

# ADVENT



## WINDSOR HOME INSURANCE COVER SUMMARY

### Who are Advent Insurance Services Limited?

Incorporated in 1998, Advent is an independent Underwriting Agency providing a first class service to Brokers and their household insurance clients. Advent is authorised and regulated by the Financial Services Authority, Register No. 311694.

### Who are the Underwriters?

Certain Underwriters at Lloyds of London.

### What types of home can be insured?

Windsor Home Insurance is for homes which are let to persons in full time employment, unless agreed otherwise. Tenants must not be asylum seekers or refugees. Cover can be considered for all types of construction other than thatch roofs or mobile or park homes.

### Introduction to Key Definitions

In the Windsor insurance document We use key words or phrases. These begin with a capital letter to remind you of their importance:

- Buildings** - This means all the buildings including Outbuildings together with walls, gates, footpaths, fences, paths, drives and patios. The full definition is in the insurance document. All buildings must be situated within the boundaries of the land belonging to the home.
- Contents** - These are the items which furnish the home, including carpets, curtains, furniture and landlords fixtures and fittings. Tenants possessions cannot be included.
- Sum Insured** - This is the value you choose – see specific requirements under Buildings Cover or Contents Cover.
- Outbuildings** - These include garages, sheds and greenhouses together with domestic central heating or oil/gas tanks.
- Excess** - This is the first part of any claim which you pay. This is normally £100, unless agreed otherwise.

### The following 2 Cover types are available

#### Buildings Cover

The Sum Insured chosen for Buildings must represent the full rebuilding cost of the home. Listed below is a brief outline of the insured causes for Buildings. For fuller details, please ask to see a specimen insurance document.

Subject to general exclusions and specific limitations detailed in the insurance document, Buildings will be insured against:

Fire	Explosion	Lightning	Earthquake	Smoke
Storm	Flood	Riot	Vandals*	Malicious persons*
Subsidence	Heave	Landslip	Theft*	Attempted theft*
Impact	Falling aerals	Falling trees	Escape of water or oil*	

Also included are the following extra benefits:

- Loss of letting income and alternative accommodation (maximum 20% of the Buildings Sum Insured and applying where the home is made uninhabitable as a result of one of the above causes) – Alternative accommodation is not available for tenants or guests
- Accidental Damage to Glass and Sanitary Ware\*
- Liability as Owner of the Buildings (maximum £2,000,000)
- Accidental Damage to underground pipes and cables

The insured causes marked \* do not apply when the home is Unoccupied or Unfurnished for more than 90 consecutive days.

#### Optional Extra Cover – Accidental Damage to Buildings

For payment of an additional premium we can extend your Insurance to include Accidental Damage to Buildings.

#### Contents Cover

The Sum Insured chosen for Contents must represent the full cost of replacing items as new except for household linen. Listed below is a brief outline of the insured causes for Contents. For fuller details, please ask to see a specimen insurance document.

Subject to general exclusions and specific limitations detailed in the insurance document, Contents will be insured against:

Fire	Explosion	Lightning	Earthquake	Smoke
Storm	Flood	Riot	Vandals*	Malicious persons*
Subsidence	Heave	Landslip	Theft*	Attempted theft*
Impact	Falling aerals	Falling trees	Escape of water or oil*	

The summary of cover continues overleaf and begins with a brief outline of the extra benefits with Contents.

Also included are the following extra benefits:

- Accidental Damage to Mirrors and Glass\*
- Liability to the Public (maximum £2,000,000)
- Liability to Domestic Employees (maximum £2,000,000)

The insured causes marked \* do not apply when the home is Unoccupied or Unfurnished for more than 90 consecutive days.

**Important – Accidental Damage cover for Contents is not available with Windsor Home Insurance.**

### Legal Tax and Domestic Assistance Helplines Cover

This cover is included automatically with Windsor Home Insurance for no additional cost and it entitles you to obtain:

- practical advice on any emergency in the Home, such as a burst pipe or blocked drain, and help with locating a suitable tradesman if required. This cover does not include the cost of call out fees or any work carried out.
- confidential advice on any personal legal problem.
- confidential tax advice.

### Period of insurance and additional charges

The insurance is for a period of twelve months. In addition to the premium there will be a charge for Insurance Premium Tax at the current rate plus a £20 Administration Fee charged by Advent. You may cancel this insurance by notifying your Broker in writing, you will then be entitled to a pro rata refund of premium and Insurance Premium Tax, less Advent's Administration Fee.

**The insurance will be governed by English Law, unless you live in Scotland in which case the law of Scotland will apply.**

### Claims procedures

Advent deals with all claims and monitors claims where an independent Chartered Loss Adjuster has been appointed or the claim has been referred to the Underwriters. The telephone number of our Claims Department is 01242 674674.

### What to do if you have a complaint

If you wish to register a complaint, you should write to the Chief Executive, Advent Insurance Services Limited, PO Box 16, Cheltenham, GL52 8WU. If you are still not satisfied, you may ask the Financial Ombudsman to review your case.

### Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the Scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS on 020 7892 7300.

### Principal Exclusions

- The first £100 of any claim increased to £1,000 for subsidence, heave or landslip, unless agreed otherwise
- Any injury, loss or damage caused deliberately maliciously or wilfully by you or any tenants or guests
- Cover for any items which do not belong to you or for you which you are not legally responsible under a legal contract
- Loss or damage caused by wear, tear, vermin, insects, wet or dry rot, mechanical or electrical breakdown, any gradual process, coastal or river erosion
- Tenants possessions
- Any theft or attempted theft unless there has been forcible and violent entry
- Alternative accommodation for any tenants or guests
- Cover for Contents in Outbuildings or in the Garden

#### **IMPORTANT**

As it is not possible to include full details of the cover provided and the exclusions and limitations which may apply in this summary, we provide a 14 day cooling off period. During this period, you may cancel the insurance and have a full return of premium, providing no incident leading to a claim has arisen.

**YOUR BROKER CAN PROVIDE AN INSURANCE DOCUMENT FOR INSPECTION ON REQUEST**