

first **2** protect



Your Let Property  
Policy Wording



# Your Let Property Policy Wording

## Contents

Welcome	1 - 3
Terms and purpose of cover	1
Making a claim	1
The meaning of words	2 - 3
Your Cover	4 - 17
Buildings cover	4 - 10
Buildings cover - Accidental damage cover	11
Contents cover	12 - 16
Contents cover - Accidental damage cover	17
General exclusions	18 - 19
General conditions	20 - 22
Important advice	23 - 24
Important notices	25
Important information	26 - 28
Renewal	26
Your right to cancel	26 - 27
What to do if you have a complaint	27 - 28
Financial services compensation scheme	28
The law applicable to this policy	28

# Welcome

Thank you for choosing **First2Protect** for **your property** insurance.

**First2Protect** aims to provide **you** with outstanding customer service at all times and make insuring through us as easy as possible.

In this booklet, **you** will find everything **you** need to know about **your** cover, including what is covered and what is not.

**You** can access your policy on the **First2Protect** portal using the below link, the portal allows **you** to:

- View **your** documentation
- Make changes to **your** quotes or policy
- Renew **your** policy
- Quote a new property

<https://portal.first2protect.co.uk>

## Terms and purpose of cover

Please read this policy wording, **your policy schedule**, **your insurance product information document** and **your insurer information document** carefully so that **you** know what **you** are insured for. Make sure that **you** read the general exclusions, general conditions and, if shown in **your policy schedule**, any **endorsements** that apply. If the cover does not meet **your** requirements or if **you** have any questions, please contact **First2Protect** at **your** earliest opportunity.

This is a legally binding contract of insurance between **you** and **your insurer** (as shown in **your current policy schedule**). The legally binding contract includes this policy wording and **your policy schedule**. **Your statement of fact** is a record of the information provided or validated by **you**, in order for the contract to be offered.

**Your insurer** has agreed to insure **you** for the **period of insurance** under the terms, conditions and exclusions in this policy wording and any **endorsements** that apply. **You** are insured for any liability, loss or damage that happens, subject to any exclusion in this policy wording or any **endorsements** applied. This is provided **you** have paid or agreed to pay the premium and **you** meet all the conditions set out in this policy wording.

Please read the **statement of fact** carefully as this is a record of the information provided or validated by **you** and is the means to identify the information collected in order to offer the contract. If there are any inaccuracies or omissions **you** should contact **First2Protect** immediately to enable **First2Protect** to issue a replacement **statement of fact** and advise **you** of any resultant changes in terms or premium. **Your insurer** reserves the right to refuse this insurance if the amended information disclosed renders this risk unacceptable.

## Changes to your circumstances

Please tell **First2Protect** at the earliest opportunity if there are any changes to **your** circumstances which could affect **your** insurance.

Please refer to General Condition 11 of this policy wording for an explanation of the changes **we** need to know about.

If **your** circumstances change and **you** do not tell **First2Protect**, **you** may find that **you** are not covered if **you** need to make a claim.

## Making a claim

In the event of an emergency, check any Home Emergency cover **you** may have, as this may be a more suitable policy for **you** to claim on.

Check **your policy schedule** and this policy wording, which give details of what is covered and what is not covered.

Follow the General Conditions and General Exclusions of this policy wording.

Please call the number shown on **your insurer information document** at **your** earliest opportunity.

If **you** have any questions, please contact **First2Protect**.

# The meaning of words

Where words are highlighted within this Policy Wording in bold, the meaning of these words are defined below.

**Accidental Damage** - Visible damage caused suddenly and unintentionally by unexpected means. This definition does not include damage caused by wear and tear, anything which happens gradually or faulty design or faulty materials.

**Bathroom** - Any room with a bath or shower.

**Bedroom** - A room used as or originally built to be a **bedroom**, even if it is now used for another purpose.

**Buildings** - The structure of the **property** and the following if they form part of the **property** and belong to **you** or are **your** responsibility; **fixtures and fittings**, sheds, greenhouses, permanently installed swimming pools, ornamental ponds and fountains, permanently fixed hot tubs, spas and jacuzzis, hard courts, terraces, patios, decking, artificial lawns, drives, footpaths, walls, fences, gates, hedges, fixed tanks providing fuel to the **property**, solar panels and wind turbines which are permanently fixed to the **property**, air and ground source heat pumps, electrical car charging points, floor coverings (not including carpets).

**Landlords Contents** - Household goods and furnishings that you own or that you are legally responsible for, including landlords **fixtures and fittings**.

The definition of **landlords contents** does not include:

- Contents insured under any other insurance policy
- Securities (stocks and shares) and documents of any kind
- **Motorised vehicles**, aircraft, boats, caravans, trailers, and the parts, spares and accessories of any of these
- Any part of the **buildings** (other than **fixtures and fittings**)
- Property held in connection with **your** trade, business or occupation other than the letting of the **property** specified in **your policy schedule**
- Any living creature
- **Valuables**
- **Personal money**
- Credit cards

**Domestic Employees** - A person employed by **you** to carry out domestic duties associated with the **property**, but not if employed by **you** in any capacity in connection with any business, trade, profession or employment.

**Electronic Data** - Information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used,

accessed, processed, transmitted or stored by an electronic device.

**Endorsements** - Any variation to the standard policy terms in **your policy schedule**.

**Excess** - The first amount of any claim for which **you** are responsible. If a claim is made under more than one section of this policy resulting from the same incident, only one **excess** will be deducted. In the event that the **excess** amounts differ, then the higher of the two will be deducted.

**Fixtures and Fittings** - Built-in furniture, built-in domestic appliances, kitchen units and work tops, light fittings, fixed glass and sanitary ware, fixed pipes, ducts, tanks, wires, cables, switches, fires, central heating equipment, boilers and storage heaters, fixed wall, floor and ceiling coverings (not including carpets).

All of which are in or on the **buildings** that **you** own or that **you** are legally responsible for.

**Heave** - Upward movement of the ground beneath the **buildings** as a result of the soil expanding.

**Injury** - Bodily injury, death, disease, illness or shock.

**Insurer Information Document** - A printed or printable document showing important information for the **insurer** named in **your policy schedule**.

**Insurance Product Information Document** - A printed or printable document showing important information relating to the policy **you** have chosen.

**Landslip** - Downward movement of sloping ground.

**Malicious Acts** - A wilful act to cause damage with wrongful intention.

**Motorised Vehicles** - Any electrically or mechanically powered vehicle:

Including:

- Plant machinery, mini diggers, fork lift trucks
- Pedestrian-controlled aircrafts and drones
- Electrically powered scooters, quad bikes, motorcycles, hover boards & segways

Not including:

- Vehicles used only as domestic gardening equipment such as ride on lawn mowers within the boundaries of the land belonging to the **property**

**Period of Insurance** - The period of time covered by this policy as shown on **your policy schedule**

# The meaning of words

or until cancelled, whichever comes sooner. Each renewal represents the start of a new **period of insurance**.

**Personal Money** - Cash, cheques, postal orders, unused postage stamps (not forming part of a collection), savings stamps and certificates, premium bonds, luncheon and gift vouchers, season tickets, travel tickets, travellers' cheques, pre paid cash cards and phone cards all held for social, domestic or charitable purposes.

The definition of **personal money** does not include business money or virtual currencies (including but not limited to cryptocurrency).

**Policy Schedule** - A printed or printable document showing the sections of the policy **you** have chosen, the sums insured and any **endorsements** that apply to **your** policy.

**Property** - The private dwelling used for domestic purposes at the address shown in **your policy schedule** including the land, permanent outbuildings, stables and garages (including car ports) at the same residence.

**Settlement** - Compaction of the ground below a structure up to 10 years after it was built.

**Statement of Fact** - A printed or printable document showing the information provided or validated by **you** and is the means to identify the information collected in order to offer the contract.

**Storm** - A period of violent weather defined as: Wind with gusts of at least 48 knots (55mph), heavy rainfall at a rate of at least 25mm per hour, snow to a depth of at least 30cm in 24 hours, or hail that causes damage to hard surfaces or breaks glass.

**Subsidence** - Downwards movement of the ground beneath the **buildings** other than that caused by **settlement**.

**Tenant** - A person occupying the **property** by virtue of a tenancy agreement.

**Unoccupied** - Not having been lived in by the **tenant** for more than 60 days in a row.

**Valuables** - Stamp, coin or medal collections, pictures, other works of art, articles of gold, silver or other precious metal, jewellery, watches, fur.

**Water Table** - The top level of underground water where the soil is in a permanent state of saturation. The table may rise or fall depending on the level of precipitation that infiltrates from upper layers of soil (unsaturated soil).

**We, Our, Us, Your Insurer, Their, They** - The authorised **insurer** shown in **your policy schedule**.

**You, Your** - The person named as the policyholder in the **policy schedule**.

**First2Protect** - **Your** policy administrator as shown in **your** terms of business agreement with **you**.

## Section A - Buildings Cover

**Buildings cover** only applies if **you** have selected it and it is shown on **your policy schedule**.

### ✓ What is covered

The **Buildings**.

Loss or damage to the **buildings** caused by any of the following perils.

### ✗ What is not covered

Any **contents**.

The total **excess** as shown in **your policy schedule**.

Also see General Exclusions and General Conditions.

## 1. Fire

### ✓ What is covered

- Fire, lightning, explosion, or earthquake
- Smoke

## 2. Storm

### ✓ What is covered

**Storm**, flood or weight of snow.

### ✗ What is not covered

Loss or damage

- Caused by rising **water table** levels
- Caused by frost
- To fences, gates and hedges, roof vegetation and growing medium (including but not limited to; soil, compost, peat, gravel, sand and bark)

## 3. Riot

### ✓ What is covered

- a. Riot, civil unrest, strikes, and labour or political disturbances
- b. **Malicious acts**

### ✗ What is not covered

Loss or damage that is not reported to the police.

b. Loss or damage

- Caused by **domestic employees**
- Occurring whilst the **property** has been left **unoccupied**

b. Any amount recovered or legally recoverable from the **tenant(s)**

## 4. Collision

### ✓ What is covered

Collision or impact by

- Aircraft or other flying objects or anything dropped from them
- Vehicles or animals
- Fireworks

### ✗ What is not covered

## Section A - Buildings Cover

Loss or damage to hedges, fences and gates unless the **property** is damaged at the same time and by the same cause.

### 5. Escape of water

#### ✓ What is covered

Escape of water and heating fuel

- Water escaping from any fixed water or heating installation or from any domestic appliance
- Water freezing in tanks, equipment or pipes
- Heating fuel escaping from any fixed heating installation or from any domestic appliance

#### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**
- Caused by water overflowing from wash basins, sinks, bidets, showers and baths, as a result of taps being left on
- Caused by the failure or lack of appropriate sealant and/or grout
- To solid floors caused by infill materials settling, swelling or shrinking as a result of water escaping from within the **property**
- To the installation itself

Repairs to tanks, pipes or appliances unless caused by freezing.

**Subsidence, heave or landslip** that results from water escaping from within the **property**.

### 6. Theft

#### ✓ What is covered

Theft or attempted theft.

#### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**
- Unless caused by violent and forcible entry or by the **tenant**

Theft

- By deception, unless deception is used solely as a means to enter the **property**

### 7. Falling radio

#### ✓ What is covered

Falling radio and television aerials and dishes, wind turbines, and their fittings and masts.

#### ✗ What is not covered

Loss or damage

- To hedges, fences and gates unless the **property** is damaged at the same time and by the same cause
- Arising from erection, dismantling, repair or maintenance
- To the installation

### 8. Subsidence

#### ✓ What is covered

**Subsidence or heave** of the site that the **buildings** stand on, or **landslip**.

#### ✗ What is not covered

Loss or damage

- To domestic outbuildings that form part of the **property**, permanently installed swimming pools, ornamental ponds and fountains, permanently fixed hot tubs, spas and jacuzzis, hard courts, terraces,



## Section A - Buildings Cover

patios, drives, footpaths, walls, fences, gates, hedges, fixed tanks providing fuel to the **property**, solar panels and wind turbines which are permanently fixed to the **property** air and ground source heat pumps, electrical car charging points unless the **property** is damaged by the same cause at the same time

- If **you** knew when this policy was originally inception that any part of the **building** had already been damaged by **subsidence**, **heave** or **landslip**, unless **you** told **us** about this and **we** accepted it
- Resulting from coastal or river erosion
- To or resulting from movement of solid floor slabs unless the foundations beneath the external walls of the **property** are damaged by the same cause at the same time
- Caused by **settlement**
- Occurring whilst the **buildings** are undergoing demolition, structural alteration or structural repair

Reduction in market value following repair.

### 9. Falling trees

#### ✓ What is covered

Falling trees or branches.

#### ✗ What is not covered

Loss or damage

- To gates and fences caused by felling, lopping or topping of trees
- To hedges, fences and gates unless the **property** is damaged at the same time and by the same cause

The cost of removal of the fallen tree or branch unless the **property** is damaged at the same time and by the same cause.

### 10. Loss of rent and the cost of alternative accommodation

#### ✓ What is covered

Loss of rent and the cost of alternative accommodation.

If the **property** is damaged by any cause listed under Section A - Buildings and, as a result it cannot be lived in, for the period necessary to put the **property** back in a fit state to live in, **we** will pay for

- Any ground rent **you** have to continue to pay
- Reasonable expenses **you** have to pay for suitable alternative accommodation for the **tenant(s)** and their domestic animals;

The most **we** will pay is 20% of the buildings sum insured for any one incident.

(When **we** refer to “reasonable accommodation expenses”, this means that **we** will pay for alternative accommodation for the **tenant(s)** and their domestic animals taking all the circumstances of your claim into account, including factors such as the **tenants** own needs, the alternative and comparable costs of accommodation available in the area and the length of time for which it is required).

#### ✗ What is not covered

Any loss

- When the **property** is untenanted unless at the time of the incident giving rise to the damage, there was a signed tenancy agreement to confirm future occupation
- Once the damaged part of the **property** is habitable
- Where the damage was caused by the **tenant(s)** intentionally

**We** will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

### 11. Replacement locks

#### ✓ What is covered

If keys are accidentally lost or stolen **we** will pay the cost of replacing the locks or lock mechanisms to the locks of

- External doors or windows of the **property**

## Section A - Buildings Cover

- A safe within or an alarm protecting the **property**

The most **we** will pay is £500 for any one incident.

### ✗ What is not covered

**We** will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

## 12. Fuel and metered water

### ✓ What is covered

Accidental loss of

- Domestic heating fuel
- Metered water

The most **we** will pay is £1,000 for any one incident.

### ✗ What is not covered

Loss or damage occurring whilst the **property** has been left **unoccupied**.

**We** will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

## 13. Emergency access

### ✓ What is covered

Damage to the **property** caused by forced access to deal with a medical emergency, perceived emergency or to prevent damage to the **property**.

The most **we** will pay is £1,000 for any one incident.

## 14. Trace and access

### ✓ What is covered

**We** will pay the cost of removing and replacing any part of the **buildings** to find the source of a leak and to make good any damage caused to find the source of the leak.

The most **we** will pay is £10,000 for any one incident.

### ✗ What is not covered

Loss or damage to the apparatus from which water or heating fuel has escaped from.

## 15. Contracting purchaser

### ✓ What is covered

If **you** enter into a contract to sell any **building** which is insured by this policy, and the **building** is destroyed or damaged before the sale has been completed, the buyers will be entitled to any benefit from this insurance (for the damage or destruction) once the sale is completed.

This does not apply if the **building** is covered by any other insurance.

### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**
- If the **property** is insured under another policy
- After the sale has completed

## Section A - Buildings Cover

### 16. Debris removal and buildings fees

#### ✓ What is covered

Debris removal and building fees.

Expenses for rebuilding or repairing the **buildings** as a result of damage insured under this section, including

- Architects, surveyors, consulting engineers and legal fees
- The cost of clearing debris from the site, demolishing and shoring up the **buildings**
- The cost to comply with government or local authority requirements, unless **you** had received notice to meet the requirements before the damage happened

#### ✗ What is not covered

The costs of preparing a claim.

### 17. Blockage of sewer pipes

#### ✓ What is covered

The cost of breaking into (and repairing) an underground pipe to clear a blockage, that **you** are legally responsible for, between the main sewer and the **property** if this is necessary because normal methods of releasing the blockage are unsuccessful.

#### ✗ What is not covered

The cost of

- Breaking into underground pipes to clear a blockage if there is no evidence that normal methods of releasing the blockage have been attempted
- Clearing blocked drains unless the blockage is caused by damage to the fabric of the drains insured by this section

### 18. Damage to services

#### ✓ What is covered

Accidental damage to

- Cables and underground pipes which provide services to or from the **buildings** for which **you** are legally responsible
- Septic tanks and drain inspection covers for which **you** are legally responsible

#### ✗ What is not covered

Loss or damage

- Caused to pitch fibre pipes as a result of pressure applied to them by the weight of soil or other covering materials
- Which **you** are not legally responsible to repair

De-lamination (separation of layers) of pitch fibre pipes.

Any costs arising from clearance of a blockage not directly resulting from a breakage of the pipe.

### 19. Fixed Glass and Sanitary Ware

#### ✓ What is covered

Fixed glass and sanitary fixtures.

The accidental breakage of fixed glass and sanitary fittings which forms part of the **buildings** (including glass in solar panel units, cooking hobs in kitchens when a fixture, fixed baths, shower trays, shower screens, bidets, wash basins, splash backs, pedestals, sinks, toilet pans and cisterns).

#### ✗ What is not covered

Loss or damage occurring whilst the **property** has been left **unoccupied**.

# Section A - Buildings Cover

## 20. Unauthorised alterations

### ✓ What is covered

The costs for reinstating the **property** back to its original condition if the **tenant(s)** make alterations or changes to the property without your consent.

The most **we** will pay is £5,000 for any one incident.

### ✗ What is not covered

There will be no cover if the inside of the **property** has not been inspected as permitted under the tenancy agreement and an inspection log has been maintained.

## 21. Fly tipping

### ✓ What is covered

Costs arising from the clearing and removing of any property dumped illegally on the **property**.

The most **we** will pay is £5,000 for any one incident.

### ✗ What is not covered

Loss or damage occurring whilst the **property** has been left **unoccupied**.

## 22. Removal of nests

### ✓ What is covered

Costs incurred for the nests of rats, mice, cockroaches, bees, wasps, and hornets to be removed by a professional from the **property**.

The most **we** will pay is £500 for any one incident.

### ✗ What is not covered

Any repeat claims where **you** have failed to follow guidance from us or the contractor to prevent continued or further infestations.

Pest infestations where **you** have not taken reasonable hygiene measures to prevent contamination or infestation.

## 23. Your liability as owner of the property

### ✓ What is covered

a) Your liability as owner of the **property**.

**We** will pay all amounts **you** legally have to pay as

- Compensation and claimants' costs and expenses
- Legal costs and expenses **you** pay with **our** written permission in connection with defending any claim.

arising from

- i. **Injury** to any person
- ii. Loss of or damage to the **property**

If **you** die, **your** personal representative will have the benefit of this section for any liability **you** have that is covered by this section.

b) Defective premises:

(See Important Notices)

## Section A - Buildings Cover

We will pay any amount **you** are liable for under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 arising from accidental

- i. **Injury** to any person
- ii. Loss or damage to property happening during the **period of insurance**

If the **Buildings** Section A of this policy is cancelled or expires, this cover shall continue for a period of 7 years in respect of the **buildings** insured under this section before such cancellation or expiry.

The most **we** will pay is £2,000,000 for any one incident. Unless a claim is made against **you** by any **domestic employee** where the injury happens as a result of or in the course of their employment by **you** (in which case the most **we** will pay for any one incident is £10,000,000)

### **X** What is not covered

Liability: a) and b)

- As occupier of the **buildings**
- For loss of or damage to belongings which belongs to **you** or is in **your** care
- In connection with any **motorised vehicle**
- Under any agreement, unless **you** would have been liable without the agreement
- In connection with **your** trade, business or profession (other than the letting of the **property**)
- Arising out of the ownership, possession or operation of any power-operated lift
- Arising from any **injury** caused by any dog described in Section 1 of the Dangerous Dogs Act 1991 or Article 3 of the Dangerous Dogs (Northern Ireland) Order 1993 (see Important Notices)
- The passing on of any contagious disease or virus

Under b), if it is covered by any other insurance.

## Section A - Buildings Cover - Accidental Damage Cover

This cover only applies if **you** have selected it and it is shown on **your policy schedule**.

### ✓ What is covered

Accidental damage to the buildings.

### ✗ What is not covered

The total **excess** as shown in **your policy schedule**.

Also see General Exclusions and General Conditions.

Maintenance and redecoration costs as a result of wear and tear.

Loss or damage

- Excluded in other parts of Section A - Buildings
- Caused by **settlement**, shrinkage or expansion
- Caused by **buildings** renovations, alterations, extensions, or repairs
- Caused by paying guests or lodgers
- That happens whilst the **property** has been left **unoccupied**

## Section B - Contents Cover

**Contents cover** only applies if **you** have selected it and it is shown on **your policy schedule**.

### ✓ What is covered

**Contents** in the **property**.

Loss of or damage to the **contents** in the **property** caused by any of the following perils.

The most **we** will pay for loss or damage to **contents** in garages or outbuildings is £2,500 for any one incident.

### ✗ What is not covered

Any part of the **buildings**.

The total **excess** as shown in **your policy schedule**.

Also see General Exclusions and General Conditions.

Loss or damage to items not in the care, custody or control of **you** or **your family**.

## 1. Fire

### ✓ What is covered

- Fire, lightning, explosion, or earthquake
- Smoke

## 2. Storm

### ✓ What is covered

**Storm**, flood or weight of snow.

### ✗ What is not covered

Loss or damage

- Caused by rising **water table** levels
- Caused by frost
- To **landlords contents** in the open

## 3. Riot

### ✓ What is covered

- a. Riot, civil unrest, strikes, and labour or political disturbances
- b. **Malicious acts**

### ✗ What is not covered

Loss or damage that is not reported to the police.

b. Loss or damage

- Caused by **domestic employees**
- Occurring whilst the **property** has been left **unoccupied**

b. Any amount recovered or legally recoverable from the **tenant**.

## 4. Collision

### ✓ What is covered

Collision or impact by

- Aircraft or other flying objects or anything dropped from them
- Vehicles or animals
- Fireworks

## Section B - Contents Cover

### 5. Escape of water

#### ✓ What is covered

Escape of water and heating fuel

- Water escaping from any fixed water or heating installation or from any domestic appliance
- Water freezing in tanks, equipment or pipes
- Heating fuel escaping from any fixed heating installation or from any domestic appliance

#### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**
- Caused by water overflowing from wash basins, sinks, bidets, showers and baths, as a result of taps being left on
- Caused by the failure or lack of appropriate sealant and/or grout

Repairs to tanks, pipes or appliances unless caused by freezing.

### 6. Theft

#### ✓ What is covered

Theft or attempted theft.

#### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**

Theft

- By deception, unless deception is used solely as a means to enter the **property**
- Unless caused by violent and forcible entry or by the **tenant**

### 7. Falling radio

#### ✓ What is covered

Falling radio or television aerials and dishes, wind turbines, and their fittings and masts.

#### ✗ What is not covered

Loss or damage

- Arising from erection, dismantling, repair or maintenance
- To the installation

### 8. Subsidence

#### ✓ What is covered

Subsidence or heave of the site that the **property** stands on, or **landslip**.

#### ✗ What is not covered

Loss or damage

- If **you** knew when this policy was originally incepted that any part of the **building** had already been damaged by **subsidence**, **heave** or **landslip**, unless **you** told **us** about this and **we** accepted it
- Resulting from coastal or river erosion
- To or resulting from movement of solid floor slabs unless the foundations beneath the external walls of the **property** are damaged by the same cause at the same time
- Caused by **settlement**
- Occurring whilst the **buildings** are undergoing demolition, structural alteration or structural repair

### 9. Falling trees

#### ✓ What is covered



## Section B - Contents Cover

Falling trees or branches.

### ✗ What is not covered

Loss or damage arising from felling, lopping or topping of trees.

The cost of removal of the fallen tree or branch unless the **property** is damaged at the same time and by the same cause.

### 10. Loss of rent and the cost of alternative accommodation

#### ✓ What is covered

Loss of rent and the cost of alternative accommodation.

If the **property** is damaged by any cause listed under Section B - Contents, events 1-9 and, as a result it cannot be lived in, for the period necessary to put the **property** back in a fit state to live in, **we** will pay for:

- Any ground rent **you** have to continue to pay
- Reasonable expenses **you** have to pay for suitable alternative accommodation for the **tenant** and their domestic animals
- The necessary cost of temporarily storing the **tenants** contents

The most **we** will pay is 20% of the contents sum insured for any one incident.

(When **we** refer to “reasonable accommodation expenses”, this means that **we** will pay for alternative accommodation for the **tenant** and their domestic animals taking all the circumstances of your claim into account, including factors such as the **tenants** own needs, the alternative and comparable costs of accommodation available in the area and the length of time for which it is required).

### ✗ What is not covered

Any loss

- When the **property** is untenanted unless at the time of the incident giving rise to the damage, there was a signed tenancy agreement to confirm future occupation
- Once the damaged part of the **property** is habitable
- Where the damage was caused by the **tenant** intentionally

**We** will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

### 11. Replacement locks

#### ✓ What is covered

If keys are accidentally lost or stolen **we** will pay the cost of replacing the locks or lock mechanisms to the locks of

- External doors or windows of the **property**
- A safe within or an alarm protecting the **property**

The most **we** will pay is £500 for any one incident.

### ✗ What is not covered

**We** will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

### 12. Fuel and metered water

#### ✓ What is covered

Accidental loss of

- Domestic heating fuel
- Metered water

The most **we** will pay is £1,000 for any one incident.

## Section B - Contents Cover

### ✗ What is not covered

Loss or damage occurring whilst the **property** has been left **unoccupied**.

We will only pay under Section A - Buildings or Section B - Contents for any one claim. A claim cannot be made under both sections.

### 13. Unauthorised use of utilities

#### ✓ What is covered

The additional gas, electricity and water incurred by **you** as a result of unauthorised use which **you** are legally responsible for.

The most **we** will pay is £1,000 for any one incident.

### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied**
- Any standing charges **you** are required to pay
- The cost of gas, electricity, or water up to any minimum charges **you** are responsible for

### 14. Contents in the open

#### ✓ What is covered

Loss of or damage to **contents** by any of the causes listed under Section B - Contents, events 1-9 happening in the open land belonging to the **property**.

The most **we** will pay is £1,000 for any one incident.

### ✗ What is not covered

Loss or damage

- Occurring whilst the **property** has been left **unoccupied** or **unfurnished**.
- To plants, trees and any growing medium (including but not limited to; soil, compost, peat, gravel, sand and bark)
- Caused by **storm** or flood

### 15. Liability

#### ✓ What is covered

Liability arising out of **Landlords contents**

Subject to the limit below **we** will pay any amount that **you** become legally liable to pay as compensation (including claimants costs and expenses) occurring during the **period of insurance** and arising from **your** ownership of the landlord's **contents** in respect of accidental:

- **Injury** to any person
- Damage to material property not belonging to or in the custody or control of **you** or **your** employee (except for **domestic employees'** personal effects)

In the event of **your** death **we** will treat **your** legal personal representative as **you** in respect of liability incurred by **you**.

The most **we** will pay is £2,000,000 for any one incident.

### ✗ What is not covered

Liability in respect of **injury** to **you** or **your** family.

Loss of or damage to property which **you** or **your** family own or are responsible for.  
Any trade, business or profession of **you** or **your** family other than the letting of the **property**.

## Section B - Contents Cover

Liability covered by any other policy.

Liability arising from:

- Any deliberate act by **you** or any **domestic employee** whilst engaged in supervisory duties unless caused by wilful misconduct of an employee
- An agreement or contract unless liability would have applied anyway
- The passing on of any contagious disease or virus
- The ownership, possession or use of aircraft, boats, watercraft or mechanically propelled vehicles which includes motorcycles, e-cycles, e-scooters, drones, children's motorcycles and children's motor cars, quad bikes, children's quad bikes and children's motor scooters, trains, caravans or trailers. However, **we** will cover liability arising from the ownership, possession or use of lawn mowers and garden tools
- Authorised or unauthorised transmission of **electronic data**
- the content of any website, **your** email, intranet or extranet
- Erasure, loss, distortion, corruption or alteration of **electronic data** or any loss of use resulting in reduction of functionality
- Failure of electronic, electromechanical data processing or electronically controlled equipment or **electronic data** to correctly recognise any given date or to process data or to operate properly due to a failure to recognise any given date

## Section B - Contents Cover - Accidental Damage Cover

This cover only applies if **you** have selected it and it is shown on **your policy schedule**.

### ✓ What is covered

Accidental damage to the **contents** while in the **property**.

### ✗ What is not covered

The total **excess** as shown in **your policy schedule**.

Also see General Exclusions and General Conditions.

#### Loss or damage

- Excluded in other parts of Section B - Contents
- Caused by the cost of remaking any film, tape or disc or the value of any information contained on it
- Occurring whilst the **property** has been left **unoccupied**
- Caused by **buildings** renovations, alterations, extensions, or repairs

Maintenance and redecoration costs as a result of wear and tear.

# General Exclusions

This policy does not cover:

## 1. War

Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:

War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.

## 2. Terrorism

Any consequence whatsoever which is directly or indirectly caused by nuclear and/or chemical and/or biological and/or radiological means, or anything connected with those means, and which is the direct or indirect result of terrorism or anything connected with terrorism, whether or not such consequence has been contributed to by any other cause or event.

Terrorism is defined as any act or acts including, but not limited to:

- The use or threat of force and/or violence
- Harm or damage to life and/or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means
- Those caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes

## 3. Electronic risk

Loss, damage or liability arising directly or indirectly from:

- Erasure, loss, distortion or corruption of information on or reduction in the functionality availability or operation of any electronic equipment whether belonging to **you** or not caused by the malicious introduction or incursion of any unauthorised, unintended, undesired or unexpected program, instruction or command or any other computer or electronic virus
- The failure of any electronic equipment to recognise any given date or to accept, respond to or to operate properly due to a failure to recognise any given date
- The content of any website, **your** e-mail, intranet or extranet
- Authorised or unauthorised transmission of **electronic data**

However subsequent damage which is otherwise covered by **your** policy is nevertheless insured.

## 4. Sonic bangs

Loss of or damage to property caused by pressure waves from aircraft and or other aerial devices travelling at or above the speed of sound.

## 5. Radioactivity

Loss, damage or liability which involves:

- Ionising radiation or radioactive contamination by nuclear fuel or nuclear waste
- The radioactive toxic explosive or other dangerous properties of explosive nuclear equipment

## 6. Pollution or contamination

Loss, damage or liability arising from pollution or contamination unless caused by:

- A sudden and unexpected accident which can be identified
- Heating fuel leaking from a domestic heating installation at the **property**

## 7. Things that happen gradually

Loss, damage or liability arising from anything that happens gradually, including electrical or mechanical breakdown, mildew, fungus, wet rot or dry rot and light, atmospheric or climatic conditions. This also includes wear and tear.

## 8. Confiscation

Loss of or damage to any **property** due to confiscation, requisition or destruction by order of any government, public or local authority.

# General Exclusions

## 9. Existing damage

Loss, damage, **injury** or liability as a result of an event which happened before the cover under this policy started.

## 10. Deliberate or Illegal Acts

Any legal responsibility for the **injury** to any person or loss or damage (direct or indirect) caused by a deliberate or illegal act or omission to act by anyone lawfully in the **property**.

This exclusion does not apply to:

Section A - Buildings - 3. Riot and 6. Theft

Section B - Contents - 3. Riot and 6. Theft

## 11. Geographical limits

Damage, **injury** or liability arising out of any event outside Great Britain, Northern Ireland, Isle of Man or the Channel Islands unless specifically included in the policy wording.

## 12. Loss of value and depreciation

Loss of value and depreciation resulting from the repair or replacement of lost or damaged property.

## 13. Contractors

Any claims arising out of the activities of contractors.

## 14. Domestic animals

Loss or damage caused by domestic animals.

## 15. Vermin

Loss, damage or liability which involves vermin such as but not limited to rats, mice, squirrels, owls, birds, foxes, bats, badgers, insects and moths.

## 16. Defective construction or design

Loss, damage, liability, cost or expense of any kind caused by or resulting from poor or faulty design, workmanship or materials.

## 17. Illegal activities

Loss or damage caused as a result of the **property** being used for illegal activities, unless **you** were unaware of the illegal activity and the **property** has been inspected as permitted under the tenancy agreement and an inspection log has been maintained.

## 18. Restoration

Loss, damage or liability arising from the process of cleaning, washing, repairing or restoring any item.

## 19. Items used professionally

Loss or damage to contents when being used for business, trade, professional or employment purposes other than **home working equipment**.

# General Conditions

These conditions apply to all sections of the policy. Failure to comply with the terms below may result in us cancelling the policy and/or refusing to pay any claim; **we** may not pay any claim in full, **we** may revise the premium and/or change any **excess** and/or the extent of cover may be affected.

## 1. Your duty to prevent loss or damage

- You must take precautions to prevent accidents, loss or damage
- All property insured under this policy must be maintained in good condition
- If loss or damage does occur **you** must take steps to prevent further loss or damage where possible

## 2. Your policy

Your policy includes:

- **Your policy schedule**
- This booklet
- Any notice to policyholders
- Any **endorsements** which apply to **your** cover as shown in **your policy schedule**

## 3. Claims

Your duties

As soon as **you** are aware of an incident or cause which is likely to lead to a claim under this policy, **you** must:

- Tell the police at **your** earliest opportunity about any property which has been stolen or maliciously damaged, and get a crime reference number
- Contact **your insurer** at **your** earliest opportunity
- Do all **you** can to get back any lost or stolen property and tell **your insurer** without unnecessary delay if any property is then returned to **you**
- Send **your insurer** any correspondence, legal or otherwise, received in relation to a claim or an event which may lead to a claim
- Avoid discussing liability with anyone else without **your insurer's** permission
- **You** can make any temporary repairs to prevent further loss or damage. However, until **you** have discussed **your** claim with **us** **we** are unable to confirm that the loss or damage is covered by **your policy**
- **You** should keep a copy of the invoices relating to the temporary repairs as they may form part of **your** claim. It would be helpful if **you** could take photographs of the damage
- **We**, or any approved contractor, supplier or loss adjuster must have the chance to inspect the damage before **you** carry out permanent repairs or dispose of any damaged items

To help prove **your** claim **your insurer** may require **you** to provide any of the following items including but not limited to:

- Original purchase receipts, serial numbers, invoices, bank or credit card statements, instruction booklets, photographs, proof of authenticity, utility bills, pre-purchase surveys or plans, tenancy agreement and deeds of the **property**

To help assist in dealing with **your** claim **your insurer** may require **you** to obtain estimates for the replacement or repair of damaged property. **They** will only ask for information relevant to **your** claim and **they** will pay for any expenses **you** incur in providing that information as part of **your** claim.

If someone is holding **you** responsible for damage to their property or for injury to them, please tell **us** at **your** first opportunity and give **us** full written details. If **you** receive any correspondence in relation to the claim, do not respond directly to it, please forward it on to **us** (This could include any claim form, summons to appear in court or other legal document). Do not admit **you** are responsible.

## How your claim will be settled:

**Your insurer** will at **their** option repair, reinstate or replace the lost or damaged property, subject to the appropriate **excess**:

- Where property cannot be replaced or repaired **your insurer** will pay in cash or cash alternative (including vouchers and/or store cards) the amount of the loss or damage
- Where **your insurer** can offer repair or replacement through a preferred supplier but agrees to pay a cash or cash alternative (including vouchers and/or store cards) settlement, then payment will not exceed the amount that **they** would have paid the preferred supplier. If an equivalent replacement is not available then **your insurer** will pay the full replacement cost of the item
- An approved supplier may be appointed by **your insurer** to act on **their** behalf to further validate **your** claim and they are authorised to arrange a quotation, a repair or a replacement where appropriate
- **Your insurer** is entitled to assess **your** claim based on **our** approved supplier's or loss adjusters view and interpretation, even in situations where **you** have appointed a professional representative, such as a loss assessor or claims management company, to act on **your** behalf

# General Conditions

- Your insurer is entitled to retain the right to communicate directly with you regarding your claim, even in situations where you have appointed a professional representative, such as a loss assessor or claims management company, to act on your behalf
- The sums insured will not be reduced by any claim
- Any permanent repairs made by our approved suppliers are guaranteed for a period of 12 months

## Matching items

An individual item of a matching set of articles or suite of furniture or sanitary ware or other bathroom fittings is regarded as a single item. Your insurer will pay you for individual damaged items but not for undamaged companion pieces. If the individual damaged items cannot be repaired or a replacement found we will also pay up to 50% towards the undamaged part of the set or suite of furniture, sanitary ware or bathroom fittings.

Where carpet or floor covering is damaged beyond repair only the damaged carpet or floor covering will be replaced. Your insurer won't cover any undamaged carpet or floor coverings in adjoining rooms, even if they're the same colour or design.

## Wear and tear

Under Section A - Buildings, if repair or reinstatement is carried out there will be no deduction provided that the sum insured represents the full value of the buildings and they have been maintained in good repair.

Under Section B - Contents there will be a deduction for clothes, furs and household linen. There will be no deduction for all other contents provided they have been maintained in good repair and the sum insured represents the full value of the property.

## 4. Other insurance

If any injury, loss, damage or liability under 'Occupiers and Public liability' or 'Property owner's liability' is covered by any other insurance we will not make any payment.

If any other injury, loss, damage or liability is covered by any other insurance, contract or legislation then we will not pay more than our share.

## 5. Your Insurer's rights

Your insurer may:

- Take over and conduct the defence or settlement of any claim, or right you may have against another person, in your name
- Enforce your right against any other person (in your name for your insurers own benefit) any claim for indemnity or damage
- In a perceived emergency enter the property where loss or damage has occurred. To safeguard the property against further loss or damage, your insurer may take and keep possession of insured contents and deal with the salvage

Your insurer has the right to do as your insurer sees fit in legal action and in settling your claim.

## 6. Fraud

If you or anyone acting for you:

- Deliberately fails to disclose relevant facts at any time
- Deliberately misrepresents or exaggerates information given, or acts dishonestly at any time
- Makes a claim in a fraudulent or false way, or where we are given any documents which are false or stolen

We may:

- Cancel or void your policy and all other policies to which you are connected to with us
- Not pay any claim which is in any way fraudulent, false or exaggerated
- Aim to recover any costs we have incurred and not return any premium
- Tell the police if we suspect fraud

## 7. Your duty to keep to the conditions of this policy

To be covered by this insurance, you must keep to the terms and conditions of this policy.

## 8. Arbitration

If we accept your claim but you do not agree with the amount we will pay you, we will refer the matter to an arbitrator chosen by you and us. You cannot take any action against us until you and we have received the arbitrator's final decision.



# General Conditions

## 9. Index linking

The buildings sum insured in **your policy schedule** will be adjusted monthly and updated each year at the renewal date in line with any increase in the level of the House Building Cost Index (prepared by the Royal Institution of Chartered Surveyors) or any suitable alternative index **we** choose. The new sums insured and renewal premium will be shown on **your** renewal notice.

The contents sum insured will be automatically adjusted in line with changes in The Consumer Durable Section of the General Index of Retail Prices or its equivalent.

## 10. The right level of cover

It is **your** responsibility to make sure that the amount **you** insure represents the full value of **your** property.

For **buildings**, this means the full cost of rebuilding the **property**, including any outbuildings in the same form, size, style and condition as when new and including debris removal and building fees.

It is important that **you** insure for the full amount, as the sums insured in **your policy schedule** are the maximum that **we** will pay in the event of a claim. If the sum insured is less than the full value of the property insured, **we** will reduce the amount claimed in proportion with the underinsurance. For example, if the amount insured is only 80% of the actual replacement cost, **we** will only pay 80% of **your** claim.

## 11. Information and changes you must tell us about

Please tell **First2Protect** if there are any changes to the information set out in the **statement of fact** or on **your policy schedule**. You must also tell **First2Protect** about the following changes:

- Any intended alteration to, extension to or renovation of the **property**. However **you** do not need to tell **First2Protect** about internal alterations to the **property** unless creating an additional **bedroom, bathroom** or shower room
- Any change to the people insured, or to be insured
- Any change or addition to the **contents** or the **property** to be insured that results in the need to increase the amounts insured or the limits that are shown on **your policy schedule**
- If the **property** is to be sub-let, or used for business purposes (other than occasional clerical work)
- If the **property** is to be **unoccupied**
- If any member of **your** household or any person to be insured on this policy is charged with, or convicted of a criminal offence (other than motoring offences), or is declared bankrupt or has received a County Court Judgement (CCJ)
- A change to **your** correspondence address
- If **you** are no longer residing within the UK

If **you** are in any doubt, please contact **First2Protect**.

When **First2Protect** notifies **us** of a change, **we** will tell **First2Protect** if this affects **your** policy, for example whether **we** are able to accept the change and if so, whether the change will result in revised terms and/or premium being applied to **your** policy.

If the information provided by **you** is not complete and accurate:

- **We** may cancel or void **your** policy and refuse to pay any claim
- **We** may not pay any claim in full
- **We** may revise the premium and/or change any **excess** and/or the extent of the cover may be affected

In some circumstances **we** may not be able to continue **your** policy following the changes. Where this happens **you** will be told and the policy will be cancelled in line with **your** Cancellation Rights.

## 12. Sanctions

**We** will not provide cover, be liable to pay any claim or provide any benefit where doing so would expose **us** or any member of **our** group to:

- Any sanctions, prohibitions or restrictions under United Nations resolutions
- The trade or economic sanctions, laws or regulations of any country

# Important Advice

This policy is designed to protect **you** against the risk of things happening suddenly which **you** could not have expected such as fire, theft, flood and **storm**. It is not designed to protect **you** against losses that arise due to the gradual deterioration or poor maintenance of the **property**.

**We** want to ensure that **you** are fully aware of the extent of **your** cover, and would therefore urge **you** to read this policy wording in full along with **your policy schedule**.

**We** have also taken this opportunity to bring some helpful information to **your** attention. This section does not form part of **your** policy and contains only examples of what is contained in **your** policy wording.

## Storms

Properties are designed to withstand damage by all but the most extreme weather conditions. Normal weather conditions should not cause damage to a well maintained property. It is therefore important that **you** keep the **property** in a good state of repair.

Areas that **you** should focus on include blocked or broken gutters or down-pipes, and loose or damaged roof tiles.

Some areas like flat roofs, fascia boards and boundary walls are difficult to inspect so if **you** cannot check them yourself **you** should use a relevant building expert to do this for **you**.

## Collision

If someone crashes into **your** wall or the **property** make sure **you** record their name, address, vehicle registration and contact details. **We** will need this information to help **us** try to recover **your excess**.

## Subsidence

Damage caused by **subsidence** is the result of ground movement affecting the **property**. The most common signs of this are diagonal cracks away from door and window frames.

New properties or structures can often move for reasons other than **subsidence**, often because of the compaction of the ground below. This is known as **settlement** and is not covered.

**Subsidence** and other types of ground movement can be difficult and complex to repair. It is important that **you** tell **us** at **your** earliest opportunity if **you** think the **property** may be affected.

## Escape of water

**Your** cover for escape of water is designed to cover damage to the **property** caused by water leaks.

It's always a good idea to get **your** boiler checked and/or serviced by a Gas Safe/ Oftec/Hetas certified engineer, depending on **your** heating system, in plenty of time for winter. This will help prevent boiler failure which could leave **you** with no heating and/or hot water.

One of the biggest risks of water damage occurs when **you** are away during the winter where pipes can freeze and burst causing large amounts of damage. It is important that **you** take steps to avoid this by keeping **your** central heating on low so **your** pipes do not freeze over. If **you** want to turn **your** heating off then **you** should drain **your** central heating system and switch off the water at the mains.

Pipes often burst because they have worn out; if this happens **you** should turn off the main stop tap and contact a plumber.

In addition, damage can occur due to water leaks caused when the sealant or grout around **your** bath or shower has worn away or failed.

## Fires

A large percentage of fires start in the kitchen, and are caused by faulty electrical appliances or unattended cooking pans and equipment - particularly chip pans. In addition candles, cigarettes, electric blankets and overloaded plug sockets cause a significant fire risk.

Always purchase electrical goods from a reputable supplier as branded goods sold via untraceable internet suppliers at much reduced prices may be counterfeit and/or may not be fitted with the appropriate safeguards against the risk of fire.

Please ensure **you** bear these risks in mind and take adequate precautions to protect yourself and the **tenants**. Smoke alarms save many lives and significant damage every year, please ensure that **you** have them fitted and check them regularly.

## Floods

If water has or is expected to enter the **property** **you** should secure the **property** and move **your valuables** and essentials to an elevated place or upper floor. **You** should also turn off all the utilities like power, water and gas supplies at their main source and disconnect all electrical appliances if possible.

If **you** know that **you** live in an area which is prone to flooding, there are additional steps **you** can take to protect the **property** and **we** would recommend contacting **your** local Environment Agency for further advice or

## Important Advice

call Floodline on 0345 988 1188.

### Drains

Some drains which use defective materials such as pitch fibre in their construction are prone to wear out over time naturally. There are more specific insurance policies available to protect **you** against this risk which can be sought elsewhere.

### Thefts

Many thefts are committed by so called 'opportunistic' criminals. The **property** is significantly more likely to be burgled if accessible entrances are not locked and secured. **Your** policy may carry an endorsement about the security **you** have in place to prevent thefts, this usually requires **you** to have certain types of door and window locks. Please check **your policy schedule** for details of any **endorsements** that may be applicable. If **you** fail to meet these requirements **we** may impose a higher **excess** for theft claims.

If the **property** is vacant **you** can make it appear occupied. Ask a neighbour to pick up the mail, cancel milk and any other regular deliveries and use timers on lights if **you** have them.

# Important Notices

## Defective Premises Act 1972

The Defective Premises Act 1972 imposes duties in connection with the provision of dwellings and imposes liability for **injury** or damage caused to persons through defects in the state of premises. Section 3 of the Defective Premises Act 1972 (or in Northern Ireland Section 5 Defective Premises Northern Ireland Order 1975) extends the duty of care in certain circumstances after the dwellings have been disposed of. For further guidance please see the Office of Public Sector Information website ([opsi.gov.uk](http://opsi.gov.uk)) or contact the Citizens Advice Bureau.

## Contracts (Rights of Third Parties) Act 1999 Clarification Clause

A person who is not a party to this insurance has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

## Dangerous Dogs Act 1991

The Dangerous Dogs Act 1991 imposes certain requirements on specific types of dog. It also places requirements in relation to dogs which are, as described in the Act, dangerously out of control. For further guidance please see the Office of Public Sector Information website ([opsi.gov.uk](http://opsi.gov.uk)) or contact the Citizens Advice Bureau.

# Important Information

## Renewing your policy

At renewal, First2Protect will check that the premium offered by **your** current insurer is still the most competitive. If one of First2Protect's alternative panel members offers a more competitive price then First2Protect will transfer **your** cover to the alternative insurer. Please note that it is **your** responsibility to check that the information First2Protect holds for **you** is complete, accurate and up to date. It is also **your** responsibility to check that **your policy schedule**, sums insured, and any applicable **endorsements** to ensure cover remains adequate for **your** demands and needs. Please advise First2Protect at **your** earliest opportunity if cover no longer meets **your** demands and needs.

First2Protect or **your insurer** reserve the right to revise or withdraw any renewal invitation if any event takes place which gives rise to a claim before the date the renewal takes effect, even if First2Protect or **your insurer** are notified after the effective date.

## Authority to renew

For **your** convenience and protection, provided that First2Protect is able to collect the premium by Direct Debit, First2Protect will automatically renew or replace **your** policy unless **you** tell First2Protect not to. First2Protect will write to **you** before the policy renewal date to remind **you** of this, to outline any change to the conditions of **your** policy and to let **you** know what the new premium will be. (Please also see **Your Right to Cancel**).

Please note **you** can opt out of auto renewal at any time, free of charge. If **you** wish to do this, contact First2Protect.

If the **property** is in a flood plain, in an area prone to flooding or if **you** have made a claim on **your** policy in relation to flooding or subsidence, then **you** are advised to not cancel this policy until suitable alternative insurance arrangements are in place.

## Change of insurer

As **your** agent acting on **your** behalf, First2Protect may from time to time use different insurer(s), to underwrite **your** insurance. This may happen, for example, where **your** circumstances change significantly or where an alternative insurer can offer cover or terms that are more suitable to meet **your** demands and needs.

If **you** request that **your insurer** is changed, First2Protect will cancel **your** existing policy and will arrange a suitable replacement; taking care to ensure there is no break in cover. First2Protect will advise **you** of any change in the policy terms.

In the event that **your insurer** either declines or withdraws cover First2Protect may be required to move **you** to an alternative insurer without gaining **your** prior consent in order to ensure that there is no break in **your** cover. In such circumstances First2Protect will notify **you** and will advise **you** of any change in the policy terms. **You** will have the opportunity to terminate the replacement policy after such a change becomes effective.

## Your right to cancel

If **you** wish to cancel **your** policy please contact First2Protect.

## Cancelling during the cooling off period

**You** have a statutory right to cancel **your** policy within 14 days from either:

- The day of purchase
- Cover start date or the renewal date of the contract
- The day which **you** receive **your** policy or renewal documentation

whichever date is later.

**You** policy will be cancelled back to the start date and no cover will have been provided. **You** will be entitled to a full refund of the premium paid and no cancellation fee will be charged.

If **you** do not wish for your cancellation to be backdated to the start date and request **you** are covered up to the date of a cancellation a £35 cancellation fee will be applied.

If a claim has been made, the full premium will be payable and no refund will be given.

## Important Information

If **you** wish to cancel and the insurance has not yet started **you** will be entitled to a full refund of the premium and no cancellation fee will be charged.

If the **property** is in a flood plain or in an area prone to flooding or if **you** have made a claim on **your** policy in relation to flooding or subsidence, then **you** are advised to not cancel this policy until suitable alternative insurance arrangements are in place.

### Cancelling after the cooling off period

**You** may cancel **your** insurance cover at any other time, **you** will be entitled to a refund of the premium paid minus payment for the time you were provided cover.

A £35 cancellation fee will be charged by **First2Protect** for all cancellations unless otherwise specified.

If the amount due when **you** cancel your policy is more than the amount **you** have paid **you** must pay the difference.

If a claim has been made, the full premium will be payable and no refund will be given.

If the **property** is in a flood plain or in an area prone to flooding or if **you** have made a claim on **your** policy in relation to flooding or subsidence, then **you** are advised to not cancel this policy until suitable alternative insurance arrangements are in place.

If **you** do not exercise **you** right to cancel your policy, it will remain in force for the term of the policy and **you** will be required to pay the full premium.

By purchasing a policy with **First2Protect**, **you** agree to any amounts **you** may owe us being deducted from any premium refund due to **you**.

### Our right to cancel

**We** may cancel **your** policy if:

- Fraud has been suspected
- Fraud has been identified
- We have evidence **you** have acted fraudulently
- We have evidence **you** have deliberately given us incorrect or incomplete information

**We** may do this without notice and backdate **your** cancellation to the date when this happened. **You** will be sent the cancellation confirmation in writing if this happens.

**First2Protect** or **your insurer** may also cancel the policy at any time by giving **you** 7 days' notice in writing where there is a valid reason for doing so. **You** will be sent the cancellation confirmation in writing when such cancellation has taken place. Valid reasons include, but are not limited to:

- The day of purchase
- Where **First2Protect** has been unable to collect a premium payment and after writing to **you**, **your** payment is still outstanding
- If **you** haven't co-operated with **us** or sent **us** information **we** have requested and then this affects our ability to process a claim or defend our interests
- If **you** do not keep to the conditions of the policy wording, for example, if **you** have not provided complete, accurate and up to date information
- If **you** display threatening or abusive behaviour towards **our** staff or suppliers

### What to do if you have a complaint

**First2Protect** strives to provide **you** with the highest standards of service at all times, but also recognises that things can go wrong. If **you** wish to discuss your policy or the service provided by **First2Protect** please contact the Customer Service Department in the first instances:

Post: First2Protect, 1st Floor, Keble House, Southernhay Gardens, Exeter, EX1 1NT

Email: customerservice@first2protect.co.uk

Telephone: 01392 849750

Alternatively, should you wish to make a complaint, please contact the Pivoal Financial Limited Customer Care team:

## Important Information

Post: Complaints Department, Pivotal Financial Limited, Unit A, Drivers Wharf, Northam Rd, Southampton, SO14 0PF

Email: [general.insurance@pivotalfinancial.co.uk](mailto:general.insurance@pivotalfinancial.co.uk)

Telephone: 0808 115 3842

If **your** complaint is about **your insurer** or how **your** claim was handled **you** will find **their** complaint procedure in **your insurer information document**.

**You** can refer **your** complaint to the Financial Ombudsman Service if **you** have not received a written final response in respect of **your** complaint within 8 weeks of the date **your** complaint was received by either **First2Protect** or **your insurer**, or if **you** are unhappy with the decision following **your** complaint (**you** have 6 months from date of final response to take **your** complaint to the Ombudsman). The Financial Ombudsman Service is a free service set up by parliament to sort out individual complaints that consumers or small businesses are not able to resolve with financial businesses.

For more information view their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or contact them on the below details:

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone:

From within the United Kingdom

Tel: 0800 023 4567 (free for people phoning from a 'fixed line', for example, a landline at home)

Tel: 0300 123 9123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)

From outside the United Kingdom

Tel: +44 207 964 1000 Fax: +44 207 964 1001

The complaint procedure does not affect **your** right to take legal action.

### Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**.

Further information about this scheme is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk)

Telephone: 0800 678 1100 or 0207 741 4100

### The law applicable to this policy

The law of England and Wales will apply to this policy unless **you** and **we** agree otherwise.

This insurance contract is written in English. Unless agreed otherwise, **we** will communicate with **you** in English.





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