



POLICY SUMMARY

RESIDENTIAL PROPERTY OWNERS INSURANCE





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This document is a summary of your Policy and other key information about the insurance cover that you should read. It does not contain full details of the terms and conditions of the Policy which can be found in the Policy Wording. Please read the Policy Wording carefully when you receive it and keep it for your future reference.

If you have any questions about this Policy Summary, the Policy Wording or the insurance cover generally, please contact your insurance adviser.

Who are the insurers?

This Policy is arranged and administered by Pen Underwriting Limited.

The Insurer that is providing your Pen Underwriting Residential Property Owners Insurance Policy can be found in Your Policy Schedule.

What is the residential property owners insurance policy?

The Residential Property Owners Insurance Policy includes cover for buildings, contents, property owners liability and domestic employers' liability.

This Policy Summary outlines the benefits, features and any significant or unusual exclusions or limitations to the above insurance covers. Your Policy Schedule will show clearly what covers you have selected.

BUILDINGS

(This Section only applies if selected)

FEATURES AND BENEFITS

Cover for buildings is available on an All Risks or Specified Contingencies basis and includes:

- Underground services.
- Glass and Sanitary ware.
- Loss of metered water up to £25,000.
- Unauthorised use of electricity gas or water up to £10,000.
- Trace and Access caused by escape of water or oil from any tank, apparatus or pipe up to £25,000.
- Loss of rent and alternative cover up to 25% of the buildings sum insured.
- Damage caused by emergency services.
- Damage to gardens up to limit of £25,000 or £500 per tree, shrub or plant.
- Replacement locks up to £2,500.
- Professional fees and other expenses.
- Property Owners Liability up to £2,000,000 unless otherwise stated in the Policy Schedule.
- Domestic Employee Liability up to a limit of £5,000,000.
- Specified Contingencies includes loss or damage from specific perils:
 - fire, smoke damage, lightning, explosion or earthquake.
 - aircraft and flying devices or items dropped from them.
 - storm flood or weight of snow.
 - escape of water from any tank, apparatus or pipe
 - escape of oil or smoke damage from any fixed domestic heating installations.
 - theft or attempted theft, subsidence.
 - collision by any vehicle or animal.
 - riot, civil unrest, strikes and labour or political disturbances.
 - malicious acts.
 - subsidence, heave, settlement or landslip.
 - breakage or collapse of fixed radio and television aerials or satellite dishes.
 - falling trees, telegraph poles or lamp-posts.
 - unauthorised occupation of the home.
 - cultivation of drugs.
- Accidental Damage to the buildings is optional and only applies if stated as insured in the Policy Schedule.
- Malicious Damage and Theft by any Resident only applies if stated as insured in the Policy Schedule.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS

- The first part of any claim (the Excess) as specified on the Policy Schedule
- Wear and tear or anything that happens gradually. Faulty or limit of design. Manufacture, construction or installation.
- Faulty specification, workmanship or materials.
- Mechanical or electrical faults or breakdown.
- Dryness, dampness, extremes of temperature or exposure to light.
- Pollution or contamination.
- Domestic pets, animals, wildlife, birds insects, vermin, fungus or frost.
- Chewing, tearing, scratching or fouling by animals.
- Damage to domestic fixed fuel tanks in the open, swimming pools, hot tubs, tennis courts, drives, patios and terraces, hedges, gates and fences, septic tanks, solar panels.
- Movement, settling, shrinking, collapsing, cracking or coastal or riverbed erosion.
- Chemicals or the reaction of chemicals.
- If you have not carried out or can't provide evidence of tenant referencing.
- If you have not carried out internal and external inspections as required.
- Wet or dry rot.

We will not pay the cost of replacing any undamaged parts of the buildings which form part of a pair, set, suite or part of a common design or function.

Some perils may not be covered whilst the home is unoccupied, undergoing alteration, repair, cleaning, maintenance or extension.

CONTENTS AND FIXTURES & FITTINGS

(This Section only applies if selected)

FEATURES AND BENEFITS

Cover for contents is available on an All Risks or Specified Contingencies basis as per the perils specified under section 1 Buildings.

In addition cover is provided for:

- Audio Equipment and Mirrors.
- Contents of common parts up to a limit of £2,500.
- Accidental Damage to the contents is optional and only applies if stated as insured in the Policy Schedule.
- Malicious Damage and Theft by any Resident only applies if stated as insured in the Policy Schedule.

SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS

Any significant or unusual exclusions or limitations specified under section 1 Buildings also apply to section 2 Contents and Fixtures & Fittings with the addition of:

- Damage to video cameras, tablets, mobile phones, pagers, computer software, memory sticks, disk drives, games, recording tapes, discs or records.

We will not pay the cost of replacing any undamaged parts of the contents which form part of a pair, set, suite or part of a common design or function.

Some perils may not be covered whilst the home is unoccupied, undergoing alteration, repair, cleaning, maintenance or extension.

FURTHER INFORMATION

How long does my Residential Property Owners Insurance cover me for?

This Policy will remain in force for 12 months from the date of commencement (or as otherwise shown on your Policy Schedule) and for any period for which you renew the Policy, as long as you continue to pay your premium.

Cancellation

You have a statutory right to cancel your Policy within 14 days from the day of purchase or renewal or from the day you receive your Policy, whichever is the later (“cooling off period”).

If you decide that you do not wish to accept the policy, please contact your insurance advisor. Subject to no claims being made or notified, we will refund the full premium. The policy will be treated as not being taken up and it will be cancelled from inception.

If you do not exercise your right to cancel within the cooling off period, the Policy will remain in force and all premiums will be payable in accordance with the terms of the Policy.

Following the expiry of your Statutory 14 day right to cancel, you continue to have the right to cancel your Policy at any time during its term.

If you do cancel your Policy after the “cooling-off period”, you will be entitled to a refund of any premium you have paid, less a deduction for the time you have been on cover, subject to no claims being made or notified during the period of insurance.

If you wish to cancel your Policy at any time, please contact your insurance advisor.

We (or any agent we appoint and who acts with our specific authority) may cancel this Policy by sending you 14 days notice by recorded delivery to your last known address. You may be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered.

We will only cancel for a valid reason, such as:

- Non-payment of premium;
- Suspected Fraud;
- There is a change in risk occurring which we are unable to insure;
- We establish that you have provided us with incorrect information;
- You breach any terms and conditions of your policy.

Adequacy of cover

To ensure that adequate protection is maintained you will need to periodically review the level of cover and sums insured stated in the schedule and policy wording.

How to make a claim

If you need to make a claim under any section of your Policy, please contact us straightaway by calling the telephone number as stated on your Policy Schedule and have your Policy number to hand when calling.

Please also refer to Policy Condition (3) Claims Procedure under the Policy Conditions section at the back of your Policy Wording for full details of your duties and how we deal with any claim.

Our Regulatory Status

Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493).

Registered Office: The Walbrook Building, 25 Walbrook, London EC4N 8AW. Registered in England and Wales.

Company Number: 5172311. <http://www.penunderwriting.co.uk>

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by contacting the FCA on 0800 1116768.

COMPLAINTS PROCEDURE

Our promise of service

It is always the intention to provide a first class standard of service. However it is appreciated that occasionally things go wrong. In some cases the insurance advisor who arranged the insurance will be able to resolve any concerns and you should contact them directly.

Alternatively if you need to complain please contact the Pen Underwriting Limited Complaints Officer quoting your policy or claim number.

Pen Underwriting Limited Complaints
7th Floor Spectrum Building
55 Blythswood Street
Glasgow
G2 7AT

Telephone: 0141 285 3539

Email: pencomplaints@penunderwriting.com

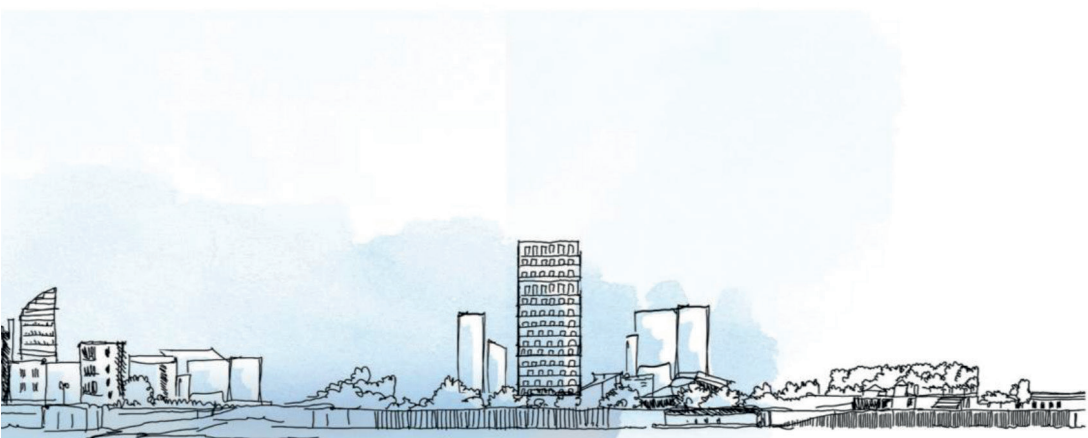
Your complaint will be acknowledged within 5 business days of receipt. If the complaint is not resolved within 4 weeks of receipt Pen Underwriting will write to you and let you know what further action will be taken. A final response letter will be issued within 8 weeks of receipt.

Upon receipt of the final response letter if you remain dissatisfied you may refer your complaint to the Financial Ombudsman Service.

Whilst we are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations, you may be entitled to compensation under the FSCS. Further information about the FSCS and the criteria under which you may be entitled to compensation is available on the FSCS Website at www.fscs.org.uk or by writing to The Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.



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