

Rentguard Insurance

Insurance Product Information Document

Rentguard is a trading name of Arthur J. Gallagher Insurance Brokers Limited, which is authorised and regulated by the Financial Conduct Authority. Registered Office: Spectrum Building, 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Registered in Scotland. Company Number: SC108909.

Company: Rentguard

Product: Landlord Insurance

Underwriter: AXA

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?

Landlord's Buildings and Contents Insurance is designed to provide cover for loss or damage to your property.



What is insured?

- ✓ Loss or damage to the buildings caused by fire, explosion, lightning, earthquake, storm, flood, riot, malicious damage, subsidence, ground heave or landslip, escape of water or frost damage, escape of oil, theft, collision by vehicles or animals, collapse of aerials and falling trees up to the sum insured for buildings and contents
- ✓ You can select your landlord's contents sum insured between £5,000 and £60,000
- ✓ The buildings sum insured is up to £1,000,000
- ✓ Landlord's contents in garages and outbuildings up to £500
- ✓ Accidental damage to pipes and cables providing services to the building up to £1,000,000
- ✓ Debris removal up to £100,000
- ✓ Loss of rent or alternative accommodation up to £200,000
- ✓ Replacement locks up to £500
- ✓ Trace and access up to £5,000
- ✓ Loss or damage to carpets, curtains and white goods up to £5,000
- ✓ Public liability up to £2,000,000
- ✓ Property owner's liability up to £2,000,000
- ✓ Accidental damage up to the landlord's contents sum insured for landlord's contents and up to £1,000,000 for buildings
- ✓ Malicious damage by tenants up to £5,000
- ✓ Theft or attempted theft by tenants up to £5,000
- ✓ Accidental loss of domestic heating oil up to £500
- ✓ Accidental loss of metered water up to £1,000
- ✓ Employer's liability up to £10,000,000



What is not insured?

- ✗ Loss or damage occurring after the property has been unoccupied (see policy booklet for definition of unoccupied) caused by malicious people, theft or attempted theft, escape of water or escape of oil
- ✗ 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 paths, drives, gates, hedges and fences caused by storm or flood
- ✗ The cost of replacing keys and locking mechanism due to the tenant not returning the keys
- ✗ Loss or damage caused by chewing, scratching, tearing or fouling by domestic animals



Are there any restrictions on cover?

- ! You will need to pay an amount of each claim, known as the excess
- ! The compulsory excess is a minimum of £100
- ! The subsidence, heave and landslip excess is a minimum of £1,000
- ! The escape of water excess is a minimum of £400
- ! These amounts may vary depending on your voluntary excess choices
- ! Any loss or damage caused by wear & 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 buildings and landlord's contents
- ! Any loss or damage caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by you



Where am I covered?

✓ The cover provided is for private residences in England, Scotland and Wales



What are my obligations?

- You must provide honest, accurate and complete information during the whole duration of your contract
- The property must be maintained in a good state of repair and reasonable precautions must be taken to avoid any loss
- The property must be inspected every 6 months internally and externally
- You must take all reasonable precautions to prevent loss, destruction, damage, accident or bodily injury
- You should notify us immediately of any change in the risk or circumstances that may affect your insurance cover
- In the event of a claim you must notify us as soon as possible



When and how do I pay?

You can pay for your policy as a one off payment via Credit/Debit Card or you can set up a Direct Debit. All Direct Debits are subject to a premium charge and instalments are spread over ten months.



When does the policy start and finish?

The policy starts on the date of your choice and runs for 12 months. The start and finish date of your policy are found in your Certificate.



How do I cancel the contract?

You are entitled to cancel your insurance policy at any stage during the policy term. You are entitled to a cooling-off period of 14 days, from inception or receipt of your documents, whichever is the later, in which to consider the content of your insurance policy, and the extent of the cover therein. Cancellation of your policy within this period is therefore subject to a full refund.

Provided that there have been:

- No claims made under the policy for which we have made a payment;
- No claims made under the policy which are still under consideration;
- No incident likely to give rise to a claim but is yet to be reported to us.

Cancellations made after the cooling-off period will be subject to a cancellation fee by Rentguard. We will retain a proportional premium for time on cover. Please note any administration fees charged for policy set up are nonrefundable if cancelled after the cooling off period.

To cancel the contract you can either write to us at Rentguard Insurance, 27 Great W Rd, Brentford TW8 9BW or speak to our customer services team by calling 0208 587 1060.