you need to do is let us know, in writing, where you believe we may have gone wrong and we will aim to resolve the problem as soon as possible.

We will always confirm receipt of your complaint within five working days and our aim will be to resolve your problem within eight weeks. If we are unable to resolve the problem within eight weeks, and if applicable to you, we will provide you with details of the Financial Ombudsman Service.

Should you wish to make a written complaint it should be forwarded to The Customer Complaints Team at the Ocaso address shown on your policy documentation and in the General Conditions.

***Would I receive compensation if Ocaso were unable to meet its liabilities?***

In the unlikely event that Ocaso SA UK was unable to meet its financial obligations you may be entitled to compensation from the Financial Services Compensation Scheme. Further details can be provided upon request.

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Email: cityoffice@ocaso.co.uk; Tel: 0207 377 6465; Fax: 0207 247 4583
Authorised in Spain by the General Directorate of Insurance and Pensions and subject to limited regulation by the Financial Conduct Authority.
Details about the extent of our regulation by the Financial Conduct Authority are available from us on request.