

# Insurance Product Information Document

Haven Insurance Company Limited (Haven Insurance) is established in Gibraltar (registration number 85914) and authorised by the Gibraltar Financial Services Commission.

Product: Unoccupied Home Insurance Contents Cover



Full Terms and Conditions of the policy can be found in the policy booklet on our website [www.haven.gi](http://www.haven.gi), these documents should be read in conjunction with your policy schedule, and endorsements.

This is a summary of what you can expect from your Home Insurance Policy underwritten by Haven Insurance.

## What is this type of Insurance?

This is a consumer contract providing household insurance for your unoccupied home contents. This means your home contents are covered against the following perils: Fire, lightning, explosion, earthquake and smoke damage, flood, storm, weight of snow, escape of water or oil, theft or attempted theft, riot, vandalism, malicious acts, impact, subsidence, landslip, or heave. Please refer to your policy schedule for the contents sum insured.



### What is insured?

- ✓ Legal liability as occupier of your home up to £2 million.

#### Cover for your Contents

- ✓ Loss or damage to your home contents.
- ✓ Contents in the open up to £3,000, garden contents up to £2,000 and plants in the garden up to £1,500. Total combined limit of £3,000.
- ✓ Employers liability for resident domestic employees up to £5 million.
- ✓ Theft from an outbuilding, garage or shed.
- ✓ Loss of metered water up to £5,000.
- ✓ Loss of metered oil up to £2,000.
- ✓ The replacement of damaged title deeds up to a maximum of £1,500.
- ✓ Lock & keys replacement for safes, alarms and external doors in your home following a theft or loss of keys, up to £750.



### What is not insured?

- ✗ Damage to hedges, fences or gates caused by flood or storm.
- ✗ Escape of water caused by subsidence, heave or landslip.
- ✗ Alternative accommodation costs.
- ✗ Existing and deliberate damage.
- ✗ Loss of value.
- ✗ Loss, damage or liability due to poor design or construction, or from building works with a contractor.
- ✗ Mechanical failure or electronic breakdown.
- ✗ Indirect loss or damage.
- ✗ Maintenance, or anything that happens gradually.
- ✗ Electronic data and malfunction or failure of computer equipment.
- ✗ Loss of profit or business interruption.
- ✗ Business use.
- ✗ Damage or loss as a result of substance misuse or any illegal activity.
- ✗ Home emergency cover.
- ✗ High risk items, as defined within the policy wording.
- ✗ Visitors' personal belongings.
- ✗ Policy excesses.
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- ✗ Loss, damage, liability, cost or expense arising from rot, radiation, war, terrorism, sonic bangs, financial sanctions, confiscation, pollution, aviation, explosives or ammunition.
- ✗ Accidental damage.



### Are there any restrictions on cover?

- ! Your home must be checked on and inspected internally once a week by you, a relative, friend or neighbour.



## Where am I covered?

You are covered at the risk address shown on your schedule. This includes garages, outbuildings and sheds built on a permanent foundation within 400 metres of the land belonging to your holiday home and used for domestic and clerical business purposes only, unless otherwise agreed by us. Temporary removal of contents is covered within the UK subject to the limits, terms and conditions within the policy wording.



## What are my obligations?

### Before cover starts

- Disclose all facts accurately and in full.
- Ensure the cover offered is right for you and take note of any significant or unusual policy conditions, exclusions or endorsements.

### Once you have purchased the policy

- Check your statement of fact and schedule are correct.
- Provide any documents requested, this may be information relating to the property history, valuations or no claims bonus.
- Take all reasonable care and attention to limit loss, damage or injury.
- Comply with any policy terms, conditions and endorsements specified on the schedule.

### During the policy

- Let us know if there are any changes in circumstances which may affect the policy, including but not limited to; moving house, having work carried out at the property, your home becoming occupied, any increase in the value of your contents or in the rebuilding cost of your home.
- Remove all high risk items from the property, as defined within the policy wording.
- Ensure all existing security is put into operation and maintained.
- Ensure the property is checked and inspected internally on a weekly basis.
- Switch off and drain the water system, except where you have a central heating system as detailed within the endorsements.
- Switch off electricity and gas supplies unless you rely on these for an intruder alarm or central heating system.
- Hot water pipes and tanks should be adequately insulated.
- Loft access must be left open if the heating is left on.
- Buildings must be kept in a good state of repair.

### In the event of a claim

- Check your summary of limits and schedule to make sure you are covered before you register a claim.
- Take all reasonable care to retrieve any lost or stolen property.
- Notify the claims department as soon as possible, and in any event within a maximum of 7 days.
- Provide your details, as well as a crime reference number if applicable.
- Keep any damaged items for inspection to be carried out.
- Take reasonable steps to prevent further damage or loss to your home and its contents.
- Pay any excesses applicable to the policy.



## When and how do I pay?

The premium can be paid in full by credit or debit card as a one-off payment. Your insurance broker may be able to offer you a payment plan by monthly direct debit on annual policies.



## When does my policy start and end?

Please refer to your most recent policy certificate for the policy start and end date.



## How do I cancel the contract?

You can cancel the policy at any time by contacting your insurance broker. Cancellation after the 'cooling-off' period may be subject to broker administration fees.

If no claims have been made on the policy (by you or a third party) and there are no open claims at the point of cancellation, you will receive a refund for the remaining days of cover.

If a claim has been made by you or a third party, you will not be entitled to a refund and any outstanding premium will be due.