



## ABOUT THIS DOCUMENT

Please note that this cover summary does not contain the full terms and conditions of the contract of insurance, which can be found in the insurance document.

## INSURER

Equity Red Star is managed by Equity Syndicate Management Ltd which is authorised and regulated by the Financial Services Authority. Our registration number is 204851.

## TYPE OF INSURANCE AND COVER

You can choose from Buildings or Buildings and Contents insurance. Your intermediary will provide you with details of the cover you have chosen and will confirm the sums insured that you have requested at the time of quotation.

## COVER SPECIFIC FEATURES AND BENEFITS

### Buildings - Section one

- Up to 20% of the buildings sum insured for loss of rent or costs for alternative accommodation.
- Up to £1000 for water charges payable following accidental damage to domestic water or heating system.
- Up to £2 million liability cover as the owner of your present and previous homes (up to 7 years after you sold it).

### Contents - Section two

- Up to 20% of the contents sum insured for loss of rent, alternative accommodation or rent you pay.
- Up to £1000 for water charges payable following accidental damage to domestic water or heating system.
- Up to £5 million for liability for accidents to domestic employees for any one event (plus any agreed costs and expenses).

## SIGNIFICANT OR UNUSUAL EXCLUSIONS OR LIMITATIONS (BY COVER)

### Buildings - Section one

If the private residence is occupied partly or wholly by tenant(s) in the following categories, we will not pay the first part of every claim as shown, other than claims for subsidence, heave or landslip where the excess will be £1,000 (or as specified by endorsement).

Category 1 (Private) - £100

Category 2 (Student) - £125

Category 3 (Department of Social Services) - £150

Category 4 (Asylum seeker) - £250

### Contents - Section two

The first £100 of every claim (or as specified by endorsement).

More than one excess may apply to a claim, but details of all excesses will be shown in your insurance document (or in your schedule).

## PERIOD OF INSURANCE

The insurance offered is a 12-month contract. The insurance may be renewed each year, but renewal will be subject to the terms and conditions that apply at the time of renewal.

## CANCELLATION

You may cancel the insurance at any time by sending us written notice. The charges that will apply are detailed in the General conditions section of the insurance document.

### Your right to change your mind:

You may cancel the insurance, without giving reason, by sending us written notice and returning the insurance documents within 14 days of it starting or (if later) within 14 days of you receiving the insurance documents. We will make a charge equal to the period of cover you have had, but this charge will be subject to a minimum amount of £25 + Insurance Premium Tax (IPT).

## **HOW TO CLAIM**

If a claim or possible claim occurs you must report it to us as soon as possible. Please phone our 24-hour helpline on 0844 561 1372.

## **COMPLAINTS**

If you have any cause to complain about your insurance, or us, please contact your intermediary who administers the insurance on our behalf.

Having contacted your adviser, if you are still not satisfied with the way a complaint has been dealt with, you should write to the Chief Executive of Equity Red Star at 52 Leadenhall Street, London EC3A 2BJ. When you do this, quote your insurance document number, as it will help us to deal with your complaint promptly.

After this action, if you are still not satisfied with the way a complaint has been dealt with, you may ask the Policyholder & Market Assistance department at Lloyd's to review your case. The address is Policyholder & Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA

Having followed this procedure your complaint can be referred to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

These procedures do not affect your right to take legal action if necessary.

## **FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

If Equity Red Star is unable to meet its liabilities under this insurance, you may be entitled to compensation from the FSCS. A claim is protected for 90% without any upper limit. For compulsory types of insurance the claim will be met in full. You can get further information about the compensation scheme arrangements from the FSCS. Information can be obtained on request, or by visiting the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

## **LANGUAGE AND LAW APPLYING TO THE INSURANCE**

This insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, English law will apply to this insurance.