

Let Shield Insurance

Insurance Product Information Document



Arranged by: Commercial Express Quotes Limited Product: Let Shield

Commercial Express Quotes Limited act as an agent on behalf of Canopus Managing Agents Limited, Syndicate 4444 at Lloyd's. Commercial Express Quotes Limited is registered in England and Wales and authorised and regulated by the Financial Conduct Authority. Firm Reference Number: 311067.

Underwritten by: Certain Underwriters at Lloyd's led by Canopus Managing Agents Limited, Syndicate 4444 at Lloyd's

Canopus Managing Agents Limited, Syndicate 4444 at Lloyd's is registered in England and Wales. Canopus Managing Agents Limited, Syndicate 4444 at Lloyd's is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number: 204847.

This document provides a summary of the cover, exclusions and restrictions found in the policy. It is not personalised to your individual selections and does not provide a complete representation of all the provisions of your policy. Please refer to your policy wording, including the schedule, for full details of your cover and the terms and conditions.

What is this type of insurance?

This policy provides cover for Residential Property Owners for the insured events caused by fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons, theft or attempted theft, earthquake, storm or flood, escape of water or oil from any tank apparatus or pipe, impact by any road vehicle or animal not belonging to you or under your control, falling trees, branches, telegraph poles, lampposts or pylons and falling aerials, accidental breakage of fixed glass, sanitary fixtures and ceramic hobs forming part of the building and subsidence.

If your building is unoccupied cover will depend upon the level of cover chosen (bronze, silver or gold). Not all of the insured events listed above will be covered. The insured events for the level of unoccupied cover chosen will be shown in your schedule.



What is insured?

Cover is provided for damage to buildings and contents for the insured events (listed above) and property owners liability for bodily injury or damage caused by an accident happening at the premises up to the limits specified in your schedule.

Following damage, we will pay:

- ✓ Buildings: cost of re-instatement including an allowance for removal of debris, European Community & Public Authorities legislation, architects, surveyors, legal and consulting fees
- ✓ Contents: the replacement cost of the contents as new, or at the underwriters option the cost of repairing the item
- ✓ up to £500 for theft and attempted theft from outbuildings and garages

Extensions to the buildings section

- ✓ Landscaped gardens (following damage by emergency services) £10,000 in any one period of insurance
- ✓ Loss of rent and alternative accommodation – Up to 20% of the building sum insured for loss of rent and maximum £150,000 for alternative accommodation (i).
- ✓ Illegal cultivation of drugs – damage to your building directly caused by the manufacture, cultivation, harvesting or processing of drugs without your knowledge - £5,000 in total in any one period of insurance, regardless of number of premises insured (i)
- ✓ Trace and access (cover is more restrictive if unoccupied gold cover is selected) - £10,000 in any one period of insurance (ii)
- ✓ Loss of metered water, oil and gas - £2,500 any one claim, restricted to £5,000 any one period of insurance (ii)
- ✓ Unauthorised use of gas/water or electricity - £5,000 (ii)
- ✓ Accidental damage to cables or underground services (iii)
- ✓ Theft of keys (replacement locks) - £1,000
- ✓ Damage caused by Emergency Services - £25,000

If the building is unoccupied

- (i) cover is not available
- (ii) cover only available if unoccupied gold cover is selected



What is not insured?

We will not pay for:

- ✗ damage caused by portable heating except portable oil-filled heaters
- ✗ damage caused by moth, termites, vermin or insects, wear, tear, gradual deterioration, rust or oxidation, rot, mould or mildew or inherent vice
- ✗ corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, scratching or denting
- ✗ change in climatic or atmospheric conditions or in water table levels
- ✗ theft, wind, rain, hail, sleet, snow, flood or dust damage to movable property in the open, fences and gates, terraces, patios, paths, drives, footpaths, walls, hedges, swimming pools, tennis courts, squash courts, greenhouses or wooden outbuildings.
- ✗ any unexplained loss
- ✗ theft or attempted theft following damage unless the building was entered using forcible and violent means or caused by a person authorised to be in any part of the building
- ✗ any undamaged part of an item forming part of a set.
- ✗ damage to property in the course of construction or erection
- ✗ damaged caused by the settlement or movement of made up ground or coastal or river or watercourse erosion or bedding down of new structures
- ✗ damage due to collapse/cracking of the building.
- ✗ acts of fraud or dishonesty.
- ✗ cracking, fracturing, collapse or overheating of boilers, economisers, vessels, tubes or pipes, nipple leakage and or the failure of welds of boilers.
- ✗ bursting, overflowing, discharging, or leaking, of water tanks, apparatus, or pipes occurring whilst the whole of the buildings are unoccupied.
- ✗ damage caused by tearing or fouling or chewing by animals.
- ✗ damage to the interior of any building or to the contents, caused by rain, snow, sand or dust, whether driven by wind or not, unless the building, first sustains storm damage to its roof through which the rain, snow, sand or dust enters.
- ✗ damage to contents in respect of malicious acts or vandalism by any persons authorised to be in the buildings.
- ✗ damage to contents used for business or professional purposes.
- ✗ damage to contents in the open.
- ✗ the cost of general maintenance or upkeep.
- ✗ damage, liability or costs from invasive plant species.
- ✗ communicable disease.
- ✗ radioactive contamination.

- (iii) cover is only available if unoccupied gold or silver cover is selected.

Optional Cover (if selected)

Accidental damage (optional for certain tenant types)

Property Owners Liability

Contents (if Selected)

Accidents to Domestic Staff (if Selected)

following injury sustained by domestic staff arising from their services provided to you in the course of the business, up to the limit specified in the schedule.

- ✗ Damage directly caused by anyone using the premises for the manufacture, cultivation, harvesting or processing of drugs (other than the cover provided under the Illegal Cultivation of Drugs extension).
- ✗ Damage caused by pets.
- ✗ any domestic staff with whom you enter into a full employment contract where employers liability cover is required by law.



Are there any restrictions on cover?

- ! Additional endorsements may apply to your policy, these will be shown in your schedule.
- ! If buildings are subject to a contract or order of demolition cover is restricted to removal of debris only.
- ! The excess (which is the amount you have to pay towards a claim) apply to each and every claim (and premises) in respect of subsidence, landslip or heave £1,000 unless another amount is noted on your schedule. Building, contents and property owner's liability varies dependant of location and age of the building and occupancy which will be between £100 to £1,500 unless shown otherwise on your schedule. Please refer to your policy wording.
- ! In respect of buildings cover damage caused by malicious persons authorised to be in the buildings at the time of damage is restricted to £5,000 unless you have obtained a tenant reference.
- ! If your buildings or contents are underinsured, we will only pay a proportion of the claim.



Where am I covered?

- ✓ At the address specified in the schedule within the United Kingdom, Northern Ireland, the Channel Islands or the Isle of Man.



What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give accurate and complete answers to any questions you are asked relating to the insurance. It is important that you review your policy periodically to ensure that the cover remains adequate and notify your broker without delay if any updates are required.
- You must notify your insurance advisor without delay if the risk has altered by the removal of any fire or security protections, where your interest ceases, by a change of the type of tenant or use of the buildings.
- You must make good or remedy any defect or danger which becomes apparent or take such additional precautions as circumstances may require.
- You must meet all current local and national authority regulations governing rented accommodation.
- You must not undertake building works without underwriters express written agreement.
- You must comply with the illegal cultivation of drugs, maintenance and safety, roof maintenance and unoccupied buildings conditions as shown in your schedule/policy wording.
- If the buildings become unattended for more than 30 days in a row between 1st December and 28th February you must turn off the water at the mains and drain the system, turn off any oil supply at the tank or where the buildings benefit from gas or oil-fired central heating this must be connected to a frost-stat and continuously operate at not less than 4 degrees Celsius
- To make a claim you must call the underwriters claims representatives on the telephone number and comply with the conditions confirmed under the claims conditions section in the policy wording. It is your responsibility to prove any loss and you must provide us with evidence of the value or age (or both) for all items involved in a claim.

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of your policy.



When and how do I pay?

- Your broker will advise you of the full details of when and the options by which you can pay.



When does the cover start and end?

- This insurance cover is for a twelve (12) month period, the dates are specified in the schedule



How do I cancel the contract?

- You can cancel this policy by contacting Commercial Express Quotes Limited via your insurance advisor.
- If you cancel this policy within 14 days of the date you receive the policy or the start of the period of insurance whichever is later, then provided you have not made a claim you will be entitled to a refund in any insurance premium paid subject to a deduction for any time for which you have been covered. This is calculated on a proportional basis.
- If you cancel outside of the 14 day period as stated above and you have not made a claim you will be entitled to a refund in any insurance premium paid less a deduction for any time for which you have been covered and is subject to a minimum time on risk charge of £25.00 + insurance premium tax. You will find an example of how we apply a minimum time on risk charge in the Cancellation section in the policy wording.
- If you cancel and cover has been in place arrangement and other fees charged by Commercial Express are non-refundable.