

# CAVERE HOME EMERGENCY INSURANCE

Financial  
& Legal



For Intermediary use only

## A POLICY WITH A COMPREHENSIVE LIST OF PERILS COVERED TO GIVE CUSTOMERS THE PEACE OF MIND SHOULD THE UNEXPECTED HAPPEN

- Underwritten by Financial & Legal, the Cavere Home Emergency provides assistance 24/7 365 days per year.
- Cavere manages the whole product lifecycle from application, through fulfilment, mid-term adjustments and renewals. This means we are not only very competitive but we take the hassle away from you in administering the product, allowing you to focus on selling and the customer.
- The product is net rated so you choose the commission rate and the price you charge
- Applications are made online via the Cavere application site, Magenta.
- Placing a policy on risk could not be easier. Magenta guides the advisor through the sale in a logical manner and provides contract certainty instantly.
- We do not charge for payment by direct debit or card so the price we quote is the price the customer pays.

## PRODUCT HIGHLIGHTS

### Cover for

- Plumbing & drainage
- Electricity supply
- Cooking system
- Security
- Main heating system
- Hot water
- Lost keys
- Pest infestation
- Water supply pipe
- Gas supply

### Annual Contract

Sum insured up to £1000

Boilers covered up to 15 years old

Up to three claims per year

Optional policy excess

# Product Oversight and Governance

All our products are reviewed on a regular basis to ensure they are aligned to customer needs. Target market statements are designed to give you an overview of the characteristics and complexities of our products so you may assess if a product meets the needs of your target customers. Further and more detailed information can be found in the list of cover limits, the policy wording or by contacting us.

Information about the product value can be found on the FCA website by searching Ageas Insurance Limited in the tables:

<https://www.fca.org.uk/data/general-insurance-value-measures>

## Target Market Statement

### Home Emergency Insurance

#### What customer need is met by this product?

This product is designed to provide financial protection against sudden and unexpected events in the home which, if not dealt with quickly, would render the home unsafe or insecure, cause further damage to the home, or cause personal risk.

#### Who is this product designed for?

Individual and joint home owners and their families, living at the home address in the United Kingdom.

#### Eligibility criteria

Customers must:

- Have not had insurance cancelled, refused, declined or declared void
- Be over 18 years old
- Have a buildings insurance policy in place

The property must:

- be situated within the United Kingdom or the Isle of Man
- not be lived in by anyone other than customer and their family
- not be left unoccupied for more than 30 days in a row
- be a private home used for domestic purposes only
- be of standard construction with walls of brick or stone and a roof which is not thatched
- be in a good state of repair with a primary heating system which is in good working order.

#### Who is this product not designed to support, or are there any features that you should be aware of when considering this product for your customer?

Properties inhabited by paying guests or tenants.

Boilers must be under 15 years old and serviced at least once every 12 months to be eligible for cover.

Boilers deemed beyond economical repair will only be covered up to £500 where the boiler is up to 5 years old, and £250 where it is over 5 but less than 15.

No cover for claims where the event arises within the first 14 days of cover.

Claims will not be covered where on attendance it becomes clear that the callout is not an emergency.

#### Can this product be sold with or without advice?

This product can be sold with or without advice depending on your preference and in line with FCA regulations.

#### How can I offer this product to my customer?

This product can be sold face to face, via telephone, or online application.

## Home Emergency Insurance

Home Emergency cover is designed to provide cover following a sudden or unexpected event which if not dealt with quickly would render your home unsafe or insecure, cause further damage to your home or cause personal risk. The intention of the Home Emergency cover is to provide an engineer to complete a temporary repair to limit or prevent damage. If a permanent repair would be of a similar cost to a temporary repair, a permanent repair will be provided as long as it is within the scope of cover provided.

Home Emergency cover is not a maintenance policy and does not cover the cost of routine maintenance in the home. Nor does it provide or cover the cost of boiler servicing and/or maintenance.

### Cover Limits

Causes Covered	Policy Limit
Maximum Claim Limit	The amount we will pay in respect of any one period of insurance shall not exceed £1000 including VAT
<ul style="list-style-type: none"><li>Plumbing &amp; drainage</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Electricity supply</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Cooking system</li></ul>	Cooker/Oven claim limit £250
<ul style="list-style-type: none"><li>Security</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Main heating system</li></ul>	Where a boiler is deemed to be beyond economical repair our liability will not exceed £500 where the boiler /appliance is up to 15 years old or £250 where the boiler/appliance is greater than 5 years old but less than 15 years old.
<ul style="list-style-type: none"><li>Hot water</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Lost keys</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Pest infestation</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Water supply pipe</li></ul>	Up to maximum claim limit
<ul style="list-style-type: none"><li>Gas supply</li></ul>	Up to maximum claim limit

Excess	Excess Amount
Standard policy Excess	£0
Voluntary Excess	£50

In order for cover to be provided for the primary heating system the homeowner must ensure the boiler is serviced annually by a gas safe engineer.