

Buildings and Contents Insurance

Insurance Product Information Document (IPID)



This Pen Evolve Buildings and Contents Home Insurance Policy is provided by Pen Underwriting (Registered in England No. 5172311). Registered office address: The Walbrook Building, 25 Walbrook, London EC4N 8AW. Pen Underwriting is authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 314493. www.penunderwriting.co.uk

This document provides a summary of the cover, exclusions and restrictions. It is not personalised to your individual selections. The full terms and conditions of this insurance, including the general policy limits, can be found in the policy documents which are available on request.

Your Home is a product within the Pen Evolve product range and each product is suitable for a different occupancy status (use). The information on this IPID is for **Pen Evolve - Your Home** product, designed for your permanent residence, i.e. the address where you permanently live

What is this type of insurance?

This is a household insurance policy to cover loss or damage to your home and/or contents caused by events such as fire, explosion, storm, flood, escape of water, theft and subsidence. Cover will only be provided for the sections you select. **Cover may also vary based on the information you have provided to us.**

- Buildings cover protects the physical property of the home including outbuildings, plus permanent fixtures and fittings such as the kitchen, bathroom, wooden flooring and fitted wardrobes
- Contents cover protects your household goods including carpets and valuables within the home



What is insured?

Buildings cover (if selected) includes:

- ✓ The cost to repair, replace, or reinstate your home, or pay for any items covered under this section up to £1,000,000
- ✓ Alternative accommodation costs up to £50,000
- ✓ Legal Liability to the public: Your liability as owner of the home for bodily injury or property damage caused to another person or property up to £2,000,000
- ✓ Accidental damage to underground pipes and services
- ✓ Locating the source of a leak up to £10,000
- ✓ Damage to your garden up to £5,000
- ✓ Damage to your home and gardens caused by emergency services

Contents (if selected) includes:

- ✓ The cost to repair, replace, or reinstate your contents, or pay for any items covered under this section up to £100,000
- ✓ Loss of rent payable or alternative accommodation costs up to £50,000
- ✓ Replacing lost or stolen locks and keys up to £1,000
- ✓ Replacing food in your fridge or freezer if spoiled due to a change in temperature up to £2,000
- ✓ Loss or damage to home office equipment up to £5,000
- ✓ Theft of contents in outbuildings up to £5,000
- ✓ Students Cover: Cover for contents in student accommodation up to £2,500
- ✓ Legal Liability to the public: Your liability as a private individual and as occupier of the home for bodily injury or property damage caused to another person or property up to £2,000,000
- ✓ Domestic Employee liability: Your liability for accidental bodily injury to your domestic staff up to £10,000,000
- ✓ Tenants Liability cover up to £10,000

Optional Covers - available at an additional cost:

- Accidental damage
- Specified valuables in the home
- Personal Possessions
- Pedal Cycles



What is not insured?

- ✗ Wear and tear or any other gradually operating cause (for example, damp formed over a period of time due to blocked or poorly maintained guttering, or the mechanical or electrical failure of a television).
- ✗ More than £25,000 for any individual outbuilding, or £50,000 in total for all outbuildings
- ✗ Building work/ renovation/ extension/ conversion in excess of £75,000 and or the work will take longer than 6 months to complete, unless agreed by us. During works, cover is restricted for fire and theft. If roof works are taking place storm is excluded.
- ✗ Storm or flood that has damaged gates, hedges and fences
- ✗ Loss or damage due to deliberate acts from anyone insured under this policy, any pre-existing damage,
- ✗ Commercial premises, business stock, business tools, business cash & liability arising from non-clerical business use
- ✗ Escape of water due to water escaping or overflowing from down pipes, roof valleys, gullies or guttering or is caused by object(s) falling into a cold-water storage tank and or anything dislodging the ball valve if the tank has not been fitted with a lid. The lid must be securely fitted and be designed for the tank
- ✗ The cost of replacing undamaged or remaining items or parts of the buildings or contents which form part of a pair, set or suite following loss of or damage to the matching item(s)
- ✗ There is no cover within contents or personal possessions for pedal cycles. All pedal cycles regardless of value must be specified



Are there any restrictions on cover?

Certain limitations may apply to your policy. For example:

- ! The excess (the amount you have to pay on any claim) - refer to your schedule for details of the excesses that apply
- ! Refer to schedule for any endorsements that apply, these may restrict the cover or require you to take action
- ! Inner limits apply to some sections of the cover, refer to the Pen Evolve Your Home policy wording
- ! Valuables: total cover within the home of £40,000, jewellery and watches are limited to a total of £10,000. A maximum value of £2,000 applies for any item, pair or set unless specified on your schedule
- ! Personal possessions: A maximum value of £2,000 applies for any item, pair or set unless specified on your schedule



Where am I covered?

- ✓ Buildings covers the home address shown on the schedule
- ✓ Contents covers your belongings whilst in the home only
- ✓ Personal possessions covers your belongings inside the home and anywhere in the world up to 30 days per trip
- ✓ Pedal cycles cover applies in the home and anywhere in the world up to 30 days per trip



What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give complete and accurate answers to any questions you are asked relating to the insurance.
- Buildings need to be insured for the full rebuilding cost including allowances for architect's costs and site clearance. You must notify us if the full rebuilding cost of the home exceeds the amount shown on the schedule or if the outbuilding limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- Contents, valuables, personal possessions and pedal cycles need to be insured for the full replacement cost as new. You must notify us if the sums insured exceed the amounts show on the schedule or if the inner limits are not adequate. If you are under insurance this could affect any claims and or result in the policy being voided.
- You must tell us about any event which might lead to a claim as soon as possible. Liability claims must be notified within 45 days of the incident occurring or from the date YOU become aware an incident has occurred.
- When we are notified of a change as per Information and Changes We Need to Know About, such as a building work, the home becoming unoccupied, a change to the occupancy (use), non-clerical business use or change of address, we will tell you if this affects the policy. For example, we may amend the terms of the policy, change the excess, change the endorsements or require you to pay an additional premium. If we cannot accept the change, we may cancel the policy in accordance with the Cancellation policy condition. Depending on the reason for the change your insurance broker may be able to obtain a new quotation on an alternative product within the Pen Evolve product range.
- You must comply with the terms, conditions and endorsements of this policy
- **Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of your policy.**



When and how do I pay?

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



When does the cover start and end?

This insurance cover is for a 12 month period and the start date and end date of the cover are specified in your policy schedule.



How do I cancel the policy?

- You have a statutory right to cancel the policy within 14 days (this is known as the cooling off period) from the day of purchase or renewal or from the day you receive the schedule and the statement of facts, whichever is the later
- If the policy has not started, we will refund the premium and the policy will be cancelled from inception. If the policy has begun, subject to no claims being made or notified during the period of insurance, you will be entitled to a refund of any premium you have paid, less a proportionate deduction for the time you have been on cover.
- If you wish to cancel this insurance outside of the 14 day cooling off period, subject to no claims being made or notified we will refund the premium, less a proportionate amount for the time you have been on cover.
- If you received payment for, or are in the process of making a claim or have suffered a loss for which you are intending to make a claim, we will not refund any premium to you regardless of when you cancel the policy. The annual premium will need to be paid in full if a claim is made.