

ABBEYGATE HOME INSURANCE POLICY

Abbeygate Home policy wording - ref: ab2



This document is a summary of the Abbeygate Home Insurance Policy and does not contain the full cover details or the full terms and conditions. The full details can be found in the policy booklet or online at www.abbeygateinsre.com. It is important you read the policy booklet and the policy schedule carefully when you receive them.

THE INSURER

This product is provided by Abbeygate. Abbeygate is a trading name of Wyedean Insurance Services Ltd. The Insurer of all sections of this policy is Hiscox UK. Their registered address is 1 Great St Helens, LONDON, EC3A 6HX, United Kingdom. Hiscox is fully authorised and regulated by the Financial Services Authority number 113849. Wyedean Insurance Services Ltd are authorised and regulated by the Financial Services Authority number 305487.

TYPE OF INSURANCE AND COVER

The Abbeygate insurance policy can provide cover for Buildings, Contents, Legal Liabilities and Valuables and Personal Effects. It is designed for either primary or holiday home risks. You must comply with the conditions detailed in the policy for cover to apply.

SIGNIFICANT POLICY FEATURES

The Abbeygate Home Insurance Policy is specifically designed for Permanent or Holiday Homes in Spain, Portugal and Cyprus.

BUILDINGS

This section covers the structure of your home and its permanent fixture and fittings. Cover is provided for an extensive list of perils – such as, fire, explosion, storm, flood, earthquake and theft.

In addition cover is provided for:-

- Subsidence cover in Spain and Portugal
- Alternative accommodation
- Loss of hiring charges following a loss
- Accidental damage of glass and sanitary fixtures. Full Accidental Damage is optional
- Garden cover up to 1000 Euros
- Cost of tracing and accessing leaks up to 2500 Euros
- Your legal liability as owner of your property (1,500,000 Euros)
- Leakage of oil from any fixed domestic heating installation

CONTENTS

This covers household goods and personal effects and valuables in the home. Cover is provided for an extensive list of perils – such as, fire, explosion, storm, flood, earthquake and theft.

In addition cover is provided for:-

- Contents temporarily removed
- Garden ornaments and furniture (up to 1500 Euros)
- Replacement locks if keys are lost or stolen
- Frozen food spoilage (up to 1000 Euros)
- Seasonal increases
- Alternative accommodation
- Full accidental damage (optional)
- Electrical power surges (up to 3500 Euros)
- Your liability as occupier, employer, tenant and in a personal capacity (1,500,000 Euros)
- Limited golf extension (up to 500 Euros)

VALUABLES AND PERSONAL EFFECTS

This section covers specified and unspecified valuables, clothing and personal effects and sports equipment away from the home anywhere in Europe or worldwide.

In addition this section covers personal money up to 500 Euros and financial loss as a result of fraudulent use of credit cards up to 500 Euros.

EMERGENCY TRAVEL

This will cover emergency travel costs up to 1500 Euros any one year to view your property which has sustained damages in excess of 1500 Euros.

SIGNIFICANT AND UNUSUAL EXCLUSIONS

There are a number of exclusions and limitations. You should refer to your policy booklet for full details. The most significant are:-

All Sections

- The first 150 Euros of each claim
- Any loss under Extraordinary Risk – for example Consorcio risk in Spain. Please refer to your booklet.
- Loss or damage caused to property or money held or used for business purposes.
- Loss or damage from any cause not listed in the policy booklet.

Buildings

- For subsidence, heave and landslip cover (where applicable) the policy excess is 1500 Euros

Contents

- Theft or attempted theft unless involving forcible and violent entry. This exclusion applies when the buildings are either unoccupied or let or part let to anyone other than to relatives.

Valuables and Personal Effects

- Theft of unattended bicycles unless they are securely padlocked at the time of theft.

DURATION OF THE POLICY

The policy will remain in force for 12 months from the date of commencement or as otherwise shown in your policy schedule.

CANCELLATION RIGHTS

You have the right to cancel your policy during a period of 14 days after the later of the day of purchase of the insurance or the day on which you receive your policy documentation. A full explanation of cancellation procedures is in the policy booklet.

HOW TO CLAIM

In the first instance please contact Abbeygate at Wyedean House 27 Gloucester Road Ross on Wye Herefordshire HR9 5LE. Telephone 0044 (0)1989 565613 or fax 0044 (0)1989 563980. Details are on the policy booklet.

COMPLAINTS

We hope that you will be happy with the service we provide. However, if you are unhappy for any reason, we would like to hear from you. Please contact us directly at: Complaints, Abbeygate, Wyedean Insurance Services Ltd, 27 Gloucester Road Ross on Wye Herefordshire. HR9 5LE. If you still remain dissatisfied you may refer your complaint to the Financial Ombudsman Service. Their address is Insurance Division, Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Your policy booklet for details of the complaints procedure.

Hiscox is a member of the Financial Ombudsman Service. If you have complained to us and we are unable to resolve your complaint you are then entitled to refer to an independent body.

FINANCIAL SERVICES COMPENSATION SCHEME

Hiscox is a member of FSCS. If they are unable to meet your obligation you may be entitled to compensation from the scheme. The maximum level of compensation, non-compulsory insurance (such as home insurance): the first 2,000 pounds of a claim or policy is covered in full, above this threshold, 90% of the rest of the claim or value of the uninsured premiums will be met.