



## **Towergate Underwriting Household Home - Policy Summary**

**Some important facts about your Towergate Underwriting Household Home insurance are summarised below. This policy summary does not contain the full terms and conditions of the contract. Please read the full policy document to make sure you understand the cover it provides.**

### **Insurer**

Other than noted immediately below the insurance for this policy is provided by Allianz Insurance plc

The Family Legal Protection (including Identity Theft Protection) and Emergency Home Assistance Sections of this policy are underwritten by DAS Legal Expenses Insurance Company Limited.

### **Type of insurance**

The Towergate Underwriting Household Home policy provides cover for the Buildings and Property Owners Liability and/or Contents of your home, Occupiers Liability and Valuables and Personal Effects as selected by you. Family Legal Protection (including Identity Theft Protection) and Emergency Home Assistance cover is provided automatically for owner occupiers.

### **Duration**

The Towergate Underwriting Household Home insurance policy will remain in force for a period of 12 months from the date of commencement, or as otherwise shown on your policy schedule. You may need to review and update the cover periodically to ensure it remains adequate.

### **Cancellation rights**

We hope that you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of inception or renewal or receipt of policy or renewal documentation, whichever is the later, without giving any reasons. If that happens, your premium will be refunded to you, after deduction of a charge for the cover provided from the beginning of the contract to the date of cancellation, and in the event that a claim has not been made that would be considered as having completed the contract.

### **Making a claim**

If you need to make a claim, you should telephone Towergate Underwriting Household on 01708 777710 or write to Towergate Underwriting Household at Towergate House, St Edwards Court, London Road, Romford, Essex RM7 9QD.

For claims under the Family Legal Protection (including Identity Theft Protection) and Emergency Home Assistance you must give DAS details of the claim as soon as possible. To report a claim for Family Legal Protection please call 0117 934 0570 or write to The Claims Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH. To make a claim under Identity Theft Protection please call 0117 927 1974. To make a claim under the Emergency Home Assistance section please call 0800 783 1246.

### **How to make a complaint**

We hope that you will be pleased with the service provided. However, if you need to make a complaint, in the first instance, please call us on 01708 777710.

We and your Insurers are covered by the Financial Ombudsman Service (FOS). If you are unhappy with the response you have received, you have the right to ask the FOS to review your case. Full details of the complaints procedure are contained in the policy wording.

### **Compensation scheme**

Towergate Underwriting Household and the insurers of this policy are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).



<p>Cover for loss or damage to valuables, personal effects and clothing anywhere in the world.</p>	<ul style="list-style-type: none"> <li>- an excess of £100;</li> <li>- cover outside of the UK limited to 60 days;</li> <li>- unspecified items limited to £1,000 per item;</li> <li>- contact or corneal lenses;</li> <li>- equipment for mountaineering, pot holing, snow skiing, snow boarding, water skiing, parachuting, hang gliding, paragliding, windsurfing, sailboarding, surfboarding, skin diving and other watersports (unless specified);</li> <li>- sports equipment whilst in course of play or in use;</li> <li>- pedal cycle tyres, wheels and accessories unless pedal cycle is lost or damaged at the same time;</li> <li>- theft of pedal cycles away from the home, unless in a locked building or locked to a permanent fixture.</li> </ul>	<p>Section 5 - Valuables and Personal Effects</p>
<p><b>Family Legal Protection</b> In the areas below DAS will resolve an insured legal problem either themselves or through external lawyers and other experts that they will appoint.</p> <p><b>Employment Disputes</b> – DAS will pursue and defend legal rights in a dispute arising from a contract of employment.</p> <p><b>Contract Disputes</b> – DAS will pursue and defend a claim for the sale or purchase of personal goods or the purchase of services.</p> <p><b>Bodily Injury</b> – DAS will pursue claims for accidental death or physical injury.</p> <p><b>Clinical Negligence</b> – DAS will negotiate for an insured person's legal rights resulting from a single negligent act of surgery, clinical or medical procedure.</p> <p><b>Property Protection</b> – DAS will pursue claims following damage to your home or an insured person's personal possessions. Cover extends to problems such as nuisance and trespass.</p> <p><b>Tax Protection</b> – Representing an insured person's rights throughout an HM Revenue &amp; Customs investigation.</p> <p><b>Jury Service and Court Attendance</b> – Payment of salary or wages while an insured person attends a court or tribunal as requested by their appointed representative, performs jury service or carries out activities set out in their action plan under identity theft cover.</p> <p><b>Legal Defence</b> – Defence of criminal prosecutions and actions for unlawful discrimination or breaches of the Data Protection Act arising from an insured person's work as an employee. Defence of motor prosecutions.</p> <p><b>Identity Theft</b> – DAS provide an identity theft support service and helpline to help restore an insured person's identity and credit status if they become a victim of identity theft.</p>	<ul style="list-style-type: none"> <li>- it must be more likely than not that the insured person will recover damages or make a successful defence of their claim;</li> <li>- external costs are limited to £50,000 and this includes opponents costs;</li> <li>- costs incurred before DAS agrees to appoint a representative to help an insured person;</li> <li>- unless DAS agrees to start legal proceedings or there is a conflict of interest, they are free to choose a representative to help the insured person.</li> <li>- employer's disciplinary hearings or internal grievance procedures;</li> <li>- any claim relating solely to personal injury.</li> <li>- you must enter into the contract during the period of insurance;</li> <li>- the amount in dispute must be more than £100;</li> <li>- building work or design where the contract value exceeds £5,000;</li> <li>- disputes arising from a loan, mortgage, pension or investment.</li> <li>- any illness or bodily injury which happens gradually or is not caused by a specific or sudden event.</li> <li>- the alleged failure to correctly diagnose the insured person's condition;</li> <li>- psychological injury or mental illness that is not associated with an insured person having suffered physical bodily injury.</li> <li>- property damage must exceed £100;</li> <li>- the first £250 of any claim for nuisance or trespass.</li> <li>- investigations where the insured person is self employed, a sole trader or in business partnership.</li> <li>- DAS does not pay fines, penalties, compensation or damages.</li> <li>- parking or obstruction offences;</li> <li>- driving without valid motor insurance.</li> <li>- fraud committed by another insured person under this policy;</li> <li>- losses arising from an insured person's business activities.</li> <li>- The insured person must take reasonable action to prevent the misuse of their identity and must notify banks and building societies as soon as possible if they become aware of an incident.</li> </ul>	<p>Section 13 - Family Legal Protection</p>

<p><b>Eurolaw Legal Advice Helpline</b> – advice on personal legal problems within UK and EU law.</p>		
<p><b>Emergency Home Assistance</b>  DAS will arrange and pay for emergency assistance in the circumstances described below 24 hours a day 365 days a year; if you need immediate help to prevent damage or further damage to your home, make it safe and secure or alleviate unreasonable discomfort, risk or difficulty to anyone living there.</p> <p><b>Plumbing &amp; Drainage</b> – Your drains or plumbing system suddenly becomes damaged, blocked, broken or flooded.</p> <p><b>Main Heating System</b> – Your main heating system fails.</p> <p><b>Domestic Power Supply</b> – Your supply of gas or electricity fails.</p> <p><b>Toilet Unit</b> – Your toilet bowl or cistern is damaged by impact or completely fails to function.</p> <p><b>Home Security</b> – The security of your home is compromised due to damage or failure of external doors, windows or locks.</p> <p><b>Lost Keys</b> - Assistance if the only available set of keys to your home is lost and you are unable to replace them or gain normal access.</p>	<ul style="list-style-type: none"> <li>- DAS will pay up to £500 (including VAT) for the call out charge, labour, parts and materials.</li>   <li>- problems with septic tanks, cesspits or fuel tanks.</li>   <li>- failure of the mains supply;</li> <li>- failure to purchase or provide sufficient gas, electricity or other fuel source.</li>   <li>- cover does not apply if your home has more than 15 rooms;</li> <li>- DAS will not accept claims: <ul style="list-style-type: none"> <li>• for routine home maintenance such as servicing heating systems) or replacement of parts due to gradual wear and tear;</li> <li>• for the cost of redecorating, cosmetic repair or reinstating your home if it is damaged to gain access;</li> <li>• if your home is left unoccupied for 30 or more consecutive days;</li> <li>• for costs incurred before DAS have been notified of the emergency;</li> <li>• if the emergency is caused deliberately or through your negligence;</li> <li>• that arise from the incorrect installation or repair of equipment of facilities or that result from a design fault;</li> <li>• for parts or labour if the equipment or facility is under guarantee or warranty;</li> <li>• for emergencies at a residence other than your main home or if you rent or let a property;</li> <li>• if you are not present when DAS's approved contractor arrives to help;</li> </ul> </li>   <li>- DAS will always try to provide a service but cannot be responsible for any breakdown of service that is beyond their control.</li> </ul>	<p>Section 14 -  Emergency Home Assistance</p>

**Underwritten by:**

Allianz Insurance plc. Registered in England & Wales, number 84638. Registered Office: 57 Ladymead, Guildford, Surrey GU1 1DB. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Allianz Insurance plc is on the Financial Services Register, registration number 121849.

DAS Legal Expenses Insurance Company Limited. Registered in England & Wales, number 103274 . Registered Office: DAS House, Quay Side, Temple Back, Bristol BS1 6NH. DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. DAS Legal Expenses Insurance Company Limited is on the Financial Services Register, registration number 202106.

All the above insurance companies details can be checked on the Financial Services Register by visiting the FCA website [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768.

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