

CX Landlords Contents Certificate Summary

About this Summary of Cover

This summary provides key information only about insurers and the insurance cover available within CX Landlords Contents. This summary does not contain the full terms and conditions of the insurance which can be found in the Certificate booklet. The Certificate booklet is available on request, but if you are in any doubt as to cover afforded you should consult your insurance agent. WE RESERVE THE RIGHT TO CHANGE OR LIMIT ANY COVER.

About the Insurer

CX Landlords Contents is underwritten by Great Lakes Reinsurance (UK) PLC. Great Lakes Reinsurance (UK) PLC are authorised and regulated by the Financial Services Authority.

Duration of this Insurance

The period of insurance will be for 12 months unless otherwise agreed by us. The period of insurance will be shown in the schedule.

How to Cancel this Insurance

We may cancel the certificate by writing to you at your last or known address confirming that all cover will end 14 days after the date of Our letter; or You may cancel the certificate by giving us written instructions. If you or we cancel the certificate, and you have not made a claim during the current period of insurance, we will refund the Premium, less an administration fee, for any remaining period of cover. No Premium will be refunded for amounts under £25.00 + IPT + any administration fee

Our Service Commitment to you

Our aim is to provide a first class standard of service. However, if you have any cause for complaint, you should in the first instance, contact the intermediary who arranged this Certificate for you. If you are in any way dissatisfied with their response or require further information or assistance, then you should contact:

Commercial Express Quotes Limited
Unit 4, Castlegate Court,
Castlegate Way,
Dudley
DY1 4RD

If you are not satisfied with the way a complaint has been dealt with you may ask your insurer/**Underwriter** to review your case.

Please write to

The Compliance Officer
Great Lakes Reinsurance (UK) PLC
Plantation Place
30 Fenchurch Street
London
EC3M 7AJ

Telephone: 020 3003 7000
Fax: 020 3003 7010

If you remain dissatisfied and wish to make a complaint, and you are an eligible complainant, you may refer the matter at any time to:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone: 0845 080 1800

Email: complaint.info@financial-ombudsman.org.uk

Definition of an Eligible Complaint

An eligible complaint is either a private individual, a **Business** with a group annual turnover of less than £1million or a trustee of a trust with a net asset value of less than £1 million at the time of complaint.

Financial Services Compensation Scheme

Great Lakes Reinsurance (UK) PLC are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if Great Lakes Reinsurance (UK) PLC is unable to meet its obligations to you under this contract. If you are entitled to compensation under this Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the

Financial Services Compensation Scheme
7th Floor, Lloyd's Chambers,
Portsooken Street
London E1 8BN
and on their website www.fscs.org.uk

Information about the Underwriters

Great Lakes Reinsurance (UK) PLC. Registered in England and Wales No.2189462. Registered Office: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ.
Authorised and regulated by the Financial Services Authority. FSA No. 202715.

Financial Services Authority (FSA)

The FSA register can be checked by visiting their website on www.fsa.gov.uk or by calling 0845 606 1234

The Law Applicable to this Insurance

The parties are free to choose the law applicable to this Insurance Contact. Unless specifically agreed to the contrary this insurance shall be subject the law of England and Wales.

The Cover Available

We will insure only those sections you request and we agree to insure.

Contents

Household furniture, carpets and curtains.

Contents does not include the following:

- i) Money
- ii) Stamp, coin or other collections
- iii) Valuables
- iv) Guests clothing and personal belongings
- v) Any property which is more specifically insured by other insurance Your pets or other animals
- vi) Motor vehicles, caravans, trailers, watercraft, aircraft or accessories for these items
- vii) Securities, deeds, bonds, bills of exchange, promissory notes, documents and manuscripts
- viii) Any property connected with your business, profession or trade

Key Benefits

Contents are covered for loss or damage caused by the following insured perils:

- Fire, Explosion, Lightning and Earthquake
- Smoke
- Riot, civil commotion, strikes, labour or political disturbances
- Malicious acts or vandalism
- Storm or Flood
- Water or oil escaping from any fixed domestic appliance or system including any costs in locating the source of any escape
- Frost damage to fixed water or heating systems in the home
- Theft or attempted theft
- Impact by road or rail vehicles, aircraft or animals
- Subsidence, Landslip or heave
- Accidental breakage of fixed, sanitary fixtures and ceramic hobs
- Accidental damage to any cables or underground service pipes servicing the home

Contents cover also includes:

- Metered Water
- Loss of rent or Alternative Accommodation up to 15% of the sum insured for Contents (or as stated in the certificate schedule)
- Unauthorised use of electricity, gas or water
- Accidental Damage (optional for professionally tenanted properties only)
- Brown Electrical Goods up to £250

Contents Liability

We will pay any amount which you are legally liable to pay as compensation for accidental bodily injury to a person or loss or damage to property up to £1,000,000 or as stated on the Certificate schedule.

Unoccupancy

This insurance will only cover fire, lightning, aircraft, explosion, storm, flood, subsidence, landslip, heave and contents liability, when the home is left without an authorised occupant for more than 30 consecutive days. Cover only applies to carpets, curtains, sunblinds, light fixtures and fittings and kitchen white goods. Other specific terms, conditions and exclusions apply in respect of unoccupied properties. Please refer to our certificate.

Certificate Excess

You must pay an amount towards each claim. The amount You pay is called the 'excess'. The following excesses apply to each and every claim.

	Occupied	Unoccupied
Contents	£50	£150
Loss of Rent	£50	£0

Conditions Precedent to Liability

Changes in circumstances

You must immediately tell us about any change in your circumstances. In particular you must tell us if there is a change to:

- the address of the property insured; the use of the property (including if the property becomes unoccupied).
- the type of tenant occupying the property
- the property's structure
- total cost of replacing the contents

Maintenance and safety requirements

- a. A current Gas Safety Record must have been issued and complied with and a CORGI-registered contractor must inspect and service all gas appliances at least every 12 months. Also, any necessary repairs and maintenance must be carried out promptly by a CORGI-registered contractor.
- b. If furnished, all upholstered furniture must meet the Fire and Furniture Regulations Act. Any furniture added to the property after 1 March 1993 must keep to the relevant fire resistance requirements.
- c. You must give Your tenants all relevant instruction manuals.

You must keep records of all inspections, checks and work that has been carried out. We must be able to inspect these records.

Flat roof

All flat roof sections (unless constructed of concrete) must be less than 10 years old.

If the above Condition Precedent is not complied with all liabilities for claims arising from Damage to or as a result of the flat roof are excluded.

Minimum Security Clause

All doors and windows to Your Home must be secured by:

Five-lever mortise deadlocks, to British Standard 3621 on all external doors and key-operated security bolts fitted to the top and bottom of all external doors apart from the final exit door; or

Built in deadlocking cylinder locks and security bolts if the door is double glazed; or

Mortise security bolts or other key operated locks to British Standard 3621 fitted at the top and bottom of each portion of French windows or double sliding patio doors; and

All opening sections of the basement, ground floor or easily accessible windows to Your Home are secured by key operated window locks.

The locks and security bolts must be locked and secured overnight or when no authorised person is in Your Home. We will not provide any cover arising out of Theft or attempted theft unless the protection listed is put into full and effective operation whenever Your Home is left unattended or when you have gone to bed. This does not apply on the windows of bedrooms where people are sleeping.

All keys must be removed from the locks or bolts and hidden from view when Your Home is left unattended.

General Exclusions

The following is a summary of the liability which is excluded under the certificate (please refer to Certificate wording for all specific and general exclusions):

- Existing damage
- Use of the buildings (any loss or damage caused by any portable heaters or costs for keeping to any requirements or regulations you knew of before the loss or damage occurred.)
- Loss of value and consequential loss
- Any loss caused by wear and tear or any gradually operating cause
- Loss or damage caused by domestic pets or by insects or vermin
- Pairs and sets (The cost of replacing or altering any undamaged part or item forming part of a set.)
- Property not covered - living creatures, motor vehicles, property insured more specifically insured by another certificate, plants, trees, and shrubs in the garden
- Radioactive contamination
- Property being confiscated or detained by any government or public or local authority
- Sonic Bangs
- War
- Diminution in value
- Terrorism

How we settle your claim

Contents - we will replace the damaged contents as new, as long as the sum insured is at least equal to the cost of replacing all the contents. However we may at our option; pay the cost of replacing the item as new, or pay the cost of repairing any item.

Individual Flats

If for any reason we cannot replace or repair the damaged property we may at our option pay an amount, not exceeding what it would have cost to replace or repair the damaged contents, up to the sum insured. Please note that we do not insure any common parts

How to make a claim under this Insurance

To make a claim simply call our 24 hours claims help line telephone number: 0845 604 6615 or 02920 558 639. Then in order to make the buildings secure you may undergo temporary repairs as defined under the "Conditions Precedent to Liability" section of the certificate wording.

At the time of making a claim, you will be asked:

The Certificate number stated on your schedule;

Full details of the claim.

Duration of the Contract

The cover provided by the Certificate is normally for a 12 month period. Where this is altered, it will be clearly shown within the quotation provided and Certificate schedule subsequently issued.

Cancellation

We wish you to be happy with the cover provided by your Certificate. However you have the right to cancel the Certificate within 14 days of receiving the Certificate documents without giving reason. If you chose to cancel, we will refund your premium after first (at our discretion) charging for the cover provided from the date of commencement of the contract until the date of cancellation and any helpline costs incurred.

