

elastic Buildings and Contents Insurance

Insurance Product Information Document

Company: Ageas Insurance Limited

Product: Buildings and Contents insurance policy

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This 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 covers the cost of repairing or replacing your contents against loss or damage from specific events such as Fire, theft, storm, flood, and water leaks. Optional covers are available, these will be shown on your Important Stuff document if you choose to include them.



What is insured?

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

Contents are covered for up to £XXX,XXX. This is the most you can claim

Buildings are covered for up to £1,000,000. This is the most you can claim

You are covered for:

- ✓ Damage caused by fire, smoke damage or explosion
- ✓ Damage caused by theft, attempted theft or malicious damage
- ✓ You are covered for damage caused by a storm.
- ✓ Damage by extreme rain or snow fall. Rainfall is extreme if more than an inch falls in an hour. Snowfall is extreme if 12 inches or more falls in a 24 hour period.
- ✓ Damage caused by flooding or ingress of water.
- ✓ Damage to your buildings as a result of subsidence, ground heave or landslip.
- ✓ Damage caused by water leaking from or freezing in; any water or drainage, toilets, pipes and tanks, heating systems including radiators and boilers, washing machines, dishwashers, fridges, freezers or fish tanks.

Optional Cover

Your Important Stuff document shows whether you have selected any of these options. Please refer to the policy wording for full details.

Accidental Damage - Contents and Buildings

- Cover for damage to your contents and/or buildings caused by external, sudden or unexpected means including damage caused by you or your family.

Specified Item Cover

- Cover for items above £1,500 individually. This extends the standard cover above to include items you own that are above £1,500 in value.

Personal items outside of your home

- This optional cover allows you to extended cover for the items you usually take away from home up to the value of £5,000. This will cover things like your handbag, mobile phone or glasses.

Legal Protection

This insurance covers Legal costs incurred by our panel solicitors or their agents up to £50,000 to pursue or defend damages claims which cause you to suffer a loss for events such as contract disputes, personal injury claims, property protection or employment disputes.



What is not insured?

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

This policy will not provide cover for:

- ✗ Damage arising from wear and tear or anything that happens gradually overtime.
- ✗ Scorching, singeing or melting without a fire starting (i.e. no flame, no claim)
- ✗ Theft, attempted theft or Malicious damage caused:
 - By you or your family
 - By a person lawfully allowed to be in your home
- ✗ Damage to gates, hedges, fences or swimming pool covers caused by flooding
- ✗ Damage caused to an outbuilding (excluding garages) by subsidence, heave or landslip, unless caused at the same time as damage to the main building.
- ✗ Damage caused by faulty materials, poor design or poor workmanship. This includes any work on your buildings that didn't meet building control regulations when the work was completed.
- ✗ Costs we have not agreed to
- ✗ Damage caused by your power or heating supply being cut off by the supply authority (as a results of non-payment of bills)
- ✗ Damage caused by something you or your family do deliberately.



Are there any restrictions on cover?

! We do not cover any loss or damage that happens gradually over a period of time, such as rust, corrosion, fading and shrinkage

! As with most insurers, you are not covered for any loss or damage resulting from wear, tear and depreciation

! It is your responsibility to make sure your property is in a good state or repair, weatherproof and well maintained



Where am I covered?

✓ UK Only



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
- In the event of a claim, you must notify us as soon as possible.
- You'll need to let us negotiate, defend or settle any disputes or claims on your behalf. You'll also need to let us take legal action in your name to get back any payment we've made under this policy.
- 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.
- In some cases, we may apply an endorsement to the policy, setting out, for example, security requirements. It's really important that you follow any terms set out in endorsements, as if you don't, you may not be covered in the event of a claim. If any endorsements apply to you, these will be shown on your Important Stuff document, or displayed on-line before you buy.



When and how do I pay?

You pay for your elastic policy by continuous payment authority. This means we take the premium from your nominated credit or debit card each month. Your payment will be collected each month and does not have an end date.



When does the cover start and end?

This policy starts with effect from XX/XX/XXXX and will continue to run until you tell us you no longer want it.



How do I cancel the contract?

Please note there are no cancellation fees with elastic.

You can cancel your policy at any time through your online account.

Cancellation within 14 days of taking out the cover

You can cancel at anytime within the first 14 days and receive a refund for any time on cover that you have not used, providing you have not made a claim.

Cancellation after 14 days of taking out the cover

You can chose to cancel the cover either with immediate effect or at the end of the payment period (month). If you chose to do this, we will not collect any further payments from you but you will not receive any refund for unused days on cover.

Please note there are no cancellation fees with elastic.