



home sweet home



direct line

Underwritten by U K Insurance Limited

Home Insurance Plus...a summary of your cover

A summary of your cover

Please read this document carefully. Full terms and conditions can be found within your policy documents. This summary does not form part of the contract between us.

Direct Line Home Insurance Plus Policy

The home policy you have purchased is underwritten by U K Insurance Limited and will run for 12 months. Your policy schedule will show which of the following sections of cover you have requested. Please read your policy carefully to ensure the level of cover selected meets your needs.

| Section 1 – Buildings cover | | Section 2 – Contents cover | |
|---|--|---|--|
| What is covered | | | |
| <ul style="list-style-type: none">• Your home and its walls, roofs, drives and patios• Permanent fixtures such as kitchen units, bathroom fittings and fitted wardrobes• Outbuildings including sheds and garages | | <ul style="list-style-type: none">• Household goods, including non-permanent fixtures and fittings like carpets and curtains.• Personal belongings in the home, garages and sheds. | |
| Loss or Damage What you are covered for | | | |
| <ul style="list-style-type: none">• Fire• Storm or flood• Escape of water | <ul style="list-style-type: none">• Theft• Vandalism or malicious acts• Subsidence | <ul style="list-style-type: none">• Fire• Storm or flood• Escape of water | <ul style="list-style-type: none">• Theft• Vandalism or malicious acts• Subsidence |

| Section 1 – Buildings cover | Section 2 – Contents cover |
|--|--|
| Additional cover included as standard | |
| <ul style="list-style-type: none"> • Accidental Damage cover for your buildings. • Frost damage to water pipes and tanks. • The cost of repairing damage caused by the emergency services if they have to make a forced entry. • The cost of alternative accommodation while insured repairs are carried out if your home is unfit to live in, up to £50,000. • The cost of removing and replacing any part of the buildings to find the source of an escape of water from fixed water or heating equipment, up to £10,000. | <ul style="list-style-type: none"> • Accidental damage to your contents. • Contents temporarily removed from your home, up to £10,000. • Replacement door locks and keys if your keys are lost or stolen. • Money in the home up to £1,000. • Contents in the garden up to £2,500. • Plants in the garden up to £2,500 (£500 for any one plant, shrub or tree). • The cost of alternative accommodation while insured repairs are carried out if your home is unfit to live in, up to £30,000. • Unlimited cover for frozen or chilled food spoiled by fridge or freezer failure. • Cost of replacing downloaded information stored on a lost or stolen device up to £3,000. • Business equipment up to £10,000. |

| Section 1 – Buildings cover | Section 2 – Contents cover |
|---|--|
| Summary of exclusions and limits | |
| <p>Your policy will not pay for the following if caused by any paying guest or tenant:</p> <ul style="list-style-type: none"> • Theft or attempted theft • Vandalism or malicious acts • Accidental damage | <p>Your policy will not pay for the following if caused by any paying guest or tenant:</p> <ul style="list-style-type: none"> • Theft or attempted theft • Vandalism or malicious acts • Accidental damage |
| <p>After your home has been unoccupied for more than 60 days in a row your policy will not pay for the following:</p> <ul style="list-style-type: none"> • Theft or attempted theft • Vandalism or malicious acts • Escape of water or oil • Frost damage to water pipes and tanks • Accidental damage | <p>After your home has been unoccupied for more than 60 days in a row your policy will not pay for the following:</p> <ul style="list-style-type: none"> • Theft or attempted theft • Vandalism or malicious acts • Escape of water or oil • Contents in the garden • Plants in the garden • Frozen and chilled foods • Accidental damage |
| <p>Domestic pets</p> <ul style="list-style-type: none"> • Your policy will not pay for accidental damage caused by domestic pets. <p>Escape of water</p> <ul style="list-style-type: none"> • Your policy will not pay for loss or damage caused by subsidence, heave or landslip that results from the escaping water. | <p>Domestic pets</p> <ul style="list-style-type: none"> • Your policy will not pay for accidental damage caused by domestic pets. <p>Theft from Garages and Outbuildings</p> <ul style="list-style-type: none"> • A limit of £5,000 applies in respect of any theft claim from a garage or outbuilding. <p>Valuables in the home</p> <ul style="list-style-type: none"> • Valuables are jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals, works of art, sets of stamps, coins or medals belonging to you. • Please refer to your policy schedule for details of the limit applicable to valuables under your policy. • A £4,000 single article limit applies unless the item is specified on your schedule. |

| Section 1 – Buildings cover | | Section 2 – Contents cover | |
|---|--|---|--|
| Excesses | | | |
| <p>The following excesses are payable in place of the policy excess:</p> <p>Subsidence £1,000 or £2,000 – refer to your policy schedule</p> <p>Escape of water</p> <ul style="list-style-type: none">• £350 <p>Please refer to your policy schedule, which contains full details of the excesses that apply to your policy.</p> | | <p>The following excesses are payable instead of the policy excess:</p> <p>Escape of water</p> <ul style="list-style-type: none">• £350 <p>Please refer to your policy schedule, which contains full details of the excesses that apply to your policy.</p> | |
| Section 3 – Personal Possessions | | | |
| What is covered | Loss or damage What are you covered for | Additional cover | |
| <ul style="list-style-type: none">• Items designed to be worn or carried that you normally take out of the home or on holiday such as jewellery, cameras, sports equipment, pedal cycles and money. | <ul style="list-style-type: none">• Accidental loss• Accidental damage• Theft <p>Cover applies anywhere in the British Isles and for up to 60 days elsewhere in the world.</p> | <p>Extra benefits included as standard:</p> <ul style="list-style-type: none">• Money up to £1,000• Bicycles up to £1,000 (unless specified) | |
| Summary of exclusions and limits | | | |
| <p>Loss or damage</p> <p>Your policy will not pay for the following:</p> <ul style="list-style-type: none">• Theft from an unattended vehicle unless it is locked and the item is contained in the closed glove compartment or locked boot and concealed from view.• Property held or used for any business.• Theft of pedal cycles when unattended and not in a locked building or immobilised by a security device.• Damage to pedal cycles whilst the cycle is being used for professional racing, pacemaking or trials. | | <p>Money</p> <ul style="list-style-type: none">• Your policy will not pay for business money. <p>Single article limits</p> <ul style="list-style-type: none">• A £1,000 single article limit applies to pedal cycles unless specified on your schedule.• A £4,000 single article limit applies to all other items unless the item is specified on your schedule. <p>Excesses</p> <p>The contents policy excess applies to all Personal Possessions claims. Please refer to your policy schedule, which contains full details of the excesses that apply to your policy.</p> | |

Section 4 – Family Legal Protection

What is covered

- 24 hour claim line – access to legally qualified staff to advise you on any private legal problem, and for reporting a claim.
- Legal costs up to £100,000 for:
 - Personal injury claims
 - Clinical negligence
 - Contractual disputes
 - Property disputes
 - Employment disputes
 - Tax disputes
 - Inheritance disputes
 - Legal defence
 - Motoring prosecutions
- Your salary while you attend jury service, up to £100,000.

Terms

We will provide this cover if:

- we and the appointed representative agree that your claim has reasonable prospects of success for the duration of the claim;
- the incident happens within the territorial limits, and during a period cover was in force; and
- any legal proceedings will be carried out within the territorial limits by a court.

Summary of exclusions

- A dispute when the date of incident is less than 90 days after cover started for Employment & Property claims.
- Costs that relate to the period before we accept your claim.
- Incidents which begin before cover started.

Summary of conditions

- If we accept your claim we will appoint a preferred law firm to try to settle the matter without having to go to court.
 - We can refuse to pay further costs if your claim no longer has reasonable prospects of success.
 - You must report full and factual details of your claim to us within a reasonable time of the date of incident.
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Section 5 – Home Emergency

What is covered

- Up to £500 for call out, labour and parts in the event of an emergency at your home which, if not dealt with quickly, will:
 - make your home unsafe or insecure;
 - cause loss or damage to your home and its contents; or
 - leave your home with a total loss of heating, lighting or water.

Summary of exclusions and limits

We will not pay for the following:

- The cost of any work which is carried out by anyone other than a repairer deployed through us.
- Boilers over 10 years old or with an output over 60Kw.
- Underfloor heating, solar heating systems or warm air systems.
- Cover for plumbing, drainage or heating after your home has been unoccupied for more than 60 days in a row.
- Any loss or damage which occurs during the first 14 days following the start of your Home Emergency cover.
- Emergency assistance to any home that is in the Isles of Scilly or the Scottish Islands.

Section 6 – Travel Insurance

What you are covered for:

- Up to £5,000,000 for continuous medical and travel expenses incurred abroad, including £2,500 for funeral expenses overseas and body repatriation home
- Up to £5,000 if you need to cancel or cut short your journey
- Up to £10,000 for death, permanent loss of sight or loss of limb following an accident while on your journey
- Up to 22 days winter sports cover including up to £250 for unused ski passes, hire or tuition fees if your pass is lost or stolen (if you cannot get a refund)

Summary of Exclusions and Limits – Please refer to your policy document for full details

We will not pay for:

- Any claims arising from the withdrawal of an aircraft, cross-channel train or sea vessel from service (temporarily or permanently) on the recommendation or order of any government, civil aviation authority, port authority, rail authority or other similar authority in any country. An example of this would be if an aircraft was not allowed by the Civil Aviation Authority (because of volcanic ash in the airspace) to leave, or land on, its scheduled airport. Please note the above exclusion does not apply:
 - if your policy started before 18 June 2010 or you renew a policy that originally started before this date; or
 - if you obtained your quote before 18 June 2010 and subsequently accepted that policy or you have renewed that policy.
- Any claims linked to pre-existing medical conditions and symptoms
- Anyone aged 65 years and over at the start of the journey
- Any single journey that exceeds 42 days or total journeys that exceed 120 days in any one period of insurance
- Any loss where you are travelling against medical advice or specifically to get treatment
- Any treatment or help where, given your physical or mental condition you should not have travelled or it would have been reasonable for you to have consulted your medical practitioner; prior to the trip about whether or not it was appropriate to travel
- An anticipated event
- If the transport operator or their agents refuse to transport you, a member of your immediate family or your travelling companion because they consider that you or they are not fit to travel
- Any loss if you change your mind about travelling or continuing with your trip when the local or national authorities confirm you can stay

Excess

£35

How to make a claim

To notify us of a claim, please telephone **0845 246 8710**.

Your right to cancel

If, after buying your policy, you decide that the cover does not meet your needs contact us on **0845 246 8585** within 14 days of receiving your documents or of the start date of the policy (whichever is later), and we will refund any premium you have paid, less an administration fee as shown in your schedule, providing that you have not made any claim.

If you cancel your policy after that time we will refund any premium paid for the remaining period of insurance less an administration fee, as shown in your schedule, providing that you have not made any claim during the current period of insurance.

Administration fee

Mid term amendments made to your policy may result in an administration fee being charged as shown in your schedule.

How to complain

If you have a complaint, please call us on **0845 303 5680**. If your complaint is about a claim, contact your claims handler, whose details will be shown on your claim documents. If you want to complain in writing please send your letter to one of the following: a) For complaints about claims, write to the Regional Customer Service Manager at the address shown in your claims documents. b) For all other complaints write to the Customer Relations Manager at Churchill Court, Westmoreland Road, Bromley, Kent BR1 1DP. Our staff will attempt to resolve your complaint immediately. If this is not possible, we promise to acknowledge your complaint within five business days of receipt. In the unlikely event that your complaint has not been resolved within four weeks of its receipt, we will write and let you know the reasons why and the further action we will take. If we cannot resolve the differences between you and us, you may refer your complaint to the Financial Ombudsman Service (FOS).

directline.com

Direct Line shall also be happy to send you any of our brochures, letters or statements in Braille, large print or audio, upon request.

Direct Line insurance policies are underwritten by U K Insurance Limited. Registered office: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England No.1179980. U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Calls may be recorded.

Their address is: South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone **0300 123 9123** or **0800 023 4567**. You can visit the FOS website at **www.fos.org.uk**. If your complaint relates to Section 4 – Family Legal Protection, you can refer your complaint to arbitration instead (where an independent person, known as an arbitrator, makes a decision to settle the dispute). The arbitrator will be a solicitor or barrister or other suitably qualified person that you and we agree on. If we cannot agree then we will ask the Chartered Institute of Arbitrators to decide. The arbitrator's decision will be final and whoever does not win will have to pay all costs and expenses.

Details about our regulator

U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Direct Line insurance policies are underwritten by U K Insurance Limited who is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms can be visited at **www.fca.org.uk**, or the Financial Conduct Authority can be contacted on **0800 111 6768**. The Prudential Regulation Authority website can be visited at **www.bankofengland.co.uk/pru**, or the Prudential Regulation Authority can be contacted on **0207 601 4878**.

Under the Financial Services and Markets Act 2000, should U K Insurance Limited be unable to meet all its liabilities to policyholders, compensation may be available. Home insurance, a non-compulsory class of insurance, is covered for 90% of the claim, without any upper limit.

Further information can be obtained by visiting the Financial Services Compensation Scheme website at **www.fscs.org.uk**



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