

# Tenants Contents

Policy Summary

Let Insurance Services



**keyfacts**®

This is a Policy Summary only and does not contain the full terms and conditions of the contract. It does not form part of the contract between you and us. Full terms can be found in the Policy Wording, a copy of which is available on request.

If you take out a Policy with us we will provide a full Policy Wording as part of your Policy documents.

## How long does the cover last?

The Policy period options are 6 or 12 months.

## What type of cover is provided?

The Policy is a home insurance contract for private individuals. The different types of cover available are Contents and Personal Possessions.

You can buy Contents separately but you can only buy Personal Possessions cover if you take out Contents insurance.

It is really important that the amount of cover you buy is enough to cover the cost of re-instating your home and belongings in case you ever need to make a claim. Let Insurance Services will discuss this with you.

Subject to acceptance criteria you can take out a policy as long as you permanently live in the UK. Properties in certain postcodes or applicants with certain occupations, previous claims or criminal convictions may not qualify in all circumstances. The policy is only available via Let Insurance Services Limited.

The key information about each section available is set out under the respective headings. This includes the most significant or unusual exclusions and limitations to the cover and where to find them in the full policy. There may be other exclusions or limitations that are significant to you so it is important that you read the full policy wording.

A copy is available from Let Insurance Services Ltd on request.

## Who is providing the insurance?

### Contents and Personal Possessions Insurance

Allianz Insurance plc.

## What happens if I take out cover and then change my mind?

The policy provides you with a 14-day reflection period to decide whether you wish to continue for the full policy year. This is subject to certain terms, including a minimum temporary cover charge of £25. Details are shown in the full policy wording which is available on request.

## Cancellation after the 14-day reflection period

If you cancel the policy after the 14-day reflection period we will refund the part of the premium you have not used less £10.

## Contents

The policy covers your household goods and personal belongings whilst they are within your home, including outbuildings against unexpected loss or damage, for example by fire or theft. Property in your garden (such as garden furniture) is covered up to £250. Tenant's Liability, including accidental damage to landlord's contents up to £2500.

Full details can be found in the Contents section of your policy – the key exclusions and limitations are set out below.

- You will have to pay the first £100 of any claim under this section, unless stated otherwise in your policy documents, except for escape of water claims which are subject to a £250 excess.
- Cover does not include laminate, wood effect, or vinyl floor coverings that could not reasonably be removed and re-used.
- We will not cover you for theft if your home is lent, or sublet in part or in whole.
- We will not cover you for storm or flood damage to cellars or basements due to a rise in the water table.

## Personal Possessions

This section of the policy, which you can only take out if you take the Contents section, will cover the personal belongings you have with you when you are not at home.

This cover applies anywhere in the British Isles and Europe for the duration of the policy and in the rest of the world for 30 days a year.

Full details can be found in the Personal Possessions section of your policy – the key exclusions and limitations are set out below.

- You will have to pay the first £100 of any claim under this section.

### How do I notify a claim?

Please ring our Household Claims Centre on 0845 073 1114. Calls charged at local rate.

### On what basis are claims settled?

We will pay to replace property or belongings lost or destroyed and we will pay to repair damaged items.

We will make a deduction for wear and tear for claims on clothes or household linen.

We will pay for the damaged items that are part of a set or suite but we will not pay for the other pieces which are not damaged.

This is not a maintenance contract. This means that wear and tear or anything that happens gradually, for example your household goods needing to be replaced over time, is not covered.

### Evidence of Value

In the event of a Personal Possessions claim over £2,500 for any one item you will be required to produce evidence to substantiate the value of that item.

## Unoccupancy

The Policy excludes certain loss or damage if no-one is living at the property for more than 30 consecutive days. If this applies to you, for example by taking a long holiday, you will not be covered for theft, malicious people or water leaking from pipes and heating installations. This applies under the Contents section.

### How do I make a complaint?

If you have a complaint about anything other than the sale of the policy please contact our Customer Satisfaction Manager at: Allianz Insurance plc, 2530 The Quadrant, Aztec West, Bristol BS32 4AW.

Alternatively, phone 01454 611785.

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service. Full details of our complaints procedure can be found in the policy documentation.

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

### Would I receive compensation if Allianz were unable to meet its liabilities?

In the event that Allianz is unable to meet its liabilities you may be entitled to compensation from the Financial Services Compensation Scheme. Further details are in your policy document.