

# 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: Residential Let Plus Policy 2421-B

This is an Insurance Product Information Document and does not contain the full terms of the policy which can be found in the Residential Let Plus General Conditions, schedule of cover and any endorsements.

### What is this type of Insurance?

This product is a Landlords Insurance 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?

- ✓ Damage or loss caused by perils such as fire, storm, flood, theft, escape of water, malicious acts and subsidence

#### Buildings:

Your schedule of cover will show if you have purchased this cover

- ✓ Frost damage to fixed water tanks, apparatus or pipes
- ✓ Accidental Damage to underground pipes and services
- ✓ Malicious Damage by tenants, illegal activities of tenants
- ✓ Removal of bees, wasps and hornets nests
- ✓ Damage to buildings caused by emergency services
- ✓ Alternative Accommodation or Loss of Rent

#### Contents:

Your schedule of cover will show if you have purchased this cover

- ✓ Contents within detached domestic outbuildings and garages
- ✓ Domestic oil in fixed fuel oil tanks
- ✓ Accidental loss of metered water
- ✓ Damage caused by attending emergency services
- ✓ Accidents to Domestic Staff
- ✓ Property Owners Liability

#### Cover Level

#### Buildings:

Up to the sum insured stated in your schedule

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Up to £5,000

Up to £1,000

Up to £1,000

Up to £25,000 or 20% of sum insured, whichever is greater

#### Contents:

Up to the sum insured stated in your schedule

£2,500

£1,000

£1,000

£1,000

£2,000,000

£5,000,000



#### What is not insured?

- ✗ Amounts below the excess amount (including voluntary excess and increased excess where applicable)
- ✗ Amounts above the sum insured and limits
- ✗ Contents belonging to tenants
- ✗ Working farms, mobile homes, park homes or properties situated in holiday parks
- ✗ Properties divided into bedsits
- ✗ Properties not in a good state of repair
- ✗ Properties with windows/doors boarded or bricked up

#### Loss or damage caused:

- ✗ By felling, lopping or topping your trees



#### 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 peril
- ! Where works are undertaken by anyone other than an independent contractor cover under Section One (Buildings) & Section Two (Contents) is limited to Peril One (Fire, Lightning, Explosion or Earthquake) and Peril Two (Aircraft and other aerial devices or articles dropped therefrom) until such works are completed

#### If untenanted for more than 7 days or unoccupied for more than 30 consecutive days:

- ! Section One (Buildings) & Section Two (Contents) exclude Peril 4 (Escape of Water) during the period 1<sup>st</sup> October to 1<sup>st</sup> 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
- ! The property must be inspected by either the Insured or the Insured's representative, at intervals of not more than 30 days, and written records kept



### What is insured?

#### Accidental Damage:

##### Buildings:

Your schedule of cover will show if you have purchased this cover

- ✓ Accidental damage to buildings

##### Contents:

Your schedule of cover will show if you have purchased this cover

- ✓ Accidental damage to contents

### Cover Level

Up to the sum insured stated in your schedule

Up to the sum insured stated in your schedule



### What is not insured?

- ✗ Loss, damage or destruction due to chewing, scratching, tearing or fouling by domestic pets
- ✗ Loss, damage or destruction or any proportion thereof specifically excluded under Section One (Buildings) or Section Two (Contents)
- ✗ Settlement, shrinkage, collapse or cracking



### Are there any restrictions on cover?

- ! Loss, damage or destruction to any part of the insured property on which work is being carried out and which occurs in the course of such work is not covered
- ! Loss or damage due to cleaning, including the misuse of cleaning agents is excluded



### What is insured?

#### Let Legal Protection:

Your schedule of cover will show if you have purchased this cover

- ✓ Repossession, Property Damage, Eviction of Squatters, Rent Recovery, Let Legal Defence.

### Cover Level

£50,000



### What is not insured?

- ✗ An incident arising before the start of this section
- ✗ Any claim reported more than 90 days after the date you should have known about the incident
- ✗ Fines, penalties, compensation or damages which you are ordered to pay by a court or other authority
- ✗ A claim which is fraudulent, exaggerated or dishonest or where an allegation of dishonesty or violent behaviour has been made against you



### Are there any restrictions on cover?

- ! Any claim where you are not represented by a law firm, barrister or tax expert
- ! If an appointed lawyer refuses to continue acting for you with good reason, or you dismiss an appointed lawyer without good reason, the cover provided will end at once, unless DAS agrees to appoint another appointed lawyer



## 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 Property Owners Liability)
- 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 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 contacting your Insurance Broker or alternatively you can contact Ocaso directly. Where you do not want to renew your policy please ensure that you tell your Insurance Broker, or Ocaso, that you do not wish to renew your policy prior to the renewal date of your policy

Following the cancellation of your policy you will receive a refund of any premium you have paid to us less a proportionate deduction for the time we have provided cover, however if a claim has arisen during the insurance period a refund will not be provided

A refund will also not be provided following the cancellation of a policy issued under a short-term contract, i.e. a policy issued for a fixed period of 3, 6 or 9 months