

# Home Emergency Insurance

## Insurance Product Information Document

Company: Ageas Insurance Limited

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register no 202039. Registered in the UK.

Product: coverbaloo Home Emergency Policy

This Insurance Product Information Document provides a summary of the key information for this product. The full information is provided in the policy documentation.

### What is this type of insurance?

This policy provides assistance following specific emergency events occurring in your home (for example - leaking water, electrical supply failure, damage to the roof or removal of pests).



#### What is insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✓ Claim limit - The claim limit is £1,000 in aggregate including call out charges, labour, parts and materials. The number of call outs provided under your policy during the period of cover shall not exceed three.
- ✓ Plumbing and drainage - failure of or damage to the system that has or may result in leaking water.
- ✓ Electricity supply - restoring the electricity system following complete failure.
- ✓ Roofing - damage to the roof caused by bad weather.
- ✓ Primary heating system - restoring heating and/or water following failure.
- ✓ Where a boiler is deemed uneconomical to repair - the maximum claim limit is £500 for boilers up to 5 years old and £250 for boilers greater than 5 years old but less than 10.
- ✓ Lost key / lock out - gaining entry to the home following lost keys or lock failure.
- ✓ Cooker/oven - restoring a means of heating and preparing food within the home - Up to £250.
- ✓ Pest control - removal or extermination.
- ✓ Internal gas supply - restoring the gas supply following failure.



#### What is not insured?

For a full list of what is and isn't covered please refer to the policy booklet.

- ✗ Events where on attendance it becomes clear that the call out is not an emergency.
- ✗ More than one claim arising from the same cause.
- ✗ We won't pay claims for a boiler which is more than 10 years old.
- ✗ We won't pay claims for boiler faults that are a result of the boiler not being serviced within the last 12 months.
- ✗ We won't pay claims following the failure of a lock due to attempted forcible entry to the home.
- ✗ We won't pay pest control claims where there is no risk to health.
- ✗ We won't pay claims relating to the interruption or disconnection of utility services.



#### Are there any restrictions on cover?

- ! We won't pay claims arising after the home has been left unoccupied.
- ! We won't pay for systems where spare parts are no longer available.
- ! We won't pay claims for any system equipment or facility which has not been properly installed.
- ! We won't pay for any claim that is found to be fraudulent.
- ! We won't pay claims relating to circumstances known to you before taking out the policy.
- ! We won't pay for any wilful or negligent act or omission by you or any third party.



#### Where am I covered?

- ✓ UK and the Isle of Man.



### What are my obligations?

- You must provide us with honest, accurate and complete information, and inform us without delay of any changes in your situation.
- You must take reasonable care and maintain the home and its equipment in good order and take all reasonable precautions to prevent loss or damage.
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or us suffer a financial loss, is fraud and pushes up the cost of insurance for all customers.
- You must maintain buildings and contents insurance cover in force during the period of cover.
- You must give reasonable access to enable appropriate treatments to be carried out and follow advice from the engineer and or helpline in removing furniture if this is deemed necessary.



### When and how do I pay?

You can choose to pay by direct debit, credit or debit card. Please contact your broker for details or see your payment schedule that you will receive after you buy.



### When does the cover start and end?

Your cover will be effective for a period of 12 months, as shown on your policy schedule.



### How do I cancel the contract?

Please contact the scheme administrator to cancel your policy.

#### Cancellation within 14 days

You have 14 days from either the purchase date of the policy or the date you receive the policy document (whichever is the later) to cancel the cover. Providing a claim has not been made, a full refund of any premium will be provided. An administration fee will not be applied.

#### Cancellation after 14 days

You can cancel the policy any time after the 14 days, providing no claim has been made we will refund a percentage of the premium paid in proportion to the period of insurance left unused. A cancellation fee will not be applied.

### How do I report a claim?

#### Call the helpline on 0345 257 1267

Major emergencies which could result in serious injuries to the public or damage to the property should be immediately advised to the supply company and/or the public emergency services.

Do not make any arrangements yourself without prior authorisation from the helpline; if you do we will not reimburse any costs you may incur.

### Excesses that apply

No excesses apply to this insurance policy.

### How do I make a complaint?

If your complaint is about the way your policy was sold to you, please contact your insurance adviser to report your complaint.

If you've a complaint regarding your claim, please call the claims advice helpline on **0345 257 1267**.

If your complaint relates to your policy itself please contact the administrator on the number shown on your schedule.

For any unresolved issue, you can write to us at the address shown below or email us through our website at [www.ageas.co.uk/make-a-complaint](http://www.ageas.co.uk/make-a-complaint) (please include your policy number and claim number if appropriate). Our address: Customer Services Advisor, Ageas House, Hampshire, Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA.

### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS).

In the very unlikely event that Ageas was to go bust, your insurance policy would still remain valid in the event that you needed to make a claim. For more details about the scheme visit [www.fscs.org.uk](http://www.fscs.org.uk) or telephone **0800 0678 1100** or **020 7741 4100**.

Underwritten by Ageas Insurance Limited

Registered address: Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA

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