

Home Insurance



Insurance Product Information Document

Company: Liverpool Victoria Insurance Company Limited.

Registered in England and Wales number 3232514 is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202965.

Product: LV= Home Insurance Policy

This document summarises key information you need to know about LV= Home insurance. As no advice is given, it should be read together with the document of insurance and schedule so you understand the full terms and conditions, including limits that apply. Please also refer to these documents for how to claim, how to make a complaint, details of any fees or charges that we may apply and your rights under the Financial Services Compensation Scheme (FSCS).

What is this type of insurance?

Home insurance enables you to protect your property (building) and/or contents against loss or damage including flooding, fire and explosion. The level of protection provided will depend on the cover you select.



What is insured?

See the document of insurance for the full list of benefits for all types of cover

The sections of cover available and a summary of the limits are shown below.

Buildings - the structure of your home and its outbuildings

- ✓ Loss or damage caused by things like fire, flood, theft and subsidence to your buildings (up to £1,000,000 rebuild)
- ✓ Accidental damage to:
 - Underground drains/pipes
 - Bath, toilet, basin, solar panels and ceramic hobs
- ✓ Alternative accommodation - if your home is damaged and cannot be lived in (£25,000)
- ✓ Trace and access - the cost of finding and repairing the source of a water or oil leak (£5,000)
- ✓ Your legal liability to the public, as homeowner, for accidents or injury at your home (£2,000,000)

Contents - your belongings in your home

- ✓ Loss or damage to your contents (available up to £150,000) caused by things like fire, flood and theft – **the level of cover you select will be shown in your policy documents**. Please check this is enough to cover all your contents as new (including any valuables, cycles and personal possessions).
- ✓ Valuables in your home each worth £1,500 or less (if worth more than £1,500 they must be specified on your policy)
- ✓ Accidental damage to:
 - Mirrors or glass that forms part of your furniture
 - Home entertainment equipment
- ✓ Alternative accommodation – if your home is damaged and cannot be lived in (£25,000)
- ✓ Your legal liability to the public, as occupier of your home or in a personal capacity, for accidents or injury (£2,000,000)

Optional Covers are shown overleaf



What is not insured?

Below is only a summary of what is not covered. For full details, please see the document of insurance.

Excesses apply and are shown in your quote/schedule - you are responsible for paying this amount in the event of a claim.

Buildings and Contents

- ✗ Deliberate damage or loss caused by you, your family or anyone residing with you

Buildings

- ✗ Damage to gates and fences caused by storm, flood, falling trees or branches

Contents

- ✗ Valuables in your home over £1,500 individually, unless the items are specified on your quote/schedule
- ✗ Loss or damage to any device by computer virus or hacking
- ✗ Damage caused by domestic pets (unless optional full Accidental Damage cover is selected)

Wear and Tear

- ✗ Such as slipped roof tiles or worn carpets

Optional Covers:

- **Full Accidental Damage**
 - Damage to computer software
 - The cost of maintenance or normal decoration
 - Damage caused by someone other than you or your family living in the home
- **Personal Possessions**
 - Theft from unattended vehicles unless items are stored securely out of sight and the vehicle is locked
 - Business stock, tools or materials
- **Pedal Cycles**
 - Loss or damage whilst racing or during trials
 - Motorised cycles
- **Legal Expenses**
 - Employment and property claims which happen before your legal expenses policy has been in force for 90 days
- **Home Emergency**
 - The cost of replacement parts that wear out over time
 - The cost of home maintenance such as boiler servicing

Cover Restrictions are shown overleaf



What is insured?

Optional Covers available:

• Full Accidental Damage

Extended protection for accidents such as:

- Putting a foot through the loft ceiling
- Damage caused by children or pets
- Spills and stains

• Personal Possessions

Covers your personal possessions you take with you while away from home, see your quote/schedule for the limits that apply

• Pedal Cycles

Covers your bikes and their accessories away from home, see your quote/schedule for the limits that apply

• Legal Expenses

Up to £100k for legal costs to help you pursue claims such as injury when it's not your fault, protecting your legal rights as a home owner, unfair dismissal and identity fraud

• Home Emergency

Up to £500 to help with a range of emergencies such as failure of your main heating system, blocked drains and loss of electrical power



Are there any restrictions on cover?

Buildings and/or Contents

- ! Exclusions apply (see the document of insurance for the full list) if:
 - your home is unoccupied for more than 60 days in a row
 - your home is occupied by anyone other than you or your family

Contents

- ! Security conditions may apply - check the insurance conditions on your schedule/quote
- ! Theft of money or credit cards must be reported to the police within 24hrs of discovery
- ! The limit of cover you select should be enough to cover all your contents as new (including any valuables, cycles and personal possessions) otherwise any claim may not be paid in full

Optional Covers:

- **Full Accidental Damage** – cover does not apply if your home is lived in by someone other than you or your family
- **Personal Possessions** – limit of £1,500 per belonging unless you tell us about items worth more than this and we've agreed to cover them and they are specified on your quote/schedule (excludes money and credit cards for which a £500 limit applies)
- **Pedal Cycles** – cycles are not covered away from your home for theft unless they are locked to an immovable object or within a locked building
- **Legal Expenses** – claims must have a reasonable (more than 50%) chance of success
- **Home Emergency**
 - No cover for warm air, solar, under floor, oil fired, LPG or propane heating systems
 - Boilers over 15 years old and those that have not been serviced within the last 3 years



Where am I covered?

- ✓ Great Britain, Northern Ireland, Isle of Man and Channel Islands
- ✓ We will also provide worldwide cover for Public Liability and Liability to Domestic Employees. Our optional Personal Possessions and Pedal Cycle cover coming with up to 60 days worldwide cover and annual UK and European cover



What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you.
- You must let us know if your circumstances change either before your policy starts or during the period of insurance. This includes, if you move house, start a business from home, you change the use e.g. you rent it out, you have any building work done, the number of bedrooms in your home changes, you increase your contents from what is shown on your schedule or if you leave your home unoccupied for more than 60 days in a row
- You must take care to keep your property in a good condition.
- Premiums must be paid on time.
- If you need to make a claim you must provide us with full details as soon as possible.

Failure to meet your obligations could result in a claim being rejected, we may reduce the amount of payment we make or we may cancel your policy.



When and how do I pay?

The premium for this annual policy may be paid in one single amount or if offered, by monthly Instalments (subject to a credit agreement). Payment may be made by credit or debit card or direct debit. Monthly instalments will be due on the same date each month, if it's a weekend or bank holiday, payment will be taken on the next working day.



When does the cover start and end?

The policy is for a period of one year and is renewable each year. Your policy start and end dates will be confirmed in your policy documents.



How do I cancel the contract?

Call us on 0800 032 2944 (for Text Phone please dial 18001 first) or if you prefer to write: LV=, County Gates, Bournemouth, BH1 2NF.

If you inform us:

- Within 14 days of receiving your documents – we'll refund any money you've paid, less a charge for the cover you've had and a cancellation charge of £32. If you cancel before your policy starts, no charges will be made.
- After 14 days, if you've not made a claim, we'll refund any money you've paid, less a charge for the cover you've had and a cancellation charge of £32.
- If you renew but then decide to cancel, as long as you tell us before the renewal date we'll refund what you've paid in full. If you cancel after your renewal date has passed you will be charged in line with cancellation rules above.