

# IMPORTANT NOTICE TO POLICYHOLDERS YOUR POLICY SUMMARY

## IGI LETS PROTECT

### keyfacts

#### Policy Summary

This policy summary provides an overview of cover for the Lets Protect policy. It does **not** include the full terms and conditions of the policy, which can be found in the policy wording. Please ensure that you read the policy wording and fully understand the terms and conditions.

The Lets Protect policy is a property insurance for private dwellings or semi-commercial premises that are let. This policy provides cover for 12 months following acceptance of the proposal form or your acceptance of the renewal terms and payment of the premium or agreement to pay the premium.

This policy will be governed by and construed in accordance with English Law (p16).

For your ease of reference the policy wording page numbers are shown in brackets

- Buildings Insurance – cover against damage to the buildings caused by an insured peril, subject to exclusions. (p5, 6, 7)
- Loss of Rent – 20% of the buildings sum insured for loss of rent if your home becomes unoccupied or partly unoccupied and cannot be let due to one of the insured perils listed on (p5,6) , subject to exclusions (p7)
- Contents Insurance (*if specified on the proposal*) – cover for loss of or damage to the contents in the insured property or its outbuildings or private garage caused by an insured peril, subject to exclusions (p8,9)
- Legal Liability – cover for any amount you are legally liable to pay as compensation for accidental bodily injury to a person, or loss of, or damage to property, plus your defence costs and expenses arising as owner / occupier of the property up to a limit of £2,000,000 (p10)
- Legal Protection – cover for negotiating your legal rights to recover any rent your tenant owes, your legal rights to evict anyone, other than tenants who do not have permission to be in the building, defend your legal rights, in an event arising from you letting the buildings, that leads to you being prosecuted in a criminal court, subject to exclusions (p11, 12, 13)

#### Significant features and benefits

Your policy provides you with two invaluable assistance services that operate 24 hours a day, seven days a week.

- **Legal advice** – You can obtain legal advice on any personal legal matter. A team of lawyers who can assist you over the telephone provides this advice (p19).
- **Domestic property service** – If your property has a domestic emergency such as burst pipe, blocked drain or broken window you can make a single phone call to arrange for a contractor to carry out emergency repairs(p19).

#### Significant Exclusions & Limitations

- Cover for unoccupied properties pending sale. (p18)
- Cover for loss or damage caused by cooking in rooms other than rooms fitted for and designated as kitchen areas. (p17)
- Any loss or damage caused by portable heaters (p17)
- Loss or damage caused by an act of Terrorism (p17)
- You pay an excess (an amount) towards each claim (p10).
- Cover for unoccupied properties is restricted to 60 days from the date that the property first became unoccupied (p18).

## Claims Procedure

If you wish to make a claim, you may either contact the intermediary / broker who arranged cover for you or IGI Insurance Company Limited direct. When submitting a claim form you must provide your policy number.

- You must provide full details of injury, loss or damage in writing within seven days if caused by riot or civil commotion or 30 days if from any other cause.
- You must tell the police immediately if loss or damage has been caused by theft, attempted theft, a malicious act or vandalism.
- You must take all reasonable steps to mitigate any loss or damage or prevent further loss or damage.
- Do not destroy any damaged items until we have been given the chance to inspect them.
- Do not leave any property for us to deal with.
- You must immediately send us every letter, claim, writ or summons received from a third party without answering them.
- You must not admit liability or negotiate payments without our permission.
- Supply, at your own expense, all reports, certificates, plans, specifications, quantities information and help we ask for.

## Cancellation

Written confirmation of the cancellation of the policy may be given at anytime by you or by us, as detailed in the policy wording under the heading 'Cancellation' shown on page 15 of the policy wording. We will give you a minimum of 14 days notice of cancellation to enable you to find alternative cover. You may cancel the policy by giving us written instructions.

## Cooling off Period

Before you accept our policy you have 14 days to review your policy wording. If you are not totally happy with the policy and you have not made a claim you can write to us requesting that your insurance is cancelled and that any monies paid be returned. We will then cancel your insurance.

## Complaints Procedure

We always aim to provide a first class service. However, if you have any complaint you can contact the intermediary/broker who arranged the insurance for you or us, IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG. We will contact you within five days of receiving your complaint to inform you of what action we are taking. We will try to resolve the problem and give you an answer within four weeks. If it will take us longer than four weeks we will tell you when you can expect an answer.

If the matter is not resolved to your satisfaction please write to:

Managing Director, IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG.

If we have not given you an answer in eight weeks we will tell you how you can take your complaint to the Financial Ombudsman Service for review. This complaints procedure does not affect any legal right you have to take action against us.

If you are still not satisfied you can contact the:

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

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends upon the type of business and circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. Further information is available from the Financial Services Authority or the FSCS. The FSCS can be visited on the internet at [www.fscs.org.uk](http://www.fscs.org.uk) or by contacted on 020 7892 7300

The complaints procedure above does not affect any legal right you may have to take action against us.

IGI Lets Protect is provided by: IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG. Registered No. 1229676. Tel 0115 941 1022

Authorised and regulated by the Financial Services Authority

Co-insured by Ace European Group Limited.

You can check the above details on the Financial Services Authority Register by visiting the FSA website:

[www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting the FSA on 0845 606 1234