

# NBS Household Insurance Package Cover Insurance Product Information Document

Insurance Company: HCC International Insurance Company plc trading as Tokio Marine HCC



Your policy is administered by NBS Underwriting and underwritten by HCC International Insurance Company plc (HCCII) trading as Tokio Marine HCC, 1 Aldgate, London EC3N 1RE

HCCII is registered in England and Wales (Company Reg No: 01575839) and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Firm Registration Number 202655).

This document contains some important facts about NBS Household Insurance - Buildings. It is only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy wording. Please take time to read this policy document to make sure you understand the cover it provides.

## What is this type of insurance?

NBS Household Insurance - Buildings provides cover to reinstate your home to its original condition. This includes walls, roof, permanent fixtures and fittings, drives, footpaths and domestic outbuildings and garages.



### What is insured?

- ✓ Loss or damage to your buildings caused by events such as fire, storm or flood, escape of water, theft or attempted theft, impact, malicious acts or vandalism and subsidence;
- ✓ Accidental damage to underground cables, pipes and tanks serving the home;
- ✓ Accidental breakage of fixed glass and sanitary fixtures forming part of the buildings, including double glazing, solar panels, shower screens and baths;
- ✓ Up to £500 in any one period of insurance for increased domestic water or domestic oil charges for any one claim, following a leak;
- ✓ Up to £300 for any one claim for replacing locks and keys to intruder alarms and safes installed in the home and outside doors to the home;
- ✓ Up to £2,000,000 to cover any amount you are legally liable to pay arising as owner occupier of the property;
- ✓ Up to a maximum of 20% of the Buildings sum insured for loss of rent and the costs of alternative accommodation if the home cannot be lived in as a result of loss or damage covered by this Policy;

We will also pay the costs for the following for an additional premium:

- Extending accidental damage cover to protect against sudden, unintentional and unforeseen incidents such as putting your foot through your ceiling when in the loft.



### What is not insured?

- ✗ Any damage arising from War or Terrorism
- ✗ Any damage caused by wear and tear, or any gradually operating cause;
- ✗ Any liability arising from you owning or using any drones;
- ✗ Any loss or damage caused by pets;
- ✗ Storm or flood damage to fences or gates;
- ✗ Any subsidence damage to swimming pools, hot tubs, Jacuzzis, spas, hard tennis courts, terraces, patios, drives, paths, walls, fences and gates, unless the home is damaged at the same time and by the same cause;
- ✗ Any loss or damage caused by baths overflowing due to the taps being left on or the water left running.
- ✗ Any loss or damage caused by the failure or lack of appropriate grout and/or sealant;
- ✗ The cost of repairing the source of a water escape, relating to tracing and accessing leaks, unless the cause is covered elsewhere in the policy;



### Are there any restrictions on cover?

- ! Please refer to your policy schedule for any excesses or endorsements that may apply.
- ! Cover is limited for unoccupied properties. Some insured events are not covered if the property has been unoccupied for more than 30 days in a row.
- ! We will not pay the cost of replacing or repairing any undamaged parts of the buildings which form part of a pair, set or suite or part of a common design or function, where the loss or damage is restricted to a clearly identifiable area or to a specific part.



### Where am I covered (Geographical Limits)?

- United Kingdom (England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands).



### What are my obligations?

- Comply with the terms and conditions of the policy;
- Take simple precautions to prevent accidents and reduce the likelihood of loss or damage;
- You must provide your broker with full details of any building work over £25,000 due to take place at your home before the work begins;
- Tell your broker as soon as possible of any change in your circumstances, for example change in address or use of your home or plan to leave the home unfurnished or unoccupied;
- Notify us within 30 days of any incident likely to give rise to a claim (or 7 days in the case of injury, damage or loss of rent, by riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances, malicious persons or theft);
- In some cases, the insurer may apply an endorsement to the policy, setting out, for example, security requirements. It's really important that you follow any terms set out in endorsements, as if you don't, you may not be covered in the event of a claim. If any endorsements apply to you, these will be explained to you (or displayed on-line) before you buy, and will also be shown on the policy schedule that you will receive after you buy



### When and how do I pay?

Please speak to your insurance broker detailed on your policy schedule who will be able to confirm this information.



### When does the cover start and end?

Your cover will take effect on the date stated in your policy schedule.



### How do I cancel the contract?

You have the right to cancel your Policy from inception within 14 days of the receipt of the documents at the start of the insurance (“the cooling off period”) if the cover does not meet your requirements by returning all documents and any certificate to your broker who arranged the Policy.

We shall return any premium paid in full within 30 days of the receipt of the notice of cancellation from your broker if the cover is cancelled either

- a) before the inception date or
- b) within the 14-day cooling off period provided that no claim has been made or incident advised that could give rise to a claim (in these circumstances no return of premium will be made).

If you wish to cancel at any other time, please contact your broker who arranged the Policy.