

Your renters insurance policy booklet

TOMORROW BEGINS TODAY



NatWest

Welcome to NatWest

This booklet tells you about your renters insurance

Thank you for insuring with NatWest

Our renters insurance is underwritten by U K Insurance Limited. We're determined

- › to provide you with outstanding customer service, and
- › to make insuring with us as easy and trouble-free as possible.

We hope that you will stay with us for many years to come.

About the policy

Your policy is made up of

- › this policy booklet
- › your **home insurance details**.

Please read these documents carefully and keep them safe in case you need them.

Words in bold type

Some of the words and phrases we use in this booklet have a specific meaning. We've highlighted these words using bold type. You can find the exact meanings of these words in the 'Glossary' on page 4.

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What you need to do

- › Please read this policy booklet and your **home insurance details** to make sure you know exactly what your insurance covers.
- › Check your **home insurance details**, which sets out the information you've given us.
- › If you think there's a mistake, or if you need to make changes, you should tell us immediately.
- › If you don't give us correct and complete information, or if you don't tell us about any changes:
 - your policy may be invalidated
 - we may reject your claim
 - we may not pay your claim in full.

FAQs

What changes do I need to tell you about?

You must tell us as soon as possible about any changes that could affect the level or cover of your insurance.

There's a list of the kind of changes that you need to tell us about below, but this is only to give you an idea. If you're not sure whether to tell us about a change, please contact us to ask.

See page 32 for more about telling us about changes.

A few examples of the changes you need to tell us about

Tell us if you:

- › Are expecting to leave your **home unoccupied** for more than 60 days.
- › Change your address.
- › Have any work done to your **home**, other than routine maintenance or decoration.
- › Are prosecuted for any offence (other than motoring offences).
- › Sublet your **home** out to tenants, or if any **paying guest** or lodger moves in.
- › Use your **home** for **business** purposes. We don't count paperwork, telephone calls, child minding and computer work.
- › Sublet your **home** out as a holiday home.
- › Become aware that your sums insured may be too low.

Do I have to pay a charge if I change anything?

You can make a change to the policy at any time during the **period of insurance**. If you do this, you may have to pay an administration fee as well as any additional premium. Please see your **home insurance details** for more information on the administration fee.

Do I have to tell you if my home will be unoccupied?

If your **home** is going to be **unoccupied** for more than 60 days, you must contact us before this happens, so we can tell you about how this affects your insurance.

See page 32 for more about telling us that your home will be **unoccupied**.

What don't you cover?

✕ The main things we don't cover are:

- › Wear and tear.
- › Maintenance and routine decoration.
- › Reduction in value.
- › Damage from domestic animals.
- › Damage that's caused gradually.
- › Faulty workmanship, faulty design or the use of faulty materials.
- › Items used for **business** purposes.
- › Some losses if your **home** is **unoccupied** for more than 60 days.
- › Mechanical breakdown.

This is just a summary, and doesn't include everything that we don't cover. Please see 'This policy doesn't cover' on page 28.

Can I manage my policy online?

You can see your renters insurance policy, make changes and renew on our website.

homeinsurance.natwest.com/hub

Or, use your phone to scan this QR code.



Glossary

About the glossary

When we use these words or terms in the policy, they have these specific meanings (unless we say differently).

‘Section 3 – Legal Protection’ also includes additional words or terms that have specific meanings – you can find these at the start of this section.

Accidental damage Sudden, unintentional and unexpected physical damage.

Bike Any bike and its accessories. This includes electrically powered bikes.

Business Any employment, trade or profession.

Business equipment Any electronic office equipment used for **business** purposes while it's in your **home**. For example: computers, printers and photocopiers.

✗ But not:

- › Smartphones.
- › Other mobile phones.
- › Tablets.

Contents Any of the following that you're responsible for, or that belong to you or domestic staff who live with you:

- › Household goods.
- › **Personal possessions.**
- › Camping equipment.
- › Satellite dishes and aerials.
- › Other articles.
- ✗ But not:
 - › **Vehicles**, except as mentioned below.
 - › Any living creature.
 - › Landlord's fixtures and fittings.
 - › Financial certificates (securities), or other certificates and documents – except driving licences and passports.
 - › **Money.**

We'll also cover theft or fire damage for any of the following. We'll do this if they're not being used, and are in your **home**, a locked garage, or a locked outbuilding:

- › Electric scooters.
- › Electric skateboards.
- › Hoverboards.
- › Segways.
- › Powered unicycles.

If you claim for these, the total we'll pay is the 'Theft from outbuildings or garages' policy limit shown in 'Your policy limits' on page 8.

✗ We don't cover any liability while these items are being used.

Cyber event An unauthorised, malicious or criminal act that creates, or intends to create, an outcome that includes, but is not limited to:

- › interruption to electronic communications,
- › corruption, unauthorised access to, or theft of data,
- › hacking or service denial.

Endorsement A change to your policy terms that we've agreed with you. We'll show any endorsements in your **home insurance details**.

Excess The amount you must pay towards any claim.

High-risk items Items you need to tell us about on your policy if they're above your single item limit. For example:

- › Jewellery.
- › Watches.
- › Electronics, including computers, laptops, mobile phones, televisions and sound systems.
- › Works of art.
- › Collections, including coins, stamps, medals or alcohol.
- › Clothing and furs.
- › Items, sets or collections of gold, silver, or other precious metals.
- › **Sports equipment**
- › Photographic equipment.

This isn't a complete list. If you aren't sure whether you need to tell us about an item, please contact us to ask.

Home The main residence that you occupy, at the address shown in your **home insurance details**, including its domestic garages and outbuildings.

Home insurance details The document that:

- › Identifies the policyholder.
- › Sets out the details of the cover chosen.
- › Records the information the policyholder has given us.

Money This includes any of the following that belong to you, and aren't used for **business** purposes:

- › Cash and bank notes.
- › Cheques.
- › Money orders and postal orders.
- › Traveller's cheques.
- › Savings certificates and share certificates.
- › Premium Bonds.
- › Travel tickets.
- › Postage stamps (that aren't part of a collection).
- › Phone cards.
- › Lunch vouchers.
- › Vouchers and cards with a cash value.

Non-paying guest Anyone temporarily living with you in your **home** with your permission, without paying you.

Paying guest Anyone who pays to live with you in your **home** with your permission. It doesn't matter how long they are staying.

Period of insurance The length of time the policy covers you for, shown in your **home insurance details**.

Personal possessions **High-risk items**, **sports equipment** and **bikes** that belong to you. This also includes any of the following that belong to you, or that you're legally responsible for:

- › Luggage.
- › Clothes.
- › Other items that you normally wear or carry.

Professional customer representative

A claims handler or company acting for you in a professional or **business** capacity. For example, this could include a claims management company or loss assessor. It wouldn't include a person acting in a private capacity, such as a relative.

Sports equipment Items used for sports activities, including sports clothes designed for any sport activity.

✗ But not:

- › **Bikes** (see page 4 for our definition of bikes).

Storm A storm is a period of violent weather defined as:

- › wind speeds with gusts of at least 48 knots or 55 mph (equivalent to storm force 10 on the beaufort scale) and/or
- › torrential rainfall at a rate of at least 25mm per hour and/or
- › snow to a depth of at least one foot (30 cm) in 24 hours and/or
- › hail of such intensity that it causes damage to hard surfaces or breaks glass.

United Kingdom (UK)

- › Great Britain.
- › Northern Ireland.
- › the Isle of Man.
- › the Channel Islands.

Unoccupied It has been more than 60 days since you last consistently slept at your **home**. This doesn't include occasional visits and stays. Please see 'If your home is unoccupied' on page 28 and 'Telling us that your home will be unoccupied' on page 32.

Vehicles Any vehicle or toy propelled by any kind of motor. This includes:

- › Caravans.
- › Trailers.
- › Aircraft.
- › Watercraft.
- › Land yacht.
- › Wind-powered or wind-assisted vehicles.

It also includes any of the following for these vehicles:

- › Keys and key fobs.
- › Parts and accessories, except for removable entertainment or navigation equipment, while it's outside the vehicle.

✗ But not:

This definition doesn't include the following, while they're being used for their intended purpose by a person that they were designed for.

- › Ride-on lawnmowers.
- › Electrically powered wheelchairs and mobility scooters.
- › Electrically powered children's ride-on toys.
- › Electrically assisted **bikes**.
- › Pedestrian-controlled electrically powered golf trolleys.
- › Model watercraft.
- › Hand-propelled watercraft (such as a surfboard or rowing boat).

We, us, our, the company UK Insurance Limited. To make reading easier, we haven't used bold for these words in the text.

You, your The person or people named in your **home insurance details**, and any family members who normally live with them. To make reading easier, we haven't used bold for these words in the text.

Making a claim

If you need to claim

These steps will help you, and enable us to process your claim quickly.

Do it online

homeinsurance.natwest.com/claims

Or, use your phone to scan this QR code.



Need to claim?

0345 301 5286

Monday to Friday 8am to 8pm

Saturday 9am to 5pm

Please get in touch as soon as you can.

Before you call

- › Don't arrange a replacement or repair before you call.
- › Have the following ready:
 - Your policy number.
 - Your crime or loss reference number (if you need one for your claim).
 - Information about the extent of loss or damage.

Legal Protection – Legal Helpline

0345 246 4322

If you have Legal Protection cover

24 hours, 365 days a year



Your policy limits

We'll provide cover up to these amounts, depending on the type of claim and your cover level. Your **home insurance details** will show you what your cover is and which of these policy limits apply to you. Please see the rest of the policy booklet for further detail and restrictions. These limits don't apply to **high-risk items** you've declared.

Contents	
Contents sum insured	Check your home insurance details
High-risk items: single item limit	✓ £1,000
The most we'll pay for high-risk items	✓ Up to 30% of contents sum insured
Alternative accommodation, kennel fees and storage	✓ 20% of the contents sum insured
Theft from outbuildings or garages	✓ £1,500
Downloaded content	✓ £1,000
Money	✓ £500
Business equipment	✓ £5,000
Full accidental damage	Optional – check your home insurance details
Personal liability	✓ £1,000,000
Tenant's liability	✓ £5,000
Personal Possessions	
Personal Possessions	Optional – check your home insurance details
Personal possessions: single item limit (excluding bikes)	✓ £1,000
Bikes: per bike	✓ £500
Money	✓ £500
Theft from unattended motor vehicle	✓ £1,000
Legal Protection	
Legal Protection	Optional – check your home insurance details

Section 1: Contents

Contents

This section explains how we cover loss, damage or other problems to do with the contents of your home.

Contents – core cover

With contents cover, this core cover is included.

What's covered

We'll cover your **contents** for damage or loss caused by any of the following.

✓ Storm or flood

✓ Water or oil escape

We only cover water or oil escaping from:

- › Fixed water or heating systems.
- › Underground drains and pipes.
- › Domestic appliances.
- › Storage tanks.

✗ We don't cover:

- › Tanks, pipes, appliances or heating systems themselves.
- › Damage caused by failure of, wear and tear to, or lack of grouting or sealant.
- › Loss or damage when your **home** is **unoccupied**.

✗ We don't cover subsidence, heave or landslip damage caused by escaping water or oil.

✗ We don't cover loss or damage caused if taps have been left on in your **home** and water overflows from:

- › Sinks or wash basins.
- › Bidets.
- › Showers and baths.

However, you may have cover if you have full accidental damage to contents cover. Your **home insurance details** will show if you have this cover.

✓ Falling trees or branches

✓ Falling TV aerials, radio aerials, satellite dishes and their fittings

✓ **Fire, explosion, lightning, earthquake and smoke**

- ✗ We don't cover loss or damage caused by:
- › Heat without flames.
 - › Tobacco burns without flames.

✓ **Theft or attempted theft**

- ✗ We don't cover:
- › Loss by deception, unless the only deception used was to get into your **home**.
 - › Loss or damage caused by any **paying guest** or tenant.
 - › Loss or damage when your **home** is **unoccupied**.
 - › Loss of or damage to **contents** in garages or outbuildings. However, you may have cover under the section Theft from outbuildings or garages on page 11.

✓ **Vandalism or malicious acts**

- ✗ We don't cover:
- › Loss or damage caused by any **paying guest** or tenant.
 - › Loss or damage when your **home** is **unoccupied**.

✓ **Being hit by vehicles, aircraft, flying objects and animals**

We also cover damage from anything that drops from an aircraft or flying object.

- ✗ We don't cover damage caused by pets.

✓ **Riot, civil unrest, labour disputes or political disturbance**

Contents – additional cover

With contents cover, this additional cover is included.

What's covered

We'll cover the following.

✓ **Frozen and chilled foods**

We'll pay the cost of replacing food in your fridge or freezer that's lost or damaged by:

- › The temperature rising or falling.
- › The fridge or freezer's refrigerant (cooling liquid) or refrigerant fumes escaping.

✗ We won't pay:

- › If your fridge or freezer is over 10 years old, unless it has been serviced regularly.
- › If the loss or damage is a result of a your deliberate act or neglect.
- › If the loss or damage is the result of a deliberate act or neglect by your electricity provider, their employees or their agents.
- › If the loss or damage happens when your **home** is **unoccupied**.

✓ **Oil and metered water**

We'll pay for the value of:

- › Oil from a domestic heating system.
- › Metered water.

We'll do this if the loss is due to a cause that's listed in your 'Contents – core cover' section.

✓ Moving home

We'll pay for loss of or damage to your **contents** while they're being moved from your **home** to another **home**. We'll do this if the loss or damage is due to a cause listed in your 'Contents – core cover' or accidental damage sections.

We'll also cover **contents** if they're in temporary storage for up to 72 hours.

We'll do this if:

- › You're moving to a private property where you'll live permanently.
- › The property is in the **UK** or the Republic of Ireland.

✗ We won't pay for loss of or damage to:

- › China, glass, earthenware or other fragile items.
- › **Bikes**.

✓ Alternative accommodation, kennel fees and storage

You must contact us to agree these costs before agreeing to pay anything out. If you don't do this, we may not cover your costs.

We'll cover the following if your **home** is uninhabitable following a valid claim under your 'Contents – core cover' or accidental damage sections.

- › The cost of alternative accommodation for you while your **home** is being repaired.
- › Kennel fees for your pets while your **home** is being repaired.
- › The cost of temporarily storing your **contents** while your **home** is uninhabitable.

We'll only cover your **contents** if:

- › They aren't covered by another insurance policy.
- › We've arranged for their temporary storage.

Any alternative accommodation will reflect your needs.

We'll review each claim, taking into account how long you'll need the accommodation, where it needs to be, and how many people will live there. We'll only cover this for the shortest period necessary to return your **home** to a condition that's habitable for you to move back in, or for you to replace your **contents**.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

✗ We don't cover:

- › The cost of any subscription services (such as Netflix) for your alternative accommodation.
- › Any costs connected to keeping livestock or horses.

✓ Theft from outbuildings or garages

We'll pay for loss of, or damage to, **contents** within your outbuilding or garage at the home as a result of theft.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

✗ We won't pay for:

- › Loss by deception, unless the only deception used was to get into your **home**.
- › Loss or damage caused by any **paying guest** or tenant.
- › Loss or damage when your **home** is **unoccupied**.

✓ Downloaded content

We'll pay to replace content that you've bought and stored on your **home** computer, mobile phone or other portable entertainment device. We'll do this if the device is lost or damaged due to a cause listed under your 'Contents – core cover' section.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

✗ We won't pay for rewriting the lost information.

✓ Money

We'll pay for loss or damage to **money** in your **home** due to a cause listed under your 'Contents – core cover' section.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

✗ We won't pay for:

- › Loss of **money**, unless force and violence were used to get into or out of your **home**.

✓ Business equipment

We'll pay for loss of, or damage to, **business equipment** that you either own or are responsible for.

We'll do this if the loss or damage is due to a cause listed under your 'Contents – core cover' section.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

Contents – full accidental damage

With contents cover, full accidental damage is an optional extra.

Your home insurance details will show if you have this cover.

What's covered

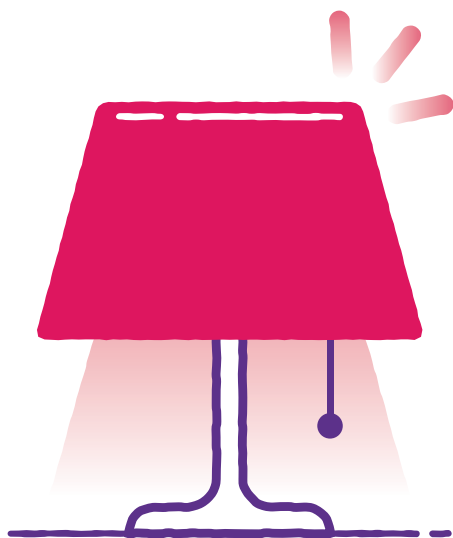
We'll cover you for any of the following.

✓ Accidental damage to your contents

We'll pay for **accidental damage** to your **contents** while they're in your **home** or being moved to your new **home**.

✗ We don't cover:

- › Damage to **bikes**.
- › Damage caused by any **paying guest** or tenant.
- › Loss or damage when your **home** is **unoccupied**.
- ✗ Under this section, we don't cover damage from a cause that's listed under your 'Contents – core cover' section, or something excluded by that section, except:
 - › Tobacco burns.
 - › Loss or damage caused if taps have been left on in your **home** and water overflows from:
 - Sinks or wash basins.
 - Bidets.
 - Showers and baths.



Personal liability

With contents cover, personal liability cover is included.

What's covered

We'll cover you for any of the following.

✓ Personal liability

We'll cover:

- › Liability that results from you occupying your **home**.
- › Personal liability as a private individual in and away from your **home**.

We'll cover your legal liability for damages you have to pay if someone claims against you for:

- › Accidental death, illness, or physical injury affecting any person.
- › Accidental loss of property.
- › Accidental damage to property.

If we agree in writing beforehand, we'll also cover costs, expenses and legal fees for defending you.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

What's not covered

- ✗ We don't cover liability claims made against you for any of the following:
 - › Your death, illness or physical injury.
 - › The death, illness or physical injury of your domestic staff.
 - › Death, illness, physical injury, loss or damage caused by you owning or occupying any land or building except your **home** or temporary holiday accommodation.
 - › Death, illness, physical injury, loss or damage caused by any **business**.
 - › Damage to property that belongs to you or your domestic staff, or that you or your domestic staff are taking care of.
 - › Liability created by an agreement, unless you would have had that liability anyway.
- ✗ We also don't cover any liability connected with your owning, keeping or using:
 - › **Vehicles**, except caravans and trailers while they aren't being towed.
 - › Drones or model aircraft.
 - › Animals, except domestic pets.
 - › Horses, ponies, donkeys or mules.
 - › Dangerous dogs as described under the Dangerous Dogs Act 1991, or the Dangerous Dogs (Northern Ireland) Order 1983, and any updates to that legislation.
- ✗ We also don't cover any liability connected with any disease that can be passed from one person to another.

Tenant's liability

With contents cover, tenant's liability cover is included.

What's covered

We'll cover you for any of the following.

✓ Tenant's liability

We'll cover your legal liability for damages you have to pay as a tenant of your **home** for damage caused to the buildings.

We'll cover this if:

- › The loss or damage is due to a cause listed under your 'Contents – core cover' section.
- › The claim for damages was for a single incident.
- › The incident happened during the **period of insurance** shown on your **home insurance details**.

If you have **full accidental damage** cover for your **contents**, we'll also cover amounts you're legally liable to pay for **accidental damage** to any of the following:

- › Underground drains, pipes, cables and tanks. We'll do this if you're legally responsible for them and they provide services to or from your **home**.
- › Fixed glass in windows, doors or roofs in your **home**.
- › Fixed ceramic hobs in your **home**.
- › Sinks and bathroom fittings in your **home**.

If we agree in writing beforehand, we'll also cover costs, expenses and legal fees for defending you. The total we'll pay for this is shown in 'Your policy limits' on page 8.

What's not covered

✗ We won't pay for:

- › Damage caused by any **paying guest** or tenant.
- › Loss or damage when your **home** is **unoccupied**.

Claiming under your contents cover

How we pay claims

How we pay for contents

If any of your **contents** are lost or damaged, we'll do one of the following:

- › Repair or replace the item or part.
- › Pay the cost of replacing or repairing the item or part.
- › Make a cash payment.

We'll only pay up to the amount it would cost us to replace or repair the item using our own suppliers.

If appropriate parts or replacement items aren't available, we'll pay the full cost of the item. We'll do this if your sum insured covers the cost.

Matching sets and suites

We won't cover undamaged items from a matching set or suite.

Paying for replacement mobile phones

We'll replace a lost or damaged phone with a Grade A refurbished phone. This will:

- › Come with a 12-month warranty.
- › Be 'like new'.
- › Have been thoroughly cleaned.
- › Have a new battery, replacement parts or outer shell as needed.

High-risk items

If you claim for something that you've listed as a **high-risk item**, you'll need to give us proof of the item's value. To help you do this, we recommend keeping receipts and copies of valuations.

What happens to your sum insured after a contents claim

We won't reduce the sum insured after paying a claim.

How much we'll pay for claims

The most we'll pay for any claim will be:

- › The Contents sum insured shown on your **home insurance details**.
- › For any **high-risk item**, the sum insured shown in the **home insurance details** for that item.
- › The amounts shown in 'Your policy limits' on page 8.

For **high-risk items** that you haven't declared, the most we'll pay is:

- › The amount shown in your **home insurance details** for loss of, or damage to, **high-risk items**.
- › The amount shown in 'Your policy limits' on page 8 for any one **high-risk item**, unless your **home insurance details** shows otherwise. If it's a set or collection, we'll count this as one **high-risk item**.

If your sum insured isn't enough to cover the cost of replacing all the **contents** of your **home** as new, we'll reduce your claims payment.

This reduction will be the percentage difference between the premium you've paid, and the premium we would have charged if the sum insured was accurate.

For example, if the difference in premium would have been 25%, we'll reduce the amount we pay by 25%.

Paying your excess for claims

You'll have to pay any **excesses** shown in your **home insurance details**.

This will either be the **excess** for the property, or a specific **excess**. You can see these in your **home insurance details**.

For example, there is a specific excess for damage from escape of water and flood (if applicable).

We'll only take off one **excess** for each claim, unless there's an **endorsement** in your **home insurance details** to say otherwise.

If we've asked a supplier to deal with your claim, we may ask them to collect the **excess** from you.

Section 2: Personal Possessions

Personal Possessions

This section explains how we cover loss, damage or other problems connected to your personal possessions.

This cover is an optional extra. Your home insurance details will show if you have this cover.

Personal Possessions

– core cover

If you have Personal Possessions cover, this core cover is included.

What's covered

We'll cover your **contents** for loss or damage caused by any of the following.

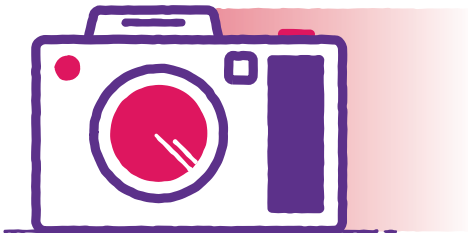
✓ Loss or damage

We'll pay for loss of or damage to your **personal possessions** and any **high-risk items** listed on your **home insurance details** while they're in the **UK** or the Republic of Ireland.

This includes cover for:

- › Possessions stolen from your vehicle while it was unattended. We'll only cover these if your vehicle was locked, and your possessions are hidden from view in a closed glove compartment or locked boot.
- › Loss or damage to **bike** tyres and accessories. We'll only cover these if the **bike** is lost or damaged at the same time.
- › Theft of an unattended **bike**. We'll only cover this if the **bike** was in a locked building, or locked to an object that couldn't be moved using a **bike** lock.

To find out how much we'll pay, see 'Your policy limits' on page 8 and your **home insurance details**.



What's not covered

- ✗ We don't pay for loss of or damage to:
 - › **Business equipment.**
 - › **Vehicles.**
 - › Hand-propelled watercraft (such as a surfboard or rowing boat).
 - › **Sports equipment** while it's in use.
 - › Camping equipment while it's set up or in use.
 - › Items taken by Customs or other officials.
 - › Any **bike** while it's being used for organised racing, pace-making or trials.
 - › **Money.** However, you may have cover under the 'Personal Possessions – additional cover' section below.
- ✗ We also don't pay for loss or damage:
 - › From a theft that involved deception.
 - › By any **paying guest** or tenant.
 - › That's covered under your 'Contents – core cover' section.

Personal Possessions – additional cover

If you have Personal Possessions cover, this additional cover is included.

What's covered

We'll cover the following.

✓ Items in a bank

We'll pay for loss of, or damage to **high-risk items** while they're being stored in a bank or safe deposit box.

We'll also cover items when they're taken out of the bank or safe deposit box. You don't need to tell us if you're taking the items out. However, if they're worth more than the single item limit, you must list them on your policy.

Please see your **home insurance details** to see which limits apply.

✓ Money

We'll pay for theft or accidental loss of **money**. This includes **money** that is with you, or that you've left in a secure place, anywhere in the world.

We'll only cover this if you report the theft or loss to the police within 24 hours.

The total we'll pay for this is shown in 'Your policy limits' on page 8.

✗ We don't pay:

- › If you lose **money** due to a mistake, such as if someone short-changes you.
- › If your **money** loses value. For example, if the exchange rate changes and the currency loses value.
- › If your **money** is confiscated by Customs or other officials.

✓ Overseas travel

We'll cover **personal possessions** while they are temporarily outside of the **UK** or Republic of Ireland for up to 60 days in any policy year. We'll cover your items under this section while they're with you, or if you've left them in a secure place.

What's not covered

- ✗ Anything excluded under 'Personal Possessions – core cover'.

Claiming under your Personal Possessions cover

How we pay claims

How we pay for personal possessions

If any of your **personal possessions** are lost or damaged, including if they are part of a set, we'll do one of the following:

- › Repair or replace the item or part.
- › Pay the cost of replacing or repairing the item or part.
- › Make a cash payment.

We'll only pay up to the amount it would cost us to replace or repair the item using our own suppliers.

If appropriate parts or replacement items aren't available, we'll pay the full cost of the item. We'll do this if your sum insured covers the cost.

Matching sets and suites

We won't cover undamaged items from a matching set or suite.

Paying for replacement mobile phones

We'll replace a lost or damaged phone with a Grade A refurbished phone. This will:

- › Come with a 12-month warranty.
- › Be 'like new'.
- › Have been thoroughly cleaned.
- › Have a new battery, replacement parts or outer shell as needed.

High-risk items

If you claim for something that you've listed as a **high-risk item**, you'll need to give us proof of the item's value. To help you do this, we recommend keeping receipts and copies of valuations.

How much we'll pay for claims

The most we'll pay for any claim will be:

- › The Personal Possessions sum insured shown on your **home insurance details**.
- › For any **high-risk item**, the sum insured shown in the **home insurance details** for that item.
- › The amounts shown in 'Your policy limits' on page 8 for any one item, set, **bike**, or theft from an unattended vehicle.

If your sum insured isn't enough to cover the cost of replacing your **personal possessions** as new, we'll reduce your claims payment.

This reduction will be the percentage difference between the premium you've paid, and the premium we would have charged if the sum insured was accurate.

For example, if the difference in premium would have been 25%, we'll reduce the amount we pay by 25%.

Paying your excess for claims

You'll have to pay any **excesses** shown in your **home insurance details**.

This will either be the **excess** for the property, or a specific **excess**. You can see your excesses in your **home insurance details**.

For example, there is a specific excess for damage from escape of water and flood (if applicable).

We'll only take off one **excess** for each claim, unless there's an **endorsement** in your **home insurance details** to say otherwise.

If we've asked a supplier to deal with your claim, we may ask them to collect the **excess** from you.

Section 3: Legal Protection

Legal Protection

This section explains how we cover costs you have to pay if you're involved in a legal case.

This cover is an optional extra. Your home insurance details will show if you have this cover.

Before you pay any legal costs

Before you agree to pay any legal costs, you must call our Legal Helpline on

0345 246 4322

You can call any time, day or night, 365 days a year.

If you don't call us about any legal case before agreeing to pay costs, we may not pay your claim.

Other things your Legal Helpline can help with

You can ring the Legal Helpline to talk about any private legal problem under **UK** law. It doesn't matter whether you're going to claim or not. We can help with information about:

- › Your legal rights.
- › The options available to you.
- › Whether you need to speak to a lawyer.

We can't give legal advice on:

- › Any claim you make under this policy.
- › Anything connected to a **business** or similar.

Words with a specific meaning

When we use these words or terms in this section they have these specific meanings (unless we say differently).

Appointed representative The **preferred law firm**, solicitor or other suitably qualified person that we appoint to represent you under Section 3: Legal Protection.

Court A court, tribunal or other suitable authority.

Incident date This depends on whether it's a civil or criminal case.

- › For civil cases: the date of the incident that leads to a claim. If there's more than one incident from the same cause, we'll use the date of the first incident.
- › For criminal cases: the first date of any alleged offence.

Legal costs This includes the following:

- › Fees, expenses and money that the **appointed representative** charges. They must be charged properly, be reasonable and in proportion to the case. We must agree to these costs. We'll assess legal fees and money charged on the standard basis, or in line with a fixed recoverable costs scheme, if one applies.
- › Fees that your opponent has had to pay, that you're then ordered to pay by a **court**.
- › Any other fees that we agree to in writing.

Preferred law firm The law firm we choose to provide legal services. We choose these legal specialists as they have the expertise to deal with your claim. They must comply with our agreed service standards.

Reasonable chance of success In a civil case, when we and the **appointed representative** agree that there is a higher than 50% chance that you'll get a favourable judgment and do either of the following:

- › Recover your losses or damages.
- › Get any other legal remedy we agree to.
(For example, an enforcement of judgment, a successful appeal, or a successful defence of an appeal.)

For criminal cases, this would be a case where we and the **appointed representative** agree that there's a better than 50% chance that one of the following will happen:

- › You'll be acquitted from the charge against you.
- › You'll successfully reduce your sentence or fine.
- › You'll make a successful appeal or defend an appeal.

Terms of appointment A separate contract that we'll need the **appointed representative** to sign if they aren't a **preferred law firm**. This sets out how much we'll pay them under your policy, and their responsibilities to report to us throughout the claim.

When we'll cover you under this section

We'll cover you under this section when:

- › We and the **appointed representative** agree that your claim has a **reasonable chance of success**.
- › The **incident date** was at a time when your policy covered you.
- › The incident happened within the **UK**.
- › Legal proceedings are carried out by a **court** in the **UK**.

Legal Protection – core cover

If you have Legal Protection cover, this core cover is included.

What's covered

✓ Personal injury

We'll pay **legal costs** for an accident that causes you physical injury, or that leads to your death.

We'll only pay **legal costs** for claims that result from or are connected with mental health if the claim is the result of an accident that also causes you physical injury.

✗ We don't cover claims that result from or are connected with:

- › Illness or injury that develops gradually and isn't caused by a specific or sudden accident.
- › Defending your legal rights in claims against you.
- › Clinical negligence, unless the claim is covered under Clinical negligence below.

✓ Clinical negligence

We'll pay **legal costs** if a negligent surgical, clinical or medical procedure leads to:

- › Physical injury to you.
- › Your death.

We'll only pay **legal costs** for claims that result from or are connected with mental health if the claim is the result of a negligent surgical, clinical or medical procedure that also causes you physical injury.

✗ We don't cover claims that result from or are connected with:

- › Negligent procedures that happened before your cover started.
- › Any alleged failure to diagnose your condition correctly.

✓ Employment

We'll pay **legal costs** for any dispute you have with your current or former employers at an Employment Tribunal.

We'll only pay the **legal costs** of defending your legal rights in claims against you when you're defending a counter claim.

We'll only pay **legal costs** that result from or are connected with settlement agreements if you're also able to make an Employment Tribunal claim.

- ✗ We don't cover claims that result from or are connected with:
 - › Any disciplinary, investigatory or grievance procedures in the company you work for.
 - › Any appeals against the outcomes of the procedures set out above.
 - › Redundancy consultations.
 - › Disputes that start in the county court, high court or equivalent courts in the **UK**, or are transferred to these courts.

✓ Inheritance disputes

We'll cover the **legal costs** of claims for a dispute over something left to you in a will.

- ✗ We don't cover claims that result from or are connected with any of the following:
 - › Disputes with executors about the management of the estate.
 - › Disputes between you and another beneficiary about the administration or disposal of any item left to you in a will.
 - › Negligent drafting of a will.
 - › Situations where a will hasn't been made or concluded, or can't be traced (this is called 'intestacy').

✓ Legal defence

We'll cover the **legal costs** of claims that result from or are connected with you carrying out your duties of work as an employee when these lead to:

- › You being prosecuted in a criminal court within the **UK**.
- › Civil action being taken against you for unlawful discrimination.

✓ Contract disputes

We'll pay **legal costs** for breach of contract claims for:

- › Buying or hiring goods or services.
- › Selling goods.

- ✗ We don't cover claims that result from or are connected with anything to do with the following:
 - › Contracts you entered into before your cover started.
 - › Leases, tenancies or licences to occupy land or buildings other than those covered under 'Landlord/tenant dispute'
 - › Contracts that result from or are connected with a profession, **business**, trade or venture for gain.
 - › Contracts that result from or are connected with your employment, other than those covered under the Employment section on page 22.
 - › Loans, mortgages, pensions, investments or borrowing.
 - › Planning – for example, town and country planning.
 - › Professional negligence that results from or is connected with any matter other than those covered under this section (Section 3: Legal Protection).
- ✗ We also don't cover claims for any of the following that result from or are connected with any land or buildings:
 - › Advice.
 - › Specification or design.
 - › Construction, conversion, extension, or renovation.
 - › Demolition.

✓ Landlord/tenant dispute

We'll cover the **legal costs** for any dispute you have with your landlord about a tenancy agreement that you have entered into to rent your **home**.

We'll only pay the **legal costs** of defending your legal rights in claims against you when you're defending a counter claim.

- ✗ We don't cover claims that result from or are connected with:
 - › Rent.
 - › Service charges.
 - › Renewal of a tenancy agreement.

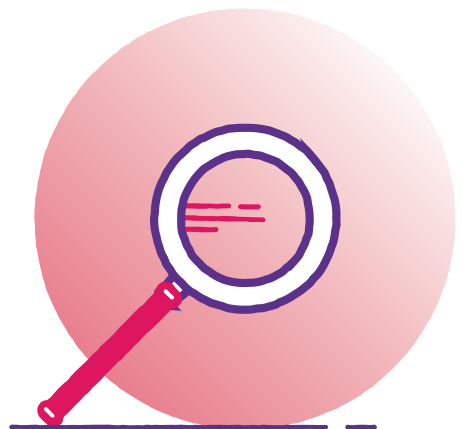
Jury service cover

If you have Legal Protection cover, jury service cover is included.

What's covered

✓ Your salary while you attend jury service

We'll pay your salary or wages for each complete half day of jury service you carry out. We'll only do this if you can't claim them back from the **court** or your employer.



What's not covered

These only apply to this section. Please also see the section called 'This policy doesn't cover' on page 28.

We don't cover claims that result from or are connected with any of the following:

The timing of your claim

✗ We don't cover:

- › **Legal costs** relating to any time before we accept your claim.
- › Incidents that began before your cover started.

Claims relating to other people

✗ We don't cover:

- › Action against anyone who's insured by this policy.
- › Any dispute between you and someone you live with, or have lived with.
- › Claims relating to any of the following:
 - Divorce, separation, matrimonial or civil partnership issues.
 - Co-habitation or joint property ownership.
 - Joint financial obligations or maintenance.
 - Financial or custody arrangements involving children.

Loss or damage that's covered by other insurance

✗ We don't cover loss or damage that's insured under another section of this policy, or any other insurance policy.

Where we didn't cover the original claim

✗ We don't cover any appeal or enforcement action where we didn't cover the original claim.

Group action

✗ We don't cover:

- › Any dispute relating to a group action. For example, this could be if you're part of a group of people who are all making, or could make, the same claim unless:
 - Everyone in the group is insured under this policy.
 - Your claim is covered under the Employment or Inheritance sections of this policy.

Other disputes

✗ We don't cover:

- › Any dispute with us about this insurance policy, other than as shown under 'How to make a complaint' on page 36.
- › Any fines, penalties, compensation or damages you're ordered to pay by a **court**.
- › Judicial reviews. These are applications for a judge to review the legality of a decision that a public body has made, or action a public body has taken.

Claiming under your Legal Protection cover

How we pay claims

How to claim under this section

This section works slightly differently to other sections.

These conditions only apply to this section. Please also see the section called 'This policy doesn't cover' on page 28.

The following conditions don't apply to this section (Section 3: Legal Protection):

- › The general conditions under Policy terms and conditions and Preventing loss.
- › The claims conditions listed on page 32.

Following the policy terms

You must follow all the terms and conditions of this policy. You must also take all precautions to prevent a claim from happening. If it's impossible to avoid a claim, you must take all reasonable precautions to keep the amount of the claim to a minimum.

If you haven't followed the terms and conditions of this policy

If you haven't followed the terms and conditions of this policy, and this affects our position, we have the right to:

- › Refuse or withdraw from any claim.
- › Refuse to pay **legal costs** we've already agreed to.
- › Claim back from you **legal costs** that we've paid.

Getting started with your claim

Telling us about your claim

You must:

- › Tell us about your claim, including full and factual details, within a reasonable time from the **incident date**.
- › Send us any reasonable and relevant information we ask for.
- › Pay any charges to do with sending this information.

Choosing who represents you

If we accept your claim, we'll choose a **preferred law firm** to try and settle the matter without having to go to **court**.

If it's necessary to take your claim to **court**, or if there's a conflict of interests, you can choose a law firm to act as the **appointed representative**.

If you choose an **appointed representative** that isn't a **preferred law firm**, they must agree to act for you in line with our **terms of appointment**. You can ask us for a copy. We'll only cover their **legal costs** from the date they agree to our **terms of appointment**.

The **appointed representative** will enter into a separate contract of appointment directly with you. You'll be responsible for any of their **legal costs** that we don't authorise.

Working with us on the claim

Cooperating with the appointed representative and us

If we ask, you must tell the **appointed representative** to give us any documents, information or advice that they have or know about.

You must:

- › Fully cooperate with the **appointed representative** and with us.
- › Keep us and your **appointed representative** informed of all developments relating to the claim promptly.
- › Provide us and the **appointed representative** immediately with all information, evidence and documents that you have or know about.
- › Get our permission before instructing a barrister or expert witness.

You must not take any action that hasn't been agreed by your **appointed representative** or by us.

We can contact the **appointed representative** at any time, and they must cooperate with us at all times.

Settling or ending the claim

If the appointed representative refuses to continue acting for you, or if you dismiss them

Cover for your claim will end immediately if:

- › An **appointed representative** refuses to continue acting for you with good reason.
- › You dismiss an **appointed representative** without good reason.

This is unless we agree to appoint another **appointed representative**.

If anyone offers to settle your claim

You must tell us if anyone makes a payment into **court** or offers to settle your claim.

We can refuse to pay further **legal costs** if you don't accept a payment into **court**, or an offer to settle a claim, that we or your **appointed representative** considers you should accept.

If you settle or end your claim without our approval

You must not do either of the following without our approval:

- › Stop, settle, negotiate or withdraw from a claim.
- › Withdraw instructions from the **appointed representative**.

We won't withhold approval without good reason.

If it's more economic to settle your claim

We can decide to settle your claim by paying you the compensation you're likely to be awarded by a **court**. This would be instead of starting or continuing your claim or legal proceedings.

If your claim isn't for damages, we may decide to settle your claim by paying you the equivalent financial value of your claim.

If costs become disproportionate

Sometimes the **legal costs** of a legal action may be too much in relation to the value of your claim, this relates to a legal test that is referred to as "proportionality". In these cases, we may not provide further cover for your claim. When looking at how much your claim will cost to take legal action versus the potential benefit to be gained in pursuing your claim, we consider things like:

- › The difficulty of the case. Cases which are more difficult usually have greater **legal costs** attached to them.
- › The potential total value of the case. This includes the amount of damages you may be able to recover from the other party.
- › The non-financial value of the case. Sometimes your claim will have a benefit to you which is difficult to value in financial terms but is still worth pursuing. For these claims your **appointed representative** will take the benefit to you into account when calculating the total value of your claim.
- › If it would be reasonable to spend more in pursuing a claim than the benefit you would get in doing so.

Your **appointed representative** will assess the potential value to be gained in pursuing your case and the cost to take legal action.

If your claim no longer has a reasonable chance of success

You must tell us if your claim no longer has a **reasonable chance of success**.

We can refuse to pay further **legal costs** if this is the case.

If we disagree about the chances of success

If there's any disagreement about the **reasonable chance of success**, we'll ask you to get an opinion from a barrister. We'll agree which barrister with you.

You'll have to pay for the barrister's opinion, unless it shows that your claim has a **reasonable chance of success**.

Working out and recovering costs

Assessing costs

We have the right to have **legal costs**:

- › Certified by the appropriate professional body.
- › Audited by any costs draftsman we choose.
- › Assessed by a **court**.

Recovering costs

You must tell the **appointed representative** to claim back all **legal costs** that you're entitled to.

If you recover **legal costs** we've paid, you must refund them to us.

We and you will share any **legal costs** recovered in either of these situations:

- › We refused to pay further **legal costs** and you paid more **legal costs** to end your claim.
- › You chose to pay the difference between the **legal costs** we offered to the **appointed representative** (under our **terms of appointment**) and the **legal costs** they charged.

We'll split recovered **legal costs** with you in the same ratio that the **legal costs** were originally paid. For example, if you paid 60% of the original **legal costs**, you'll receive 60% of the recovered **legal costs**.

How much we'll pay

The most we'll pay, including any appeal or counter claim, is as follows:

- › Under your 'Legal Protection – core cover': £100,000 **legal costs** (including VAT) for all claims that result from or are connected with the same incident.
- › Under your 'Jury service cover': £100,000 for your salary or wages for all claims that result from or are connected with the same incident.

Other conditions to do with your Legal Protection cover

Fraud

If you've made any representation that is in any way fraudulent, false or exaggerated during your legal claim:

- › We won't pay any claim under this section.
- › We have the right to recover all **legal costs** we've already paid from you.

This policy doesn't cover

Changes that happen over time

- ✗ We don't cover:
 - › Wear and tear.
 - › Reduction in value.
 - › Any damage caused gradually.
 - › Damage caused by rot, fungus, woodworm, beetles, moths, insects or vermin.

Maintenance, decoration, cleaning and alterations

- ✗ We don't cover:
 - › Maintenance and routine decoration.
 - › Loss or damage due to lack of maintenance or routine decoration.
 - › Damage caused by cleaning, dyeing, renovating, altering, re-styling, repairing or restoring an item.

Repairs or replacements after a mechanical or electrical breakdown

- ✗ We don't cover:
 - › The cost of repairing or replacing any item following a mechanical or electrical fault or breakdown. This includes if it has failed or stopped working despite there being no apparent damage.

Damage from domestic animals

- ✗ We don't cover:
 - › Tearing, scratching, chewing, vomiting, fouling, urinating or denting by any domestic animal.

Faulty workmanship or design

- ✗ We don't cover:
 - › Faulty workmanship.
 - › Faulty design.
 - › The use of faulty materials.

Business use

- ✗ We don't cover:
 - › Items held or used for **business** purposes.
- This doesn't include the items listed as **business equipment** in the glossary.

If your home is unoccupied

- ✗ We don't cover:
 - › Some loss or damage when it's been more than 60 days since you last consistently slept at your **home**, unless we agree otherwise. This doesn't include occasional visits or stays.
 - › If your **home** will be **unoccupied** for more than 60 days, you must contact us in advance to let us know the reason.

Deliberate or illegal acts

- ✗ We don't cover any loss, damage or legal liability that you, any **paying guest** or tenant causes or allows by deliberate, wilful or malicious act.
- ✗ Any loss, damage or legal liability caused by your illegal act, or a **paying guest's** or tenant's illegal act.

Pre-existing loss or damage

- ✗ We don't cover any pre-existing loss or damage that happened before your cover started.

Radioactivity and radioactive contamination

- ✗ We won't cover any loss or damage to property, any direct or indirect loss, or any expense or any liability from:
 - › Ionising radiation or radioactive contamination from nuclear fuel or waste.
 - › Radioactive, toxic, explosive or other dangerous properties of nuclear equipment or its nuclear parts.

War

- ✗ We won't cover any injury, loss, damage or liability caused by:
 - › war, invasion, revolution, military or usurped power or arising from Government Action or a similar event.

Government Action includes:

- › Martial law, confiscation, nationalisation, requisition or destruction or damage of property.

These actions carried out by or under the order of:

- › Any government or public or local authority.

It also includes any action taken in:

- › Controlling, preventing, suppressing any activity relating to war.

Sonic bangs

- ✗ We won't cover any loss, damage or legal liability caused by sonic bangs from aircraft or other flying objects travelling at or above the speed of sound.

Pollution

- ✗ We won't cover any loss, damage, liability or injury caused by pollution or contamination, unless it's caused by oil leaking from:
 - › Any fixed heating installation in your **home**.
 - › Any domestic appliance in your **home**.

Computer viruses

- ✗ We won't cover any injury, loss, damage or liability caused by:
 - › failure, or partial failure of any computer or computer system
 - › loss or partial loss of any electronic data
 - › repair, replacement or restoration of any electronic data
 - › a **cyber event**.

Terrorism

- ✗ We won't cover any injury, loss, damage or liability caused by terrorism by a person or people acting alone or in connection with any organisation or government, using biological, chemical or nuclear force or contamination terrorism, including the use of force or violence or the threat of force or violence by a person, or group, acting alone or in connection with any organisation or government, committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government or put the public, or a section of the public, in fear.

Other conditions you need to know about

Conditions that affect all sections except Legal Protection

Reporting claims quickly

When you find out about anything you need to claim for, or may need to claim for, you must tell us as soon as possible.

If you don't follow our conditions

If you don't follow any conditions, and this places us in a worse position:

- › We'll reject your claim, or be unable to deal with it.
- › We won't pay your claim in full.

Handing over damaged items

You should only hand over damaged items when we, or our suppliers, ask you to.

Enforcing your rights

We may take steps to enforce your rights against any other person. This will be:

- › At our expense.
- › In your name.
- › Either before or after we pay a claim.

You must give us any information or assistance we need.

Other insurance policies

We won't pay any claim if you have cover under any other insurance policies.

Professional customer representative

We'll only deal with a **professional customer representative** if they are authorised and regulated in the jurisdiction they operate in by an appropriate regulatory authority.

If your **professional customer representative** is regulated by the Financial Conduct Authority, you can check the Financial Services Register www.fca.org.uk/firms/financial-services-register for details about them.

We'll stop dealing with a **professional customer representative**, and only deal with you directly, if any of the following happen:

- › The **professional customer representative's** behaviour is unreasonable.
- › Settlement negotiations aren't finalised within a reasonable timeframe.
- › There's no reasonable chance of the settlement being finished in line with the policy within a reasonable timeframe.

You must not assign or transfer your policy, or any right or obligation under your policy, to any third party without getting our written consent beforehand. This includes a **professional customer representative**.

We'll always keep the right to communicate directly with you. This includes if you've instructed a **professional customer representative**.

If you instruct a **professional customer representative**, we may still pay any claim settlement directly to you.

If you ask us, we may agree to pay the claim settlement to the **professional customer representative**.

If we agree to do this:

- › We'll have paid your claim in full.
- › We won't be responsible for the work carried out by your **professional customer representative**, or whoever they appoint.
- › We won't be liable for any further costs associated with that work.

Conditions that affect all types of claim except legal or liability claims

For any claims under Sections 1 or 2, you must:

- › Give us any relevant information and evidence that we ask for at your own expense. This may include:
 - Proof of ownership.
 - The value of the lost or damaged item.
 - Written estimates for repair.
- › Allow us (or our appointed suppliers) to access or inspect the damaged items or property.
- › Immediately tell the police about any loss or damage by deception, theft, attempted theft, vandalism or malicious acts.

Conditions that affect liability claims

Liability claims are claims under:

- › Personal liability (part of Contents cover).
- › Tenant's liability (part of Contents cover).

For claims under these sections, you must:

- › Send us any letter, claim, writ or summons connected to any claim or potential claim as soon as you receive it. You must not answer the communication before sending it to us.
- › Get our written consent before admitting, denying, negotiating or settling a claim.
- › Give us all the information and help we need.

We may take over, defend or settle the claim, or take up any claim in your name for our own benefit.

Conditions that affect all sections of cover

You must keep to the policy terms, conditions and endorsements.

If you don't:

- › We may treat your policy as if it had never existed.
- › We may reject your claim.
- › We may not pay your claim in full.

Preventing loss

You must take reasonable care to prevent loss, injury, liability, damage or accidents to the **contents** and **personal possessions** covered under this policy.

Maintaining your contents

You must keep the **contents** and **personal possessions** covered under this policy in good condition.

Fraud

You must be honest in your dealings with us at all times.

If we judge that you have deliberately misrepresented any information to us when asking for, renewing or changing cover, we may end your policy without further notice. We'll also keep any premiums you've paid. We may recover from you claims payments we've previously made, including costs.

We won't pay a claim that is in any way fraudulent, false or exaggerated.

If you, any person insured under this policy, or anyone acting on your behalf attempts to deceive us, or knowingly makes a fraudulent, false or exaggerated claim, we may:

- › Cancel your policy.
- › Reject your claim and any following claims.
- › Keep any premium you have paid.

What happens if we discover fraud

If we discover fraud, we have the right to:

- › Cancel any other products you hold with us.
- › Share information about your behaviour with other organisations to prevent further fraud.
- › Cancel this policy, if the fraud happened under any other policy you hold with us.

We may also involve the relevant authorities who can bring criminal proceedings.

People involved in this contract

This policy is a contract between the policyholder and U K Insurance Limited. Unless we've stated otherwise, nothing in the policy is intended to confer a directly enforceable benefit on any other party under the Contracts (Rights of Third Parties) Act 1999.

Telling us that your home will be unoccupied

If your **home** is going to be **unoccupied** for more than 60 days, you must contact us before this happens, so we can tell you about how this affects your insurance.

Please see 'If your home is unoccupied' in the section called 'This policy doesn't cover'.

Here are some situations where your **home** may become **unoccupied**.

- › Building work.
- › A long trip or extended holiday.
- › If you're only living in the **UK** part-time.
- › If someone goes into residential care.

How the policy works

Telling us about changes

You must tell us as soon as possible about any changes that could affect the level of cover of your insurance. This includes if:

- › You change the address where you currently live.
- › Any work is done to your **home**, other than routine maintenance or decoration.
- › You're prosecuted for any offence, or convicted of an offence. This excludes motoring offences.
- › You sublet your **home** out to tenants, or any **paying guest** or a lodger moves in.
- › Your **home** is used for **business** purposes, or as a holiday **home**. We don't count paperwork, telephone calls, child minding and computer work.
- › You become aware that your sums insured may be too low, and need to be increased.

This list doesn't set out all the changes you must tell us about. If you're not sure whether a change may affect your cover, please contact us.

What we'll do when you tell us about a change

We may reassess your cover, your premium, or both. We may charge you an administration fee for this. Please see your **home insurance details** for details of the fee.

What happens if you don't tell us about a change

If you don't tell us about any changes:

- › Your policy may be invalidated.
- › We may reject your claim.
- › We may not pay your claim in full.

Paying your premium

Paying your premium

We'll only cover you under this policy if you keep up your payments.

If you change your renters insurance and there's an extra premium to pay, you can pay this at the time of the change, or add it to your monthly payments.

What happens if we can't collect your payment

If you pay monthly and we can't collect your monthly payment on the day it's due, we'll write to you to let you know, and ask you to make the payment.

If we don't receive payment by the date we set out in our letter, we may cancel the policy. If we do this, we'll give you at least 7 days' notice. We'll also write to you to tell you the policy has been cancelled.

If you or we cancel your credit agreement, the cancellation date may be different to the cancellation date of the insurance policy.

If there's a claim while you owe us money

If you've claimed, or if someone has claimed against you, while you owe us money, we may refuse your claim.

If we allow your claim, you must pay us the following:

- › All instalment payments that are due under the credit agreement but haven't been paid yet.
- › The total remaining balance under the credit agreement.

If we agree to pay your claim and you haven't paid these amounts, we may take the total that you owe us off the amount that we pay you to settle the claim.

If you owe us an additional premium

We may refuse your claim. If we allow your claim, we may take any additional premium off the amount we pay you to settle the claim, or we may proportionately reduce any payment we make to you.

Renewing your policy

When your policy is due for renewal, we may offer to renew it for you automatically using the payment details you have already given, unless you or we have advised otherwise.

We'll contact you at least 21 days before your policy ends to confirm your renewal premium and policy terms, and before taking any payment. If you don't want to renew your policy, you must contact us before your renewal date to let us know.

If we don't hear from you, we will debit your account with the payment details we hold on record, and your policy will automatically continue without a break in cover from your stated renewal date. You can contact us by phone, post or online if at any time your circumstances change and you no longer want your policy to renew automatically. If you choose not to renew automatically, your policy – including any additional products or benefits – will lapse on the renewal date, and you will be uninsured unless you contact us (or an alternative insurer) to arrange cover.

It's not possible to offer automatic renewal with all payment methods, so please check your renewal invite for further details. In some instances, we may be unable or choose not to offer renewal terms. If so, we will write to you at your last known address to let you know.

Your right to cancel your policy or remove any optional cover

You may cancel your policy, or remove any optional Legal Protection cover you've added, at any time by contacting us on 0345 301 5286 or sending us notice in writing. The text below explains whether we'll charge you and how much we'll refund in each situation.

You must contact us to cancel your policy from a specific date, even if you are paying by instalments. If you do not contact us and you cancel your Direct Debit payments, we will follow the process set out under the section heading 'What happens if we can't collect your payment'. When this happens your policy is not immediately cancelled and we'll ask you to pay the money you owe.

If the cancellation or removal happens before your cover starts

We'll give a full refund.

If the cancellation or removal happens within 14 days of your policy starting, or within 14 days of receiving your documents (whichever is later)

If you cancel your policy, we'll charge for the time you've had cover, and refund the rest of the premium paid.

If you remove any optional Legal Protection cover, we'll charge for the time you've had cover, and refund the rest of the premium paid.

If the cancellation or removal happens after the 14-day cooling off period

If you cancel your policy, we'll charge for the time you've had cover, plus an administration fee, and refund any remaining premium paid.

If you remove any optional Legal Protection cover, we'll charge for the time you've had cover, and refund the rest of the premium paid.

If you've made a claim before cancelling

If you cancel your policy, we won't refund any Contents or Personal Possessions premium if either of the following has happened during the period of insurance:

- › You've made a Contents or Personal Possessions claim.
- › Someone has made a liability claim under Contents against you.

If you pay by instalments under a credit agreement, you must pay to us (1) all instalment payments that have already fallen due under the credit agreement and remain unpaid, and (2) the total remaining balance under the credit agreement.

If we agree to pay your claim and you have not paid the amounts due to us under (1) and (2) above, we may reduce the amount that we pay in settlement of your claim by the amount that you owe us. Alternatively, we may write to you asking you for the full payment.

We will return any premium you've paid for any optional Legal Protection cover, less a charge for the number of days you've had cover.

If we need to cancel the policy

We have the right to cancel your policy at any time if there's a valid reason. We'll give you at least 7 days' notice in writing. We'll send our cancellation letter to the last known address we have for you.

Valid reasons may include, but are not limited to:

- › You failing to cooperate with us or send us information or documentation as required by the terms of your policy. This is especially where this significantly affects our ability to process your claim or deal with your policy.
- › Changes to your circumstances that mean you no longer meet our criteria for providing renters insurance.
- › You using threatening or abusive behaviour or language with our staff or suppliers.

Refunding the premium

If we cancel your policy, we'll return the premium paid minus the amount for the period the policy has been in force, unless there has been any fraudulent activity.

We won't refund any premium if you've made a claim, or if you've had a claim against you if you have chosen to pay by lump-sum.

If you pay by instalments under a credit agreement, you must pay to us (1) all instalment payments that have already fallen due under the credit agreement and remain unpaid, and (2) the total remaining balance under the credit agreement.

If we agree to pay your claim and you have not paid the amounts due to us under (1) and (2) above, we may reduce the amount that we pay in settlement of your claim by the amount that you owe us. Alternatively, we may write to you asking you for the full payment.

Index linking

Here's how we use index linking.

Contents cover

We don't index-link your contents sum insured or our other policy limits in 'Section 1: Contents'.

However, if you've declared **high-risk items**, we may index-link some of these using the Consumer Price Index. You can see any **high-risk items** on your **home insurance details**.

Personal Possessions cover

We don't index-link your Personal Possessions sum insured or our other policy limits in 'Section 2: Personal Possessions'.

However, if you've declared **high-risk items**, we may index-link some of these using the Consumer Price Index. You can see any **high-risk items** on your **home insurance details**.

If you have a complaint

How we can help

If something's not right, please call us on:

- 0800 015 0779 if you're in the UK.
- +44 (0) 141 349 0047 if you're outside the UK.

How to make a complaint

We understand that things don't always go to plan and there may be times when you feel we've let you down. If this happens, we want you to tell us. We'll do our best to put things right as soon as possible, or explain something we could have made clearer.

Please call us on 0800 015 0779 to speak to us about your problem.

If you'd prefer to write to us, please send your letter to Customer Relations Manager, Churchill Court, Westmoreland Road, Bromley BR1 1DP.

Our staff will do everything they can to support you. We'll aim to resolve most issues within three working days of receiving your complaint.

If your complaint can't be resolved within three working days, we'll contact you to let you know who'll be dealing with it, and what the next steps are.

We'll keep you updated regularly. You'll also receive the following written communication from us, depending on how long it takes us to resolve your complaint.

Communication type	When will you get this?	What will it tell you?
Summary Resolution Communication	If we've been able to resolve your complaint to your satisfaction within 3 working days of receiving your complaint.	It will let you know your complaint has been resolved and tell you about the Financial Ombudsman Service (FOS).
Acknowledgement	If we've been unable to resolve your complaint to your satisfaction within 3 working days of receiving your complaint.	It will let you know our complaint handling process and information about the Financial Ombudsman Service.
Unable to reach resolution within 8 weeks.	If we've been unable to resolve your complaint within 8 weeks.	It will let you know why we aren't in a position to give you our final response and when we expect to be able to provide this. We'll also let you know about your right to contact the Financial Ombudsman Service.
Final Response	If we've been unable to resolve your complaint within 3 working days, we'll send you our Final Response when we've completed our investigations. We'll do our best to send this at the earliest opportunity.	This is a detailed response, which will outline: ➤ our investigation ➤ the decision ➤ any next steps. It will also provide information about the Financial Ombudsman Service.

Independent review

If we don't complete our investigations within 8 weeks of receiving your complaint, or you're unhappy with our response, you may ask the Financial Ombudsman Service (FOS) to look at your complaint. This is a free and independent service. If you decide to contact them, you should do so within 6 months of our response letter. Referring your case to the FOS will not affect your legal rights.

You can contact them by:

Email:

complaint.info@financial-ombudsman.org.uk

Phone:

UK: **0300 123 9123** or **0800 023 4567**

Abroad: **+44 (0) 20 7964 0500**

Writing to:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Their website also has a great deal of useful information:

www.financial-ombudsman.org.uk

If your complaint is to do with your Section 3: Legal Protection

If your complaint relates to Section 3: Legal Protection, you can refer your complaint to arbitration instead (where an independent person, known as an arbitrator, makes a decision to settle the dispute). The arbitrator will be a solicitor or barrister or other suitably qualified person that you and we agree on. If you and we cannot agree, then we'll ask the Chartered Institute of Arbitrators to decide. The arbitrator's decision will be final, and whoever doesn't win will have to pay all costs and expenses.

Everything else

Our regulators

U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms, can be visited at **www.fca.org.uk**, or the Financial Conduct Authority can be contacted on **0800 111 6768**.

Financial Services Compensation Scheme

General insurance claims are covered by the Financial Services Compensation Scheme. Full details of the cover available can be found at **www.fscs.org.uk**. U K Insurance Limited is a member of this scheme.

Meeting your needs

We haven't given you a personal recommendation as to whether this policy is suitable for your specific needs. Just to let you know, our consultants may receive a bonus if you buy any cover with us.

The law that applies

You and we may choose which law will apply to this policy. Unless both parties agree otherwise, English law will apply.

We've supplied this policy and other information to you in English and we'll continue to communicate with you in English.

What is 'water escape'?

'Water escape' is how we talk about leaks.

Water escape can happen when frozen pipes burst causing water damage to the home, or a broken washing machine damages the kitchen units.

If a water pipe in your loft bursts when your home is empty, 250 gallons of water an hour could escape until you find out.

How to protect you and your home

- › Consider lagging all internal pipework – in particular, pipes in the loft. This can be done easily and cheaply with pipe insulation covers that can be bought from a DIY store.
- › Cover outside taps with covers to help prevent freezing.
- › Watch out for changes in your home. Drops in boiler pressure, or discolouration to floors could all be signs of a leak. Keep an eye on your sealant and grout around the home as if damage is caused by this failing, you're not covered.
- › Check if your boiler has been maintained in line with the manufacturer's instructions. These can usually be found in your boiler user manual, or on the manufacturer's website.
- › We will deal with the resultant damage of a water leak, subject to confirmation of cover and any excess.
- › Remember it's important to keep your home in a good general condition and deal with any problems quickly to avoid any issues if you need to make a claim.

Staycation (or luxury cruise)?

Are you planning to be away from home for more than a day or two?

If you're going away in cold weather, make sure you always:

- › Consider turning off the stopcock to limit a possible escape of water.
- › Set your heating to 12C (54F). At this temperature, pipes shouldn't freeze.
- › Leave the loft hatch open (if you have water pipes or a water tank in the loft) so warmer air can rise up.
- › Arrange for a family member or friend to check your home regularly. (Or just add it to your housekeeper's list).



Making a claim

Do it online

homeinsurance.natwest.com/claims

Or, use your phone to scan this QR code.



Need to claim?

0345 301 5286

Monday to Friday 8am to 8pm
Saturday 9am to 5pm

Legal Protection – Legal Helpline

0345 246 4322

If you have Legal Protection cover
24 hours, 365 days a year



NatWest

**If you would like a Braille, large print or audio version
of your documents, please let us know.**

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HVCP NWS H RNTR PB 0325

Help with something else?

Manage your policy online

homeinsurance.natwest.com/hub

Or, use your phone to scan this QR code



FAQs

homeinsurance.natwest.com/faqs

Or, use your phone to scan this QR code



Call

0345 301 5286

Monday to Friday 8am to 8pm
Saturday 9am to 5pm
Sunday 9am to 4pm

Home emergency helpline

0345 878 5068

For practical advice any time you need it
24 hours, 365 days a year