

City Landlord

Insurance Product Information Document

City Landlord is registered in the UK under company number 9125814 and authorised and regulated by the Financial Conduct Authority under number 533383.

Company: City Landlord Product: MNW Home Insurance Underwriter: Pen Underwriting

This document provides a summary of the cover, exclusions and restrictions. It is not personalised to your individual selections. The full terms and conditions of this insurance, including the general policy limits, can be found in the policy documents which are available on request.

What is this type of insurance?

This is a household insurance policy to cover loss or damage to your home and/or contents and to pay for your liability to other people following accidents. Cover may also vary based on the information you have provided to us.

- Buildings includes the main domestic structure, garages and outbuildings, decorative finishes, permanent fixtures and fittings, domestic fixed fuel tanks, garden walls, fences, gates, paths and drives, hard tennis courts, patios, steps, terraces, ornamental man-made ponds, fountains and bridges, permanently fitted hot tubs and swimming pools, radio and TV aerials, satellite dishes, solar panels, external lighting, alarm systems, surveillance equipment, lifts and underground service pipes, cables, sewers, drains and domestic drain covers
- Contents include your household goods, valuables and personal belongings within the home.



What is insured?

Cover for your home (if selected):

Buildings, Contents, Fine Art, Antiques & Valuables and liabilities.

- ✓ Physical loss or damage to the buildings.
- ✓ Worldwide cover for your contents, fine art antiques and Valuables.
- ✓ Alternative accommodation if your home cannot be lived in following insured damage up to 36 months.
- ✓ Damage caused by domestic pets up to £2,500
- ✓ Sourcing domestic water which causes damage to your home or contents, up to buildings sum insured.
- ✓ Loss of oil, metered water or LPG.
- ✓ Legal Liability to the public: Your liability as a private individual and as owner or occupier of the home for bodily injury or property damage caused to another person or property.
- ✓ Accidents to domestic staff: Your liability for bodily injury to your domestic staff.

Family Legal Expenses (if selected):

- ✓ Personal Injury. Pursuit of financial compensation following an accident
- ✓ Property Infringement. Pursuit of legal action for nuisance or trespass on your property
- ✓ Property Damage. Pursuit of financial compensation for damage to your main



What is not insured?

- ✗ Wear and tear or any other gradually operating cause (for example, damp formed over a period of time due to blocked or poorly maintained gutting, or the mechanical or electrical failure of a television).
- ✗ Loss or damage resulting from any work to your home where the cost of the works exceeds a total contract value of £75,000 unless the work has been agreed by us.
- ✗ Loss or damage caused by theft, vandalism, malicious damage or accidental damage while the home is unoccupied unless we agree cover.
- ✗ Existing and deliberate damage occurring before the beginning of the period of insurance or caused deliberately by you.

What is not insured?

- ✗ No cover where insured incident began to start before you bought this insurance
- ✗ If you fail to give full information or facts to us on a matter material to your claim



Are there any restrictions on cover?

Certain limitations may apply to your policy. For example:

- ! The excess (the amount you have to pay on any claim);
- ! Monetary limits for certain items or types of cover
- ! Endorsements may apply to your policy. These will be shown in your policy documents



Where am I covered?

Buildings, Contents, Fine Art, Antiques, Valuables and Liabilities

- ✓ Your home buildings you are insuring in the United Kingdom, the Channel Islands and the Isle of Man or elsewhere as agreed and shown in your schedule. .
- ✓ Your contents, fine art, antiques, valuables and personal liabilities anywhere in the world



What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give complete and accurate answers to any questions you are asked relating to the insurance.
- You must tell your broker of you becoming aware of any inaccuracies or changes in the information you have provided to us, whether happening before or during the period of insurance.
- You must tell your broker if your circumstances change either before your policy starts or during the period of insurance. For example, if you move house, start a business from home, you change the use or you rent it out, you increase the value of your contents or rebuild of the buildings from what is shown on your schedule or if you leave your home unoccupied or unfurnished.
- You must tell your broker before you start any conversions, extensions or other structural work to the buildings with an estimated cost of more than £75,000. You must take all reasonable steps to prevent loss, damage or an accident and keep the buildings in a good state of repair. You must tell us about any event which might lead to a claim as soon as possible
- When we are notified of a change or of any planned structural work we will tell you if this affects your policy. For example we may amend the terms of your policy or require you to pay an additional premium. In certain circumstances we may cancel your policy in accordance with the "Cancelling This Insurance" section of the policy document.
- **Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of your policy.**



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 12% 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 City Landlord of up to £35. We will retain a proportional premium for time on cover. For instance, if you paid £200 for a policy and cancelled this half-way you will be entitled to a refund of £100 for the unexpired portion of the policy less City Landlord's cancellation fee of £35 (total refund in this instance would be £65). 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 City Landlord, The Business Exchange, 26/28 Hammersmith Grove, London, W6 7BA or speak to our customer services team by calling 020 8847 8000