

# Home Insurance

## Insurance Product Information Document



OCASO

Company: Ocaso S.A., U.K. Branch, Authorised in Spain by the General Directorate of Insurance and Pensions and subject to limited regulation by the Financial Conduct Authority

Product: Property Owners Portfolio Plus (Mod. 2521)

This is an Insurance Product Information Document and does not contain the full terms of the policy which can be found in the Property Owners Portfolio policy wording, schedule of cover and any endorsements.

### What is this type of Insurance?

This product is a residential property owner's policy which provides cover against loss or damage to the buildings and/or contents, caused by events such as fire, flood, storm, theft and subsidence.



#### What is insured?

- ✓ Loss or damage caused by events such as fire, storm, flood, theft, escape of water, malicious acts and subsidence
- ✓ Cover up to the sums insured and limits as defined in the policy wording and your schedule

#### Buildings (If applicable)

- ✓ Frost damage to fixed water tanks, apparatus or pipes
- ✓ Accidental damage to underground pipes and services
- ✓ Loss or damage caused by tenants
- ✓ Removal of bees, wasps and hornets nests
- ✓ Damage to buildings caused by emergency services
- ✓ Alternative accommodation or Loss of Rent
- ✓ Capital additions
- ✓ Murder and suicide
- ✓ Legal liability to the public

#### Contents (If applicable)

- ✓ Contents in detached outbuildings
- ✓ Accidental loss of domestic oil in fixed fuel oil tanks
- ✓ Accidental loss of metered water
- ✓ Damage to contents caused by emergency services
- ✓ Accidents to domestic staff

#### Additional Extensions in Cover (If chosen)

- ✓ Accidental damage to buildings
- ✓ Accidental damage to contents



#### What is not insured?

- ✗ Your policy excess (including any voluntary excess)
- ✗ Amounts above the sums insured and policy limits
- ✗ Contents belonging to tenants, leaseholders, visitors, lodgers or paying guests
- ✗ Working farms, mobile homes, park homes or properties situated in holiday parks
- ✗ Properties divided into bedsits
- ✗ Valuables
- ✗ Personal possessions away from home
- ✗ Money and credit cards
- ✗ Properties not in a good state of repair
- ✗ Properties with windows/doors boarded or bricked up
- ✗ Deliberate loss or damage
- ✗ Pre-existing damage
- ✗ Gradual deterioration or wear and tear
- ✗ Loss, damage or destruction due to chewing, scratching, tearing or fouling by domestic pets



#### Are there any restrictions on cover?

- ! Loss or damage to solid floors caused by subsidence, landslip or heave unless the walls are damaged at the same time by the same insured event
- ! Loss or damage to parts of the buildings and/or contents which form part of a pair, set, suite or part of a common design or function when the damage is restricted to a clearly definable area or to a specific part
- ! Whenever the property has been unattended or unoccupied for a period in excess of 7 days cover for escape of water is excluded during the period 1st October to 1st April, unless the central heating system is in continuous operation (in operation 24 hours a day) at not less than a minimum temperature of 55F (13C) or alternatively the premises water system is turned off at the mains and drained
- ! Cover will be restricted to fire, lightning, explosion, earthquake and aircraft (and other articles dropped therefrom) once the property has been unoccupied for any continuous period in excess of 90 days



### Where am I covered?

- ✓ Within the boundaries of the land belonging to the private dwelling at the address stated in the schedule of cover, unless otherwise stated in your schedule of cover



### What are my obligations?

- Provide us with honest, accurate and complete information
- Inform us as soon as possible of any changes in the risk information provided to us
- Inform us as soon as possible if you have a claim but no later than 90 days (or 30 days for any claim under Legal Liability to the Public)
- Send us any documentation you receive about a claim such as letters and receipts
- Do not answer any documentation you receive about a claim (unless it is from your insurers)



### When and how do I pay?

Simply pay Ocaso, or your Insurance Broker if applicable, in full or by monthly direct debit (if available) when you want to incept your policy



### When does the cover start and end?

The start and end dates are shown in your schedule of cover



### How do you cancel the contract?

You can cancel your policy at any time by telling Ocaso (or your broker if applicable) that you want to cancel your policy. If you do not want to renew your policy tell Ocaso (or your broker if applicable) that you do not want to renew your policy before the renewal date