

# Home Insurance

## Insurance Product Information Document



**Company:** AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with registered number 202312.  
Registered address: 20 Gracechurch Street, London, EC3V 0BG.

**Product:** AXA First

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre contract and contractual information about the product is provided in your policy documents.

## What is this type of Insurance?

Household Contents Insurance is designed to provide cover for loss or damage to your property.



### What is insured?

- ✓ Loss or damage caused by fire, smoke, explosion, lightning, earthquake, storm, flood, theft, escape of water (e.g. from burst pipes or tanks) or oil, malicious acts, riot, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes up to £50,000
- ✓ Any one claim for valuables up to £10,000
- ✓ Any one valuable item up to £2,000
- ✓ Money up to £250
- ✓ Credit cards up to £500
- ✓ Alternative accommodation up to £10,000
- ✓ Replacing locks up to £250
- ✓ Accidental loss of heating oil and metered water up to £1,000
- ✓ Frozen food up to £50,000
- ✓ Theft from outbuildings up to £500
- ✓ Downloaded audio and visual files up to £500
- ✓ Liability to domestic staff up to £10,000,000
- ✓ Tenants liability up to £4,000
- ✓ Occupiers and public liability up to £2,000,000

### Optional Covers

- Additional accidental damage
- Personal possessions anywhere in the world

### Optional Home Assistance (underwritten by Inter Partner Assistance S.A. UK Branch, FCA Registered number 202664):

- Plumbing issues related to leaking pipes, blocked drains or leaking radiators
- Blockages in toilet waste pipes
- Central heating or boiler failure
- Total electricity failure in your property
- Pests e.g. wasps, squirrels, rats & mice
- Broken/damaged windows, doors & locks presenting a security risk



### What is not insured?

- ✗ Loss or damage occurring after the home has been unoccupied or unfurnished (see policy booklet for definitions of unoccupied and unfurnished) by theft, malicious people and loss or escape of water or oil
- ✗ Loss or damage caused by sinks and baths overflowing as a result of the taps being left on unless the additional accidental damage cover is chosen
- ✗ Vehicles or craft or liability from owning, possessing or using vehicles or craft (see policy booklet for definition of vehicles and craft)
- ✗ Loss or damage to valuables, money or business equipment left in the open

### Optional Home Assistance:

- LPG, oil & solid fuel fired, renewable heating, un-vented systems or boilers over 60 Kw/hr
- Boilers over 15 years old
- Replacement of external overflows, cylinders, tanks, radiators & sanitary ware
- Detached outbuildings & garages
- Boilers or heating systems not been serviced within past year
- Repair or replacement of boilers that are beyond economical repair
- Pests outside the main dwelling
- Descaling including power flushing or from damage caused by sludge

### Optional Family Legal Protection:

- **Prospects of success:** We won't cover any legal action if there are not prospects of success (where the likelihood of winning is less than 50%) or where a reasonable estimate of your advisers' costs of acting for you is more than the amount in dispute
- **Approved Costs:** Any advisers' costs or any other costs & expenses incurred which have not been agreed in advance

**Optional Family Legal Protection (underwritten by AmTrust Europe Limited, FCA Registered number 202189):**

**Legal advisers' costs to help you pursue or defend a claim in the following situations:**

- A breach of a contract you have for buying or renting goods or services for your private use.
- Compensation if you're involved in an accident & are not responsible
- To take your employer or ex-employer to an Employment Tribunal or to court for breaching your employment contract
- Legal action against other parties for causing nuisance, or for trespassing in relation to your main home
- Legal action against parties causing physical damage to your main home
- Defend motoring prosecutions in respect of an offence arising from your use of a motor vehicle
- Defend legal action brought against you following a breach of a contract you have for selling goods for the private & personal use of another person
- Accountancy fees as a result of an HM Revenue & Customs Full Enquiry
- To pursue a legal action against a person or organisation for breach of Data Protection Legislation which has resulted in a financial loss

- **Pre-inception incidents:** We won't cover events that started before the policy began
- **Minimum amount in dispute:** Claims for Consumer Pursuit or Consumer Defence if the amount in dispute is less than £125 (plus VAT). We also won't cover claims where the amount in dispute is lower than the estimated advisers' costs to act for you.
- **Conflicts:** Claims relating to disputes with anyone else insured under the policy nor any costs covered by another insurance policy



**Are there any restrictions on cover?**

- ! You will need to pay an amount of each claim, known as the excess
- ! The compulsory excess is £150
- ! The escape of water excess is a minimum of £500
- ! These amounts may vary depending on your voluntary excess choices
- ! Any loss or damage caused by wear and tear, depreciation, the effects of light or the atmosphere, mould, dry or wet rot or fungus and costs that arise from the normal use, maintenance and upkeep of your contents
- ! Any loss or damage caused or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by you or your family or anyone lawfully in the home

**Optional Home Assistance:**

- Limit of cover is £1,000 per claim
- Alternative accommodation £250
- During any 12 month period no more than three claims

**Optional Family Legal Protection:**

- Once court proceedings are issued, or in the event that a conflict of interest arises; you can use your own legal representative, but we won't cover any costs in excess of our standard advisers' rates
- There is 90 day qualifying period for claims for Employment and a 180 day qualifying period for claims for Property Infringement
- If you withdraw from the legal action without our consent, you're responsible for any advisers' cost



**Where am I covered?**

- ✓ The cover provided is for private residences in The United Kingdom

**Optional Family Legal Protection:**

- ✓ Claims which arise, or where proceedings are brought in The United Kingdom



## What are my obligations?

- When taking out, renewing or making changes to your policy you must take reasonable care to provide accurate and complete answers to all questions
- You must tell us of any changes e.g. change of address, structural alteration to your home, if you intend to let your home or use it for any reason other than private residential purposes, if your home will be unoccupied, if you or your family have been declared bankrupt or you or your family have received a police caution or been convicted or charged with any offence
- You and your family must take precautions to avoid injury, loss or damage and take reasonable steps to safeguard the property insured from loss or damage and maintain in good repair
- You must pay the premium on time

If you make a claim -

- You must provide us with all relevant information about the claim to assist us in validating it
- You should take steps to prevent further damage and not dispose of any damaged items or conduct permanent repairs as we may need to inspect the damage.

### **In addition, for Optional Home Assistance:**

- Your property should be properly maintained
- Your boiler & heating system should be serviced by a qualified person in accordance with the manufacturer's guidelines
- You should call us as soon as you are aware of the home emergency
- You must produce the relevant identification including boiler service receipts on the demand of the contractor or our other nominated agent
- You must co-operate with us in obtaining reimbursement of any costs we incur under the terms of this cover, which may have been caused by the action of a third party against whom you have a legal right of action

### **For Optional Family Legal Protection:**

- You must notify claims as soon as reasonably possible once you become aware of the insured incident and within no more than 180 days of you becoming aware of the insured incident
- You must supply, at your own expense, all information we require to decide whether a claim may be accepted
- You must gain our consent before incurring any legal advisers' costs



## When and how do I pay?

You can pay your premium as a one-off payment or in monthly instalments.



## When does the cover start and end?

This contract will start on the date you select when you purchase the policy and will end one year later.



## How do I cancel the contract?

- You can cancel this policy within 14 days of receipt of the policy documents whether for new business or at the renewal date.
- If cover has not started we will refund the full premium to you. If cover has started we will keep an amount of premium in proportion to the time you have been on cover and refund the rest to you provided no claims have occurred.
- You may also cancel this policy at any time by giving us prior written notice to AXA Personal Lines Customer Service, PO Box 7072, Willenhall, WV1 9ZU.
- We will keep an amount of premium in proportion to the time you have been on cover and refund the rest to you as long as you have not incurred eligible claims during the period we have been on cover.
- If any claims have been made you will not receive a refund of premium.