

# 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: Homecare Policy

Underwriter: Pen Underwriting

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?

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

The perils insured can be found in the Policy Booklet. Excesses which apply can be found in your insurance Certificate. Optional Family Legal Expenses cover is also available with this policy.



#### What is insured?

##### SECTION 1 - BUILDINGS

- ✓ Loss or damage to the structure of your home including its outbuildings, walls, drives, fences and permanent fixtures by an extensive list of causes such as fire, flood etc.
- ✓ Loss of rent and cost of alternative accommodation following an insured loss
- ✓ Costs and expenses to trace and repair the source of damage following an accidental escape of water
- ✓ Your legal liability as owner of your home
- ✓ Damage to gardens following an insured loss

##### SECTION 2 - CONTENTS

- ✓ Theft of contents in garages and outbuildings
- ✓ Contents whilst temporarily removed
- ✓ Office equipment
- ✓ Property in the open up within the boundaries of the home
- ✓ Deterioration of frozen food
- ✓ Replacement of locks following accidental loss or theft of keys
- ✓ Loss of rent and cost of alternative accommodation following an insured loss
- ✓ Occupiers and Personal Liability
- ✓ Employers' Liability
- ✓ Fatal Injury
- ✓ Personal money
- ✓ Unauthorised use of credit cards

##### SECTION 3 - PERSONAL POSSESSIONS SECTION

- ✓ This gives wider cover than is otherwise available under the Contents Section for your personal possessions, money and credit cards
- ✓ Cover is provided for accidental loss or damage including losses away from your home anywhere in the world
- ✓ Cover for loss or damage to your pedal cycles anywhere in the world



#### What is not insured?

##### SECTION 1 - BUILDINGS

- ✗ Certain losses or damage when your home is unoccupied for more than 30 consecutive days
- ✗ Damage caused by wet or dry rot unless damage occurs as a direct result of a claim we have paid and repair has been carried out by our approved contractor
- ✗ Loss or damage to your buildings from any cause not listed in the Policy booklet (but wider cover is available under the accidental damage extension)
- ✗ Legal liability as occupier of the buildings (unless you have selected contents cover)
- ✗ Accidental damage cover (unless you have selected the option to cover this)
- ✗ Glass cover (unless you have selected the optional extension to cover this)

##### SECTION 2 - CONTENTS

- Certain losses or damage when your home is unoccupied for more than 30 consecutive days
- ✗ Loss or damage by escape of water if caused by the failure or lack of grout or sealant
- ✗ Loss or damage to your contents by any cause not listed in the Policy booklet (but wider cover is available under the accidental damage option and the personal possessions section)
- ✗ Aircraft, caravans, motorised vehicles, boats, boards and craft designed to be used on or in water other than those only
- ✗ propelled by oars or paddles, or pedestrian controlled toys or models
- ✗ Your legal liability as owner of the home (unless you have selected buildings cover)
- ✗ Accidental damage cover (unless you have selected the optional extension to cover this).
- ✗ Glass cover (unless you have selected the optional extension to cover this)

##### SECTION 3 - PERSONAL POSSESSIONS SECTION

- ✗ Motor vehicles, caravans, aircraft, watercraft, sail boards, surf boards, contact lenses, hearing aids, dental appliances and computer equipment
- ✗ Loss or damage to sports equipment whilst in use
- ✗ Theft or attempted theft to cycles unless the cycle was locked to an immovable object or kept in a locked building



#### Are there any restrictions on cover?

##### SECTION 1 - BUILDINGS

- Loss of rent and cost of alternative accommodation to a maximum of £50,000
- Costs and expenses to trace and repair up to a maximum of £5,000
- Damage to gardens to a maximum of £5,000
- Subsidence damage contains exclusions such as damage by coastal erosion and damage to swimming pools

## SECTION 2 - CONTENTS

- ! Theft of contents in garages and outbuildings up to a maximum of £2,500
- ! Contents whilst temporarily removed up to a maximum of £10,000
- ! Office equipment up to a maximum of £5,000
- ! Property in the open up within the boundaries of the home up to a maximum of £1,000
- ! Deterioration of frozen food up to a maximum of £1,000
- ! Replacement of locks following accidental loss or theft of keys up to a maximum of £500
- ! Loss of rent and cost of alternative accommodation following an insured loss up to a maximum of £25,000
- ! Occupiers and Personal Liability up to a maximum of £2 million
- ! Employers' Liability up to a maximum of £10 million
- ! Fatal Injury up to a maximum of £5,000
- ! Personal money up to a maximum of £500
- ! Unauthorised use of credit cards up to a maximum of £5,000
- ! Subsidence damage contains exclusions such as damage by coastal erosion and damage to swimming pools

## SECTION 3 - PERSONAL POSSESSIONS SECTION

- ! Certain restrictions apply to theft from an unattended vehicle, including a maximum payment per claim
- ! Loss or damage for any amount over £2,000 for any one item (including articles forming a pair or set)



### 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



### 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% 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