

ugm
insurance



policy wording

Please also refer to 'How to make a claim' and 'Helpline' details inside the back cover

Customer Service

This document sets out the conditions of the contract of insurance between **you** and the insurer.
You should keep it in a safe place.

Please read the whole document carefully. It is arranged in different sections and it is important that:

- **you** are clear which sections **you** have requested and want to be included;
- **you** understand what each section covers and does not cover;
- **you** understand **your** own duties under each section and under the insurance contract as a whole.

This insurance has been arranged for **you** by UGM Magenta Limited (ugm). For any queries or alterations to **your** cover, please call **ugm** on:

0844 555 1055

(Opening hours: Monday to Friday 9am to 5pm)

Details of how to make a claim are shown at the back of this booklet.

Contract of Insurance

Thank you for choosing “**ugm home insurance**”.

Please read the policy and schedule carefully.

Cover under “**ugm home insurance**” has been tailored to the specific **Buildings** and/or **Contents** requirements that **you** have declared during the quotation process and within **your** supporting application. This insurance relates only to those sections of the policy which are shown in the schedule as being included.

In return for the payment of premium shown in the **schedule**, **we** agree to insure **you**, subject to the terms and conditions contained in or endorsed on this policy, against loss or damage **you** sustain or legal liability **you** incur for accidents happening during the period shown in the **schedule**.

The policy wording, the **schedule** and any **endorsements** will form a legally binding contract of insurance between **you** and **us**. The contract does not give or intend to give rights to anyone else. No-one else has the right to enforce any part of this contract. **We** may cancel or change any part of the contract without obtaining further permission.

You are free to choose the law applicable to the insurance contract. Unless specifically agreed to the contrary, “**ugm home insurance**” shall be subject to English law.

This insurance has been arranged for **you** by UGM Magenta Limited (ugm). The policy is underwritten by the insurer(s) shown in the **schedule**. Details of how to make a claim are shown in the **schedule**. UGM Magenta Limited is authorised and regulated by the Financial Services Authority (FSA). **You** can check this on the FSA website, www.fsa.gov.uk/register or by calling 0845 606 1234.

This insurance will be accepted under a binding authority from the insurer(s), whereby underwriting authority has been granted to UGM Magenta Limited

We trust that **you** are happy with the level of cover provided by “**ugm home insurance**”. However, **you** have the right to cancel “**ugm home insurance**” from the inception date without giving any reasons, providing **your** instruction is submitted within 14 days of receiving the policy. In this event, please return the documents to **ugm** who will refund **your** premium in full. This refund is subject to no incidents having occurred, which give rise to a claim.

In accepting this risk **we** have at all times taken into account our obligation to act in your best interest.

Signed for and on behalf of the insurers



David Reid
Managing Director
UGM Magenta Limited (ugm)

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Definitions

(Where the following words appear in bold in this insurance contract, they will have the meanings shown below)

<p>This definition includes:</p> <p>Accidental Damage Damage caused by violent external means.</p>	<p>This definition does not include:</p>
<p>Bodily Injury Includes death or disease.</p>	
<p>Buildings</p> <ul style="list-style-type: none"> • The home and its decorations; • fixtures and fittings attached to the home; • tennis courts, swimming pools, drives, patios and terraces, walls, gates and fences and fixed fuel tanks <p>which you own or for which you are legally responsible within the premises named in the schedule.</p>	
<p>Business Equipment Furniture, computers (including keyboards and monitors) printers, modems, fax machines, photocopiers, typewriters and phone equipment in the home which belong to you or for which you are legally responsible.</p>	
<p>Contents Household goods, valuables and personal belongings, within the home, which are your property or which you are legally responsible for. Contents includes:</p> <ul style="list-style-type: none"> • Tenant’s fixtures and fittings. • Radio and television aerials, satellite dishes, their fittings and masts which are attached to the home. • Property in the open but within the premises up to £500 in total (other than radio and television aerials, satellite dishes, their fittings and masts which are attached to the home). Cover also excludes storm and flood. • Deeds and registered bonds and other personal documents up to £1,500 in total. • Stamps or coins forming part of a collection up to £1,000 in total. • Gold, silver, gold and silver plated articles, jewellery and furs up to £7,000 in total, with the limit for any one item being £2,500 within your home. • Domestic oil in fixed fuel oil tanks up to £750 in total. • Pedal cycles up to £750 per pedal cycle (within the home). • The sum insured under this section will automatically be increased by 10% for a 30 day period prior to and following 25th December, the Wedding Day and Birthday of you or a member of your family, permanently resident at your home. • Contents belonging to a member of your family who is away at university/college during term time but who are usually resident at home, up to the value of £3,000 in total (with the limit for any one item being £500). Cover excludes theft unless by forcible or violent entry. • Business equipment up to £5,000 in total. 	<p>Contents</p> <ul style="list-style-type: none"> • Motor vehicles (other than garden machinery), caravans, trailers or watercraft or their accessories. • Any living creature. • Any part of the buildings. • Any property used or held for business purposes other than business equipment. • Any property insured under any other insurance. • Landlord’s fixtures and fittings.
<p>Credit Cards Credit cards, charge cards, debit cards, bankers cards and cash dispenser cards.</p>	
<p>Endorsement A change in the terms and conditions of this insurance.</p>	
<p>Excess The amount stated in the policy payable by you in the event of a claim.</p>	

Continued...

<p>This definition includes:</p> <p>Home The private dwelling and the garages and outbuildings used for domestic purposes at the premises shown in the schedule, which you are legally responsible for.</p>	<p>This definition does not include:</p>
<p>Money Current legal tender, postal and money orders. Postage stamps not forming part of a stamp collection. Savings stamps and savings certificates, travellers' cheques. Premium bonds, luncheon vouchers and gift tokens All held for private or domestic purposes.</p>	
<p>Period of Insurance The duration of this policy as shown in the schedule.</p>	
<p>Personal Belongings Personal belongings are items that belong to you and are normally worn or carried on the person including:</p> <ul style="list-style-type: none"> • luggage; • clothing; • sports, musical, camping and photographic equipment; • mobile phones (£350 limit for any one mobile); • money and credit cards (£500 limit per claim); • computer equipment; • pedal cycles (£750 limit per cycle). 	<p>Personal Belongings</p> <ul style="list-style-type: none"> • Tools or instruments used or held for business, professional or trade purposes other than computer equipment. • Valuables. • Contact or corneal lenses, hearing aids. • Pagers unless specified in the schedule. • Any property insured under any other insurance.
<p>Sanitary Ware Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels.</p>	
<p>Schedule The schedule is part of this insurance contract and contains details of you, the premises, the sums insured, the period of insurance and the sections of this insurance which apply.</p>	
<p>Standard Construction The buildings which are constructed of brick or stone and with a tile or slate roof.</p>	
<p>Unfurnished Where the main buildings are not furnished enough for you to live in.</p>	
<p>United Kingdom England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Islands.</p>	
<p>Unoccupied Where the buildings have not been lived in (by you or someone who has your permission to live in the buildings) for more than 60 consecutive days.</p>	
<p>Valuables Stamp, coin or medal collections, antiques, collectables, pictures, other works of art, items of gold, silver or other precious metals, jewellery and furs which belong to you or are your legal responsibility.</p>	
<p>We/Us/Our The insurer stated in the schedule.</p>	
<p>You/Your The person or persons named in the schedule and members of your family who permanently live in the home, including any resident domestic servant employed by you.</p>	

General Conditions

(Applicable to the whole of this insurance)

You must comply with the following conditions (**your** duties) or **we** may, at **our** option, cancel the insurance or refuse to deal with **your** claim.

Your Duties

1. **You** must take all reasonable steps to prevent loss, damage or accident and keep the **buildings** in a good state of repair.
2. **You** must tell **us** immediately if **you**:
 - stop using the **home** as **your** permanent private residence;
 - let the property;
 - regularly leave the **home** unattended by day or by night;
 - change any information given to **us** at the time of quotation.

When **we** receive this notice, **we** have the option to change the conditions of this insurance.

3. **You** must tell **us** before **you** start any conversions, extensions or other structural work to the **buildings**. When **we** receive this notice, **we** have the option to change the conditions of this insurance.

If **you** fail to comply with any of the above duties, this insurance may become invalid.

Contracts (Right to Third Parties) Act 1999

A person who is not a party to this insurance has no right under the Contracts (Rights to Third Parties) Act 1999 to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from the act.

Cancellation

We or UGM Magenta Limited, as **our** authorised agents, may cancel this insurance by giving **you** 10 days notice in writing, which **we** will send to the address shown in the **schedule**. A refund of premium will be made for the unexpired **period of insurance**.

You may cancel the insurance by giving UGM Magenta Limited written notice. Any refund due will be calculated from the date that UGM Magenta Limited receive the written notice on a pro-rata basis. However, **we** will not make a pro-rata refund on Direct Debit cases where the refund is less than one month's instalment.

Please note

No refund will be allowed if a claim has occurred in the **period of insurance**.

Continued...

General Exclusions

(Applicable to the whole of this insurance)

This policy does not cover **you** for direct or indirect loss of, or damage to, any property, or any legal liability caused by, contributed to, or arising from the following.

Radioactive Contamination and Nuclear Assemblies

Radioactive contamination from:

- ionising radiation, contamination from any nuclear fuel, or from any nuclear waste arising from burning nuclear fuel;
- the radioactive, toxic, explosive or other dangerous effect of any explosive nuclear equipment or part of that equipment.

War

War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil rebellion, revolution or military or usurped power.

Sonic Bangs

Pressure waves caused by aircraft and other aerial devices travelling at sonic or super sonic speeds.

Existing and Deliberate Damage

We will not pay for loss or damage:

- occurring outside of the **period of insurance**;
- caused deliberately by **you** or any person lawfully in the **home**;
- due to indirect loss of any kind or description.

Pollution Exclusion

We will not pay for loss, damage or liability in respect of any kind of pollution and/or contamination other than:

- when caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the **period of insurance** at the **home**; and
- reported to **us** not later than 30 days from the end of the **period of insurance**

in which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident.

Confiscation

Loss, damage or liability occasioned by or happening through confiscation or detention by customs or other officials or authorities.

Loss of Value

Any reduction in market value of any property following its repair or reinstatement.

Instalments

- Where payment of premium is not made, any cover otherwise provided by this policy will be inoperative from the date the premium was due.
- Where a claim has been notified during the current **period of insurance**, **you** must continue with the instalment payments throughout the remaining **period of insurance**, or pay the remaining premium in full. If **you** fail to do so, **we** may deduct any outstanding amount from any claims settlement.

Biological and Chemical Contamination

We will not pay for:

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any indirect loss;
2. or any legal liability of whatsoever nature;
3. death or injury to any person directly or indirectly caused by or contributed to by or arising therefrom biological or chemical contamination due to or arising from:
 - terrorism; and/or
 - steps taken to prevent, suppress, control or reduce the consequences of any actual attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion, "terrorism" means any act(s) of any person(s) or organisation(s) involving:

- the causing, occasioning or threatening of harm of whatever nature and by whatever means;
- putting the public or any section of the public in fear in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

Electronic Data

We will not pay for:

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any indirect loss;
2. or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - computer viruses, erasure or corruption of electronic data;
 - the failure of any equipment to correctly recognise the date or change of date.

For the purposes of this exclusion "computer virus" means a corrupting instruction from an unauthorised source that propagates itself via a computer system or network.

Claim Conditions

(Applicable to the whole of this insurance)

You must comply with the following conditions (**your** duties) or **we** may, at **our** option cancel the insurance or refuse to deal with **your** claim.

Your Duties

In the event of a claim or possible claim under this policy:

1. **You** must notify **us** as soon as reasonably possible, giving full details of what has happened.
2. **You** must provide **us** with details of what has happened within 30 days and provide any other information **we** may reasonably require.
3. **You** must pay for any estimates that **we** may require.
4. **You** must immediately forward to **us**, if a claim for liability is made against **you**, any letter, claim, writ, summons or other legal document **you** receive, unanswered.
5. **You** must not admit liability, or offer or agree to settle any claim without **our** written permission.
6. **You** must inform the Police as soon as reasonably possible following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property.

How we deal with your claim

1. Defence of Claims

We may:

- take full responsibility for conducting, defending or settling any claim in **your** name;
- take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance.

2. Other Insurance

If, at the time of any loss, damage or liability covered under this insurance, **you** have any other insurance which covers the same loss, damage or liability, **we** will only pay **our** share of the claim.

3. Fraudulent Claims

You must not act in a fraudulent manner. If **you** or anyone acting for **you**:

- make a claim under the policy knowing the claim to be false, or fraudulently exaggerated in any respect; or
- make a statement in support of a claim knowing the statement to be false in any respect or submit a document in support of a claim knowing the document to be forged or false in any respect; or
- make a claim in respect of any loss or damage caused by **your** wilful act or with **your** connivance

then:

- **we** shall not pay the claim;
- **we** shall not pay any other claim which has been or will be made under the policy;
- **we** may, at **our** option declare the insurance void;
- **we** shall be entitled to recover from **you** the amount of any claim paid under the policy since the last renewal date;
- **we** shall not make any return of premiums;
- **we** may inform the Police of the circumstances.

Section 1 Buildings

(Your schedule will show you if this cover applies)

What is covered Loss or damage to your buildings during the period of insurance caused by the following insured events.	What is not covered The first £75 of every claim, unless otherwise stated in the schedule or below.
1. Fire, smoke, lightning, explosion or earthquake.	
2. Storm or flood.	<ul style="list-style-type: none"> • Loss or damage caused by subsidence, heave or landslip. • Loss or damage to domestic fixed fuel oil tanks in the open, swimming pools or covers, fences, gates and hedges. • Damage caused by frost.
3. Escape of water or oil from and frost damage to fixed water tanks, apparatus pipes or to fixed fuel oil tanks.	<ul style="list-style-type: none"> • Loss or damage caused by subsidence, heave or landslip. • Loss or damage to fixed fuel oil tanks in the open and swimming pools or covers. • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. • Loss or damage by faulty workmanship.
4. Water freezing in any fixed domestic water or heating installation.	<ul style="list-style-type: none"> • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. • Loss or damage if the installation is outdoors or in an outbuilding, unless the installation is connected to a domestic heating boiler protected by a frost-stat device.
5. Theft or attempted theft.	<ul style="list-style-type: none"> • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. • Loss or damage while the home is lent, let or sublet unless the loss or damage follows violent and forcible entry. • Loss or damage caused by you or your guests.
6. Collision or impact by any vehicle or animal, aircraft and other flying devices or items dropped from them.	<ul style="list-style-type: none"> • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. • Loss or damage caused by insects, birds, vermin or domestic pets.
7. Riot, violent disorder, strike, labour disturbance, civil commotion or malicious acts.	<ul style="list-style-type: none"> • Loss or damage caused by you, your guests or tenants. • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days.
8. Subsidence or heave of the site upon which the buildings stand or landslip.	<ul style="list-style-type: none"> • Loss or damage to domestic fixed fuel oil tanks, swimming pools or covers, tennis courts, drives, patios and terraces, walls, gates and fences unless the exterior walls of the home are also affected at the same time by the same cause. • Loss or damage to solid floors, unless the walls of the home are damaged at the same time by the same cause. • Loss or damage arising from faulty design, specification, workmanship or materials. • Loss or damage, for which compensation has been provided or would have been but for the existence of this insurance, under any contract or a guarantee or by law. • The first £1,000 of every claim. • Loss or damage caused by coastal or river erosion. • Loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions. • Loss or damage caused by normal settlement, shrinkage or expansion.
9. Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts.	
10. Falling trees, branches, telegraph poles or lamp posts.	<ul style="list-style-type: none"> • Loss or damage caused by trees being cut down or cut back. • Loss or damage to gates, hedges and fences.

Continued...

This section also covers:

What is covered	What is not covered
<p>a) The cost of accidental damage to:</p> <ul style="list-style-type: none"> • fixed glass and double-glazing (including the cost of replacing frames); • solar panels; • sanitary ware; • ceramic hobs <p>all forming part of the buildings.</p>	<ul style="list-style-type: none"> • Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days.
<p>b) The cost of accidental damage to:</p> <ul style="list-style-type: none"> • domestic oil pipes; • underground water supply pipes; • underground sewers, drains and septic tanks; • underground gas pipes; • underground cables <p>serving the home and which you are legally responsible for.</p>	<ul style="list-style-type: none"> • Loss or damage due to wear and tear or gradually operating cause. • Damage by gradual deterioration which has caused an installation to reach the end of its serviceable life.
<p>c) If you have to move out of your home because of any loss or damage covered by an insured event, we will pay you for one of the following expenses or losses we have agreed to:</p> <ul style="list-style-type: none"> • rent you would have received if your home could have been lived in; • the cost of reasonable alternative accommodation for the time you cannot live in your home; • an amount equal to the rent which you pay while you are not living in your home. <p>We will only pay under this section for the period your home is unfit to live in.</p>	<ul style="list-style-type: none"> • More than £25,000 in total.
<p>d) Expenses you have to pay and which we have agreed in writing for:</p> <ul style="list-style-type: none"> • architects', surveyors', consulting engineers' and legal fees; • the cost of removing debris and making safe the building; • costs you have to pay in order to comply with any government or local authority requirements following loss or damage to the buildings under Section 1: Buildings. 	<ul style="list-style-type: none"> • Any expenses for preparing a claim or an estimate of loss or damage. • Any costs if government or local authority requirements have been served on you before the loss or damage.
<p>e) Increased metered water charges you have to pay following an escape of water which gives rise to an admitted claim under insured event 3 of Section 1: Buildings.</p>	<ul style="list-style-type: none"> • More than £750 in any period of insurance. If you claim for such loss under Section 1: Buildings and Section 2: Contents, we will not pay more than £750 in total.
<p>f) Anyone buying the home will have the benefit of Section 1: Buildings cover until the sale is completed or the insurance ends, whichever is sooner.</p>	<ul style="list-style-type: none"> • If the buildings are insured under another insurance.
<p>g) The cost of replacing and fitting the locks or lock mechanism of external doors and windows of the home if the keys are lost or stolen anywhere in the world.</p>	<ul style="list-style-type: none"> • More than £500 in total.
<p>h) If your buildings are damaged by water escaping from tanks, pipes, equipment or fixed heating systems in your home, we will pay the cost of removing and replacing any other part of your buildings necessary to find and repair the source of the leak and making good.</p>	<ul style="list-style-type: none"> • We will not pay more than £5,000 for any one event.

Buildings Liability

(Liability as the owner of your present home)

What is covered

All amounts which **you** become legally liable to pay for accidents happening in and around **your home** during the **period of insurance**. **We** will provide this cover if the accidents result in:

- **bodily injury** to any person other than **you** or a domestic employee;
- loss or damage to property which **you** or **your** domestic employees do not own or have legal responsibility for.

If **you** die, **we** will pay all amounts **your** personal representatives become legally liable to pay for liability under this section.

We will pay up to £2,000,000 for any one claim (or series of claims arising from the same incident). However, **we** will also pay any costs and expenses **we** have agreed in writing.

We will insure **your** liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975, as owner of any previous home which **you** occupied, for accidents happening in and around that home which result in:

- **bodily injury** to any person, or
- loss or damage to property.

If **you** die, **we** will pay all amounts **your** personal representatives become legally liable to pay for liability under this section.

We will pay up to £2,000,000 for any one claim or series of claims arising from the same incident. However, **we** will also pay any costs and expenses **we** have agreed in writing.

What is not covered

You are not covered for liability arising:

- as the occupier of the **home**;
- from any agreement or contract unless **you** would have been legally liable anyway;
- from the ownership or occupation of any land or buildings other than the **home**;
- where **you** are entitled to cover from another source;
- from any trade or business activity;
- from any communicable disease or condition;
- from **you** owning or using any:
 - power-operated lift;
- liability arising from:
 - any deliberate or wilful or malicious act.

You are not covered for liability arising from:

- an incident which happens over 7 years after this insurance ends or **your home** was sold;
- any cause for which **you** are entitled to cover under another source; or
- the cost of correcting any fault or alleged fault.

Accidental Damage to Buildings

(The following applies only if the schedule shows that accidental damage to the buildings is included and the appropriate additional premium has been paid)

What is covered

This extension covers **accidental damage** to the **buildings**.

We will only cover **accidental damage** to the **buildings** which **you** are legally responsible for.

What is not covered

- The first £75 of every claim unless otherwise stated in the **schedule**.
- Damage or any proportion of damage which **we** specifically exclude elsewhere under Section 1: Buildings.
- The **buildings** moving, settling, shrinking, collapsing, or cracking.
- Damage while the **home** is being altered, repaired, cleaned, maintained or extended.
- Damage while the **home** is lent, let, sublet or **unoccupied**.
- The cost of general maintenance.
- Damage caused by wear and tear, infestation, corrosion, damp, wet or dry rot, mould or frost or any other gradually operating cause.
- Damage arising from faulty design, specification, workmanship or materials.
- Damage from mechanical or electrical faults or breakdown.
- Damage caused by dryness, dampness, extremes of temperature or exposure to light.
- Damage to swimming pools or covers, gates and fences and fuel tanks.
- Damage caused by domestic pets.
- Depreciation in value or indirect loss.

Settling Claims (Buildings)

How we deal with your claim

If **your** claim for loss or damage is covered under Section 1: Buildings, **we** will pay the full cost of repair or replacement as long as:

- the **buildings** were in a good state of repair immediately prior to the loss or damage; and
- the sum insured is enough to pay for the full cost of rebuilding the **buildings** in their present form and the damage has been repaired or loss has been reinstated.

We will take an amount off for wear and tear (from the cost of any replacement or repair) if immediately before the loss or damage the **buildings** were not in a good state of repair.

We will not pay the cost of replacing or repairing any undamaged parts of the **buildings** which form part of a pair, set, suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part (unless otherwise stated in the **schedule**).

Your sum insured

The sum insured shall represent the full cost of rebuilding the **buildings** up to a maximum of £1,000,000.

Maintaining the sum insured

After **we** have settled a claim, **we** will not reduce **your** sum insured on **your buildings**, as long as **you** take reasonable measures **we** suggest to prevent any further loss or damage. (**We** will not charge any extra premium for maintaining the sum insured.)

Index linking

The premium will be reviewed annually and may be adjusted in line with the changes in the House Rebuilding Cost Index, produced by the Royal Institution of Chartered Surveyors, or in line with any other index that **we** decide.

If **you** make a claim, index linking will continue during the period when the repair or rebuilding is being carried out, as long as **you** take reasonable action for the repair or rebuilding to be carried out immediately.

We will not make a charge for index linking during the **period of insurance**. But each time **your** insurance is renewed, **we** will calculate a new premium.

Section 2 Contents

(Your schedule will show you if this cover applies)

What is covered	What is not covered
<p>Loss of or damage to your contents whilst in the home during the period of insurance caused by the following insured events.</p>	<p>The first £75 of every claim, unless otherwise stated in the schedule.</p>
<p>1. Fire, smoke, lightning, explosion or earthquake.</p>	<ul style="list-style-type: none"> Any gradually operating cause.
<p>2. Storm or flood.</p>	<ul style="list-style-type: none"> Contents in the open.
<p>3. Escape of water or oil from a domestic fixed oil fired heating installation and smoke damage caused by a fault in any fixed domestic heating installation or plumbed in domestic appliance.</p>	<ul style="list-style-type: none"> Loss or damage due to wear and tear or any gradually operating cause. Loss or damage caused by faulty workmanship. Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days.
<p>4. Water freezing in any fixed domestic water or heating installation.</p>	<ul style="list-style-type: none"> Loss or damage if the installation is outdoors or in an outbuilding, unless the installation is connected to a domestic heating boiler protected by a frost-stat device. Loss or damage to the installation itself. Loss or damage caused by faulty workmanship. Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days.
<p>5. Theft or attempted theft.</p>	<ul style="list-style-type: none"> Loss or damage whilst the home is lent, let or sublet unless the loss or damage is caused by a violent and forcible entry. More than £2,000 for theft or attempted theft from any domestic outbuilding or garage. Loss or damage caused by you or your guests or tenants. Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. Loss where property is obtained by any person using any form of payment which proves to be counterfeit, false, fraudulent, invalid, uncollectable, irrecoverable or irredeemable for any reason.
<p>6. Collision or impact by any vehicle, animal, aircraft, other flying devices or items dropped from them.</p>	<ul style="list-style-type: none"> Loss or damage caused by insects, birds, vermin or domestic pets. Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days.
<p>7. Riot, violent disorder, strike, labour disturbance, civil commotion or malicious acts.</p>	<ul style="list-style-type: none"> Loss or damage if your home is unoccupied or unfurnished for more than 60 consecutive days. Loss or damage caused by you or your guests or tenants.
<p>8. Subsidence or heave of the site upon which the buildings stand or landslip.</p>	<ul style="list-style-type: none"> Loss or damage arising from faulty design, specification, workmanship or materials. Loss or damage whilst the home is undergoing any structural repairs, alterations or extensions. Loss or damage by coastal or river bank erosion.
<p>9. Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and mast.</p>	
<p>10. Falling trees, branches, telegraph poles or lamp posts.</p>	<ul style="list-style-type: none"> Loss or damage caused by trees being cut down or cut back, within the boundary of the buildings.

Continued...

This section also covers:

<p>a) Accidental damage to:</p> <ul style="list-style-type: none"> • televisions, satellite decoders; • audio and video equipment; • radios; • home computers and video cassette recorders situated within the home. 	<ul style="list-style-type: none"> • Loss or damage caused by domestic pets. • Loss or damage or deterioration caused in the process of cleaning, repair, renovation, or dismantling. • Loss or damage to tapes, records, cassettes, discs or computer software. • Mechanical or electrical faults or breakdown. • Loss or damage to video cameras or camcorders.
<p>b) The contents, if these are not already insured elsewhere, whilst they are temporarily out of the home against loss or damage directly caused by:</p> <p>(i) events 1 to 10 under Section 2: Contents while the contents are:</p> <ul style="list-style-type: none"> • in any occupied private dwelling; • in any buildings where you are living or working; • in any buildings for valuation, cleaning or repair; • in any furniture store; • in any bank or safe deposit; <p>(ii) fire, lightning, explosion, earthquake, theft or attempted theft while the contents are being moved to your new home or to or from any bank, safe deposit or furniture store.</p>	<ul style="list-style-type: none"> • Contents outside the United Kingdom. • Money or credit cards. • More than £500 for contents in a furniture store.
<p>c) Loss or damage to contents belonging to visitors as a result of insured events 1 to 10.</p>	<ul style="list-style-type: none"> • More than £250 any one visitor. • Loss or damage to contents which are covered by other insurance or belonging to a paying guest or lodger.
<p>d) If you have to move out of your home because of any loss or damage covered by an insured event, we will pay you for one of the following expenses or losses we have agreed to:</p> <ul style="list-style-type: none"> • rent you would have received if your home could have been lived in; • the cost of reasonable alternative accommodation for the time you cannot live in your home; • an amount equal to the rent which you pay while you are not living in your home. <p>We will only pay under this section for the period your home is unfit to live in.</p>	<ul style="list-style-type: none"> • More than £25,000 in total.
<p>e) Fatal injury to you, happening at the premises shown in the schedule, caused by outward and visible violence by burglars or by fire, provided that death ensues within twelve months of such injury, for a maximum amount of £5,000 for each insured person.</p>	
<p>f) Costs you have to pay for replacing locks to safes, alarms and outside doors to the home following theft or loss of your keys.</p>	<ul style="list-style-type: none"> • More than £500 in total.
<p>g) Increased metered water charges you have to pay following an escape of water which gives rise to an admitted claim under insured event 3 of Section 2: Contents.</p>	<ul style="list-style-type: none"> • More than £750 in any period of insurance. If you claim for such loss under Section 1: Buildings and Section 2: Contents, we will not pay more than £750 in total.
<p>h) We will pay an amount not exceeding £10 per day to you or any member of your household in respect of loss of irrecoverable earnings and additional expenses arising from service as a juror.</p>	<ul style="list-style-type: none"> • More than £1,000 in total.
<p>i) We will pay up to 15% of the sum insured for contents that you become legally liable to pay under a tenancy agreement for:</p> <ul style="list-style-type: none"> • loss or damage caused by insured events 1 to 10 of Section 2: Contents and insured events a) and b) of Section 1: Buildings. 	

Continued...

- **accidental damage** and breakage as under **buildings** cover. **We** will only provide this cover if the loss or damage occurs during the **period of insurance**.

If **you** die, **we** will pay all amounts **your** personal representatives become legally liable to pay for liability under this section.

- j) Breakage of mirrors, glass or ceramic tops to furniture and fixed glass in furniture.

- Loss or damage if **your home** is **unoccupied** or **unfurnished** for more than 60 consecutive days.

Contents Liability

(This section applies only if the contents are insured under Section 2: Contents)

What is covered

Personal Liability

We will pay for all amounts which **you** become legally liable to pay for accidents not connected with **you** owning or living in **your home** which result in:

- **bodily injury** to any person other than **you** or a domestic employee;
- loss or damage to property which **you** or **your** domestic employees do not own or have legal responsibility for.

We will provide this cover for accidents which occur during the **period of insurance**.

If **you** die, **we** will pay all amounts **your** personal representatives become legally liable to pay for liability under this section.

We will pay up to £2,000,000 for any claim or series of claims resulting from one incident. **We** will also pay any costs and expenses **we** have agreed in writing.

Liability as occupier of your home

We will pay **you** (as occupier and not owner of **your home**), for all amounts which **you** become legally liable to pay for incidents happening in and around **your home** which result in:

- **bodily injury** to any person other than **you** or a domestic employee;
- loss or damage to property which **you** or **your** domestic employees do not own or have legal responsibility for.

We will provide this cover for incidents which occur during the **period of insurance**.

If **you** die, **we** will pay all amounts **your** personal representatives become legally liable to pay for liability under this section.

We will pay up to £2,000,000 for any claim or series of claims resulting from one incident. **We** will also pay any costs and expenses **we** have agreed in writing.

Unpaid damages

We will pay **you** all amounts **you** have been awarded in courts within the **United Kingdom** and which have not been paid to **you** within three months of the date of the award. **We** will only provide this cover if:

- there is not going to be an appeal;

What is not covered

Liability arising:

- as owner of the **home**;
- from any agreement or contract unless **you** would have been legally liable anyway;
- during visits to Canada or the United States of America which are for more than 60 days in any one **period of insurance**;
- from the ownership or occupation of any land or buildings other than the **home**;
- where **you** are entitled to cover from another source;
- from any trade or business activity;
- from **you** owning or using any:
 - power-operated lift
 - mechanically-propelled vehicle or horse-drawn vehicle (other than domestic garden equipment not licensed for road use)
 - aircraft, hovercraft or watercraft (other than rowing boats or canoes)
 - caravans or trailers
 - animals other than **your** pets
 - dangerous dogs specified under the Dangerous Dogs Act 1991;
- from loss or damage while the **home** is **unfurnished** or **unoccupied**;
- from the transmission of any communicable disease or virus by **you** or any member of **your** family;
- from firearms (except shotguns used for sporting purposes);
- for **bodily injury** to a member of **your** family or any person usually living in the **home** or to a person under a contract of service or apprenticeship to **you** or **your** family.

Continued...

- the incident giving rise to the claim happened within the **United Kingdom** and during the **period of insurance**;
- **you** would have been entitled to a payment under the personal liability part of Section 2: Contents if the award had been made against **you** rather than to **you**;
- the person who owes the award does not live with **you**.

We may take proceedings, at **our** own expense and for **our** own benefit, to recover any payment **we** have made under this insurance.

We will pay up to £250,000 for any claim or series of claims during the **period of insurance**. **We** will also pay any costs and expenses **we** have agreed in writing.

- Damage to property owned by or held in trust or in the custody or control of **you** or **your** family or any person usually living in the **home**.
- The direct or indirect consequences of assault or alleged assault.
- Any deliberate, wilful or malicious act.

Accidents to Domestic Employees

(This section applies only if the contents are insured under Section 2: Contents)

What is covered

Amounts **you** become legally liable to pay, including costs and expenses which **we** have agreed in writing, for accidental **bodily injury** to domestic employees happening during the **period of insurance** in connection with incidents arising at the risk address.

Limit of insurance

We will not pay more than £5,000,000 for any one claim or series of claims arising out of any one incident, including the costs and expenses that **we** have agreed in writing.

What is not covered

Bodily injury arising directly or indirectly:

- from any motor vehicle in Canada or the United States of America;
- from any vehicle used for racing, pace-making or speed testing;
- from any communicable disease or condition;
- in Canada or the United States of America after the total period of stay has exceeded 60 days in the **period of insurance**.

Accidental Damage to Contents

(The following applies only if the schedule shows that accidental damage to contents is included and the appropriate additional premium has been paid)

What is covered

Accidental damage to the **contents** within the **home**.

What is not covered

- The first £75 of every claim unless otherwise stated in the **schedule**.
- Damage or any proportion of damage which **we** specifically exclude elsewhere under Section 2: Contents.
- Damage or deterioration of any article caused by dyeing, cleaning, repair, renovation or whilst being worked upon.
- More than £1,000 in total for porcelain, china, glass and other brittle articles.
- **Money, credit cards**, documents or stamps.
- Damage to contact, corneal or micro-corneal lenses.
- Damage while the **home** is lent, let, sublet or **unoccupied**.
- Damage caused by wear and tear, moth, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost or any other gradually operating cause.
- Damage arising out of faulty design, specification, workmanship or materials.
- Damage from mechanical or electrical faults or breakdown.
- Damage caused by dryness, dampness, extremes of temperature and exposure to light.
- Damage caused by domestic pets.
- Depreciation in value or indirect loss.

Settling Claims (Contents)

How we deal with your claim

If **you** claim for loss or damage to the **contents**, **we** will at **our** option repair, replace or pay for any article covered under Section 2: Contents.

For total loss or destruction of any article, **we** will pay **you** the cost of replacing the article as new as long as the new article is as close as possible to but not an improvement on the original article when it was new and **you** have paid for or **we** have authorised the cost of replacement.

The above basis of settlement will not apply to:

- clothes;
- camping equipment;
- household linen;
- pedal cycles

where **we** will take off an amount for wear and tear.

We will not pay the cost of replacing or repairing any undamaged parts of the **contents** which form part of a pair, set or suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part (unless otherwise stated in the **schedule**).

Your sum insured

The most **we** will pay under Section 2: Contents is the sum insured shown on the **schedule** of **contents**, adjusted in line with index linking.

Under-insurance

If the cost of repairing or replacing the **contents** is more than the sum insured at the time of any loss or damage, then **you** will have to pay a share of the claim. For example, if **your** sum insured only covers one-third of the cost of repairing or replacing **your contents**, **we** will only pay one-third of the claim.

Maintaining the sum insured

After **we** have settled a claim, **we** will not reduce **your** sum insured on **your contents**, as long as **you** take reasonable measures **we** suggest to prevent any further loss or damage. (**We** will not charge any extra premium for maintaining the sum insured.)

Index linking

The sum insured will be index linked. This means that the sum insured will be adjusted in line with the changes in the Government Consumer Durables Index or in line with any other index that **we** decide. If **you** make a claim, index linking will continue during the period when the repair is being carried out as long as **you** take reasonable action for the repair or rebuilding to be carried out immediately.

We will not make a charge for index linking during the **period of insurance**. Each time **your** insurance is renewed, **we** will work out a new premium for the adjusted sum insured.

Section 3 Valuables and Personal Belongings

(This section applies only if the contents are insured under Section 2: Contents)

What is covered

Accidental loss, damage or theft of the property stated below occurring during the **period of insurance** when in the **United Kingdom**, or elsewhere in the world during a temporary visit not exceeding 60 days in any one **period of insurance**.

- **Specified items**
We will pay the cost of replacing or repairing loss or damage to any item specified in the **schedule**.
- **Unspecified valuables, clothing and personal belongings**
We will pay the cost of replacing or repairing **your valuables**, clothing and **personal belongings** up to the sum insured in the **schedule**.
- **Sports and camping equipment**
We will pay the cost of replacing or repairing **your** sports and camping equipment up to the sum insured in the **schedule**.

What is not covered

- The first £75 of every claim unless otherwise stated in the **schedule**.
- **We** will not pay **you** more than the sum insured for that item as shown in the **schedule**.
- Damage caused by moth, vermin, rot, wear and tear or any gradually operating cause.
- Damage from electrical or mechanical faults or breakdown.
- More than £2,000 for any one item (including articles forming a pair or set) unless stated otherwise in the **schedule**.
- Damage or deterioration of any article caused by dyeing, cleaning, repair, renovation or whilst being worked upon.
- Damage to guns caused by rusting or bursting of barrels.
- Breakage of any sports equipment whilst in use.
- Any loss of or damage to contact, corneal or micro-corneal lenses.
- Theft or disappearance of jewellery from baggage unless such baggage is carried by hand and under **your** personal supervision.
- More than £350 for any one mobile phone unless stated otherwise in the **schedule**.
- Loss or damage to tyres, lamps, accessories unless the cycle is stolen or damaged at the same time.
- Loss or damage while the cycle is used for racing or pace-making or is let out on hire or is used other than for private purposes.
- Replacing a stolen cycle unless it was locked to an immovable object or kept in a locked building at the time of the theft.
- Theft of cycles by fraudulent means.
- More than £750 per cycle.
- More than £500 in total in respect of theft or disappearance of property from any vehicle when such vehicle is left unattended without an authorised occupant.
- More than £2,000 in total in respect of theft or disappearance of jewellery from hotel or motel rooms during **your** absence from such rooms.
- Loss or damage caused by domestic pets.
- Faulty workmanship
- Riot or civil commotion outside the **United Kingdom**.
- Depreciation in value or indirect loss.

Settling Claims (Valuables and Personal Belongings)

How **we** deal with **your** claim

We will, at **our** option, repair, replace or pay for any article lost or damaged except for:

- clothing;
- household linen;
- camping equipment

where **we** will take off an amount for wear and tear.

Your sum insured

The most **we** will pay under Section 3: Valuables and Personal Belongings is 10% of the **contents** sum insured unless otherwise stated in the **schedule**.

The most **we** will pay for any one item under Section 3: Valuables and Personal Belongings is £2000 unless otherwise stated in the **schedule**.

Under-insurance

If the cost of repairing or replacing the **valuables** and **personal belongings** is more than the sum insured at the time of loss or damage, then **you** will have to pay a share of the claim. For example, if **your** sum insured only covers one-third of the cost of repairing or replacing **your valuables** and **personal belongings**, **we** will only pay one-third of the claim.

What is not covered

The cost of replacing any undamaged article forming part of a pair or set of articles (unless otherwise stated in the **schedule**).

Section 4 Freezer Cover

(This section applies only if the contents are insured under Section 2: Contents)

What is covered

The cost of replacing **your** food in **your** refrigerator or freezer if it is spoiled due to a change in temperature or contaminated by refrigeration fumes during the **period of insurance**.

What is not covered

- The first £75 of every claim unless otherwise stated in the **schedule**.
- Loss or damage caused by any electricity or gas company deliberately cutting off or restricting **your** supply.
- Loss or damage due to the failure of **your** electricity or gas supply caused by a strike or any other industrial action.
- Loss or damage caused where **you** have not complied with the operating instructions set out in the manufacturer's handbook.
- Loss or damage unless notification is made within 48 hours of discovery.

Section 5 Money and Credit Cards

(This section applies only if the contents are insured under Section 2: Contents)

What is covered

- Theft or accidental loss of **money**.
- Any amounts which **you** become legally liable to pay as a result of unauthorised use following loss or theft of **your credit card(s)**.

Provided that within 24 hours of **you** discovering any such loss or theft, **you** have notified the card issuing company and the Police.

What is not covered

- The first £75 of every claim, unless otherwise stated in the **schedule**.
- Any shortages due to error or omission.
- Loss of value.
- More than £500 in total in respect of **money and credit cards**.
- Loss where conditions under which **your credit card(s)** were issued to **you** have been breached.

Section 6 Specified Pedal Cycles (over £750)

(Your schedule will show you if this cover applies and where the appropriate additional premium has been paid)

What is covered

This insurance extends to cover the cost of repairing or replacing **your** pedal cycle(s) (as shown in the **schedule**) following:

- theft or attempted theft;
- accidental loss or damage anywhere in the **United Kingdom**, and up to 60 days elsewhere in the world during a temporary visit during the **period of insurance**.

What is not covered

- The first £75 of every claim, unless otherwise stated in the **schedule**.
- Loss or damage to tyres, lamps, accessories unless the cycle is stolen or damaged at the same time.
- Loss or damage due to wear and tear or any gradually operating cause.
- Damage from mechanical or electrical faults or breakdown.
- Loss or damage while the cycle is used for racing or pace-making or is let out on hire or is used other than for private purposes.
- Replacing a stolen cycle unless it was locked to an immovable object or kept in a locked building at the time of the theft.
- Any amount exceeding the sum insured stated on the **schedule**.
- Theft by fraudulent means.

Family Legal Costs

(Your schedule will show if this cover applies)

This insurance is administered by Arc Legal Assistance Limited and underwritten by Inter Partner Assistance SA.

In the event of a valid claim under this insurance, **Arc** will appoint Irwin Mitchell Solicitors, or their agents, to handle **your** case. **You** are not covered for any other legal adviser's fees unless court proceedings are issued or a conflict of interest arises. Where, following the issue of court proceedings or a conflict of interest arising, **you** have elected to use an adviser of **your** own choice, **you** will be responsible for any **advisers' costs** in excess of **Arc's standard advisers' costs**.

The insurance covers **advisers' costs** up to the **limit of indemnity** where:

- the **insured incident** takes place in the **insured period** and within the **territorial limits**; and
- the **proceedings** take place in the **territorial limits**.

Definitions

1	You/Your	Any person who has paid the premium and been declared to Arc by ugm . Cover also applies to your family members normally resident with you . If you die, your personal representatives will be covered to pursue or defend cases covered by this insurance on your behalf that arose prior to your death.
2	Advisers' costs	Reasonable legal fees and disbursements incurred by the adviser with Arc's prior written authority. Legal costs shall be assessed on the standard basis and third party's costs shall be covered if awarded against you and paid on the standard basis of assessment.
3	Standard Advisers' costs	The level of advisers' costs that would normally be incurred by the underwriters in using a nominated adviser of Arc's choice.
4	Proceedings	The pursuit or defence of civil legal cases for damages or injunctions.
5	Limit of indemnity	The maximum payable in respect of an insured incident .
6	Insured incident	The incident or the first of a series of incidents which may lead to a claim under this insurance. Only one insured incident shall be deemed to have arisen from all causes of action, incidents or events that are related by cause or time.
7	Territorial limits	Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.
8	Insured period	One year from the inception or renewal date shown on your household insurance schedule.
9	Arc	Arc Legal Assistance Limited who have arranged this insurance and administers it on behalf of the underwriters .
10	Adviser	Irwin Mitchell Solicitors or their agents appointed by Arc to act for you , or, and subject to Arc's agreement, where proceedings have been issued or a conflict of interest arises, another legal adviser nominated by you .
11	Computer	Any computer or other electronic data processing device, equipment or system or any hardware, software, programme, instruction, data or component utilised or intended to be utilised in or by such item, or any actual or intended function of or process performed by any of them.
12	Underwriters	Inter Partner Assistance SA who are a wholly owned subsidiary of AXA Assistance SA and part of the worldwide AXA Group.
13	Excess	The amount that you must pay towards the cost of any claim.

Cover

Section 1

You are covered for **advisers' costs** to pursue:

A Consumer Contract Pursuit

Legal action following a breach of a contract **you** have for buying or renting goods or services for **your** private use. This includes the purchase of **your** main residence. The contract must have been made after **you** first purchased this insurance and, in respect of disputes over the purchase of **your** main residence, the purchase must have commenced at least 180 days after **you** first purchased this insurance or purchased similar cover which expired immediately before this insurance began.

B Personal Injury Pursuit

Civil claims for financial compensation for damages following an accident resulting in **your** personal injury or death against the person or organisation directly responsible.

C Employment Pursuit

An action brought by **you** before an Employment Tribunal (or its equivalent in Scotland, Northern Ireland, the Channel Islands or the Isle of Man) against an employer or ex-employer for breach of **your** contract of employment.

The breach of contract must have occurred at least 90 days after **you** first purchased this insurance or purchased similar cover which expired immediately before this insurance began.

D Property Pursuit

Actions for nuisance or trespass against the person or organisation infringing **your** legal rights in relation to **your** main residence. This section does not extend to divorce or matrimonial matters. The nuisance or trespass must have commenced at least 180 days after **you** first purchased this insurance or purchased similar cover which expired immediately before this insurance began.

Section 2

A Consumer Contract Defence

Legal action following a breach of a contract **you** have for selling goods for the private and personal use of another person. This includes the sale of **your** main residence. The contract must have been made after **you** first purchased this insurance and, in respect of disputes over the sale of **your** main residence, the sale must have commenced at least 180 days after **you** first purchased this insurance or purchased similar cover which expired immediately before this insurance began.

Limit of indemnity

£50

Excess

Section 1D – £250

All other sections – £50

To make a claim

As soon as **you** have a legal problem that **you** may require assistance with under this insurance, **you** should telephone the legal advice line.

In general terms, **you** are required to immediately notify **Arc** of any potential claim or circumstances which may give rise to a claim. If **you** are in doubt whether a matter constitutes a notifiable claim or circumstance, contact the legal advice line for assistance.

Telephone legal advice line

Use the 24 hour advisory service for telephone advice on any private legal problem of concern to **you** or any member of **your** household.

Specialist lawyers are at hand to help **you**. If **you** need a lawyer to act for **you** and **your** problem is covered under this insurance, the advice line will ask **you** to complete a claim form. If **your** problem is not covered under this insurance, the advice line may be able to offer **you** assistance under a private funding arrangement.

Simply telephone **0844 770 1040** and quote "**ugm – Family Legal Costs Insurance**".

General Exclusions

1. There is no cover where:
 - the **insured incident** began to occur or had occurred before **you** purchased this insurance;
 - **you** should reasonably have realised when purchasing this insurance that a claim under this insurance might occur;
 - a reasonable estimate of **your advisers' costs** is greater than the amount in dispute;
 - **you** fail to give proper information to **Arc** or to the **adviser**;
 - **your** act or omission prejudices **your** or the **underwriters'** position in connection with the **proceedings**;
 - **advisers' costs** have not been agreed in advance or are above those for which **Arc** has given its prior written approval.
2. There is no cover for any claim directly or indirectly arising from:
 - patents, copyrights, trademarks, merchandise marks, service marks, registered designs, intellectual or artistic property, secrecy or confidentiality agreements and passing off;
 - computer software other than proprietary packaged software that has not been tailored to **your** requirements;
 - works undertaken or to be undertaken by or under the order of any government or public or local authority;
 - planning law;
 - the construction of or structural alteration to buildings;
 - libel, slander, defamation or malicious falsehood;
 - a dispute between **you** and someone **you** live with or have lived with;
 - the Equal Pay Act 1970 and amending legislation;
 - a lease or licence to occupy property or land;
 - any venture for gain or business project **you** have;
 - a dispute about either the amount an insurance company should pay to settle an insurance claim or the way a claim should be settled;
 - a dispute between persons insured under this policy;
 - medical or clinical treatment, advice, assistance or care;
 - stress, psychological or emotional injury;
 - illness, personal injury or death which is caused gradually or is not caused by a specific event;

- a dispute with an employer or ex-employer unless it is pursued in an Employment Tribunal (or its equivalent in Scotland, Northern Ireland, the Channel Islands or the Isle of Man);
- an investigatory or grievance procedure with **your** employer or associated with any Compromise Agreement;
- any consequence of any failure of the **computer** (by whomsoever owned or operated) to recognise or respond to correctly and effectively, any particular date or period of time (continuous or otherwise);
- an application for Judicial Review;
- a novel point of law;
- an allegation of mis-selling or mismanagement of financial services or products.

3. There is no cover:

- for the **excess**;
- for **advisers' costs** incurred in avoidable correspondence or which are recoverable from a court, tribunal or other party;
- for the amount of **advisers' costs** in excess of **Arc's standard adviser's costs** where **you** have elected to use an adviser of **your** own choice;
- where **you** have other legal costs insurance cover;
- for claims over loss or damage where that loss or damage is covered under another insurance policy;
- for claims made by or against **ugm**, the **underwriters**, the **adviser** or **Arc**;
- for defending **proceedings** arising from anything **you** did deliberately or recklessly;
- for any contract dispute under Section 1A or 2A where the amount is less than £125 plus VAT;
- for appeals without the prior written consent of **Arc**;
- for any claim under Section 1C where the breach of contract is alleged to have commenced or to have continued after termination of **your** employment;
- prior to the issue of court proceedings, for the costs of any legal representative other than those of the **adviser** unless expressly agreed by **Arc**. Such agreement is entirely at **Arc's** discretion;
- for claims alleging professional negligence in relation to services provided in connection with a matter not covered under this insurance;
- for any claim **you** make which is false or fraudulent;
- for damages, interest, fines or costs awarded against **you** in a criminal court.

4. Contracts (Rights of Third Parties) Act 1999

A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a third party which exists or is available other than by virtue of this Act.

Conditions

1. Cancellation

You may cancel this insurance at any time by writing to and providing fourteen days written notice to **ugm**.

ugm or **Arc** may cancel the insurance by giving 14 days notice in writing to **you** at the address shown on the schedule, unless otherwise a change of address has been notified to **ugm**. No refund of premium shall be made.

2. Claims

- You** must notify claims as soon as reasonably possible within 180 days of the **insured incident** and complete the claim form. This must be returned promptly with all relevant information.
- Arc** may investigate the claim and take over and conduct the **proceedings** in **your** name. Subject to **your** consent, which shall not be unreasonably withheld, **Arc** may reach a settlement of the **proceedings**.
- You** must supply at **your** own expense all of the information which **Arc** reasonably requires to decide whether a claim may be accepted. If court proceedings are required or a conflict of interest arises, and **you** wish to nominate an adviser to act for **you**, **you** may do so. Where **you** have elected to use an adviser of **your** own choice, **you** will be responsible for any **advisers' costs** in excess of **Arc's standard advisers' costs**. The **adviser** must:
 - confirm in writing that he will enable **you** to comply with **your** obligations under this insurance;
 - agree with **Arc** the rate at which his costs will be calculated. If no agreement is reached, the Law Society will be asked to nominate an adviser and this nomination shall be binding.
- The **adviser** will:
 - provide a detailed view of **your** prospects of success including the prospects of enforcing any judgement obtained;
 - keep **Arc** fully advised of all developments and provide such information as **Arc** may require;
 - keep **Arc** regularly advised of **advisers' costs** incurred;
 - advise **Arc** of any offers to settle and payments in to court. If contrary to **Arc's** advice such offers or payments are not accepted, there shall be no further cover for **advisers' costs** unless **Arc** agrees in its absolute discretion to allow the case to proceed;
 - submit bills for assessment or certification by the appropriate body if requested by **Arc**;
 - attempt recovery of costs from third parties.

- e) In the event of a dispute arising as to **advisers' costs**, **Arc** may require **you** to change adviser.
 - f) **Underwriters** shall only be liable for costs for work expressly authorised by **Arc** in writing and undertaken while there are reasonable prospects of success.
 - g) **You** shall supply all information requested by the **adviser** and **Arc**.
 - h) **You** are liable for any **adviser's costs** if he withdraws from the **proceedings** without **Arc's** prior consent. Any costs already paid by **Arc** will be reimbursed by **you**.
3. Disputes
Any dispute between **you** and **Arc** shall be referred to an arbitrator who will be either a solicitor or a barrister. If the parties cannot agree on their choice of arbitrator, the Law Society may be asked to make a nomination. The arbitration will be binding and carried out under the Arbitration Act. The costs of the arbitration will be at the discretion of the arbitrator.
4. Reasonable Prospects
At any time **Arc**, on behalf of the **underwriters**, may form the view that **you** do not have a reasonable chance of winning the case and achieving a reasonable outcome. If so, **Arc** may decline support or any further support. In forming this view, **Arc** may take into account:
- a) the amount of money at stake;
 - b) the fact that a reasonable person without legal costs insurance would not wish to pursue or defend the matter;
 - c) the prospects of being able to enforce a judgement;
 - d) the fact that **your** interests could be better achieved in another way.
5. English Law
This contract is governed by English law.
6. Language
The language for contractual terms and communication will be English.

Data Protection Act

The details of **your** insurance cover and claims will be held by **Arc** and or the **underwriters** for underwriting, processing, claims handling and fraud prevention subject to the provisions of the Data Protection Act 1998.

Customer Service

Arc's aim is to get it right, first time, every time. If we make a mistake, we will try to put it right promptly.

If **you** are unhappy with the service that has been provided, **you** should contact us at the address below. We will always confirm to **you**, within five working days, that we have received **your** complaint. Within four weeks, **you** will receive either a final response or an explanation of why the complaint is not yet resolved plus an indication of when a final response will be provided. Within eight weeks, **you** will receive a final response or, if this is not possible, a reason for the delay plus an indication of when a final response will be provided. After eight weeks, if **you** are not satisfied with the delay, **you** may refer **your** complaint to the Financial Ombudsman Service. **You** can also refer to the Financial Ombudsman Service if **you** cannot settle **your** complaint with us.

Our contact details are:

Arc Legal Assistance Ltd
PO Box 8921
Colchester
CO4 5YD
Tel: 0844 770 9000
E-mail: enquiries@arclegal.co.uk

The Financial Ombudsman Service contact details are:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Tel: 0845 080 1800
E-mail: complaint.info@financial-ombudsman.org.uk

Compensation

We are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the scheme if **Arc** or Inter Partner Assistance are unable to meet their obligations. **Your** entitlement to compensation will depend on the circumstances of the claim. Further information about compensation scheme arrangements is available at <http://www.fscs.org.uk/> or by telephoning 020 7892 7300.

Authorisation

Arc Legal Assistance Ltd is authorised and regulated by the Financial Services Authority. Our FSA Register number is 305958. Our permitted business is arranging with a view to transactions in non-investment insurance contracts, arranging (bringing about) non-investment insurance contracts, advising on non-investment insurance contracts, dealing as an agent in non-investment insurance contracts and assisting in the administration and performance of non-investment insurance contracts. **You** can check this on the FSA's register by visiting the website www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234.

Inter Partner Assistance (IPA) is a branch of Inter Partner Assistance SA (IPA SA) based in Belgium. IPA SA is authorised by the Commission Bancaire, Financiere et des Assurance (CBFA) in Belgium (their regulatory arm) and regulated by the Financial Services Authority here in the UK. Their FSA register number is 202664. Their regulative activities are miscellaneous financial loss, legal expenses and assistance.

IPA is a member of the Association of British Insurers. IPA address details are:

Inter Partner Assistance
The Quadrangle
106-118 Station Road
Redhill
Surrey
RH1 1PR
Registered No: FC008998

Additional Legal Services

In this package, our aim is to provide a wide ranging insured legal service. Inevitably, there are areas where it is not possible to insure legal costs, in particular those which everybody at some time faces, but which are nevertheless often expensive and sometimes unexpected. Examples are:

- legal costs arising from the sale or purchase of the home and re-mortgaging;
- family issues;
- wills and probate.

To help **you** deal with these and other matters which may arise, we are able to give **you** access to discounted legal services provided by **Arc** in partnership with Irwin Mitchell Solicitors. Irwin Mitchell are one of the country's leading law firms with expertise in all areas where assistance is likely to be required.

If **you** would like to make use of the service, please contact the number below for an initial telephone consultation which will be provided at no cost to **you**. Irwin Mitchell will provide **you** with a quotation for the likely cost of their representation and it will then be **your** decision whether **you** appoint them to act for **you**.

For a cost free initial consultation telephone the legal advice line on:

0844 770 1040 and quote "**ugm – Family Legal Costs Insurance**".

Our service commitment to you

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. However, if **you** have a complaint relating to “**ugm home insurance**”, please write to the Managing Director, UGM Magenta Limited, St Frances House, The Anderson Centre, Olding Road, Bury St Edmunds, Suffolk IP33 3TA. Please quote **your policy** number and/or claims reference number in all correspondence to enable the matter to be dealt with speedily.

If **you** are still not happy with the way the matter is dealt with, please write to the insurer as detailed on the **schedule**.

Notice

Insurers and their agents share information with each other to prevent fraudulent claims and to assess whether to offer insurance (including the terms) via the Claims and Underwriting Exchange Register, operated by Insurance Database Services Limited. A list of the participants is available upon request. In dealing with **your** application, this Register may be searched. In the event of a claim, the information **you** have supplied, together with other information relating to the claim, may be put on the Register and made available to participants.

Continuous renewal

Your “**ugm home insurance**” policy is valid for a 12 month period from the inception date (as shown on the schedule). Annually, **your** renewal will be invited in writing prior to the expiry of the policy period. **You** will be advised of **your** renewal premium and the alternative payment methods available to **you**. However, where payment is already being made by Direct Debit, cover will continue at the terms invited, unless prior to renewal date **you** inform **us** otherwise or **your** Direct Debit mandate is cancelled. **Your** premium will be collected by Direct Debit for the new policy period.

Data protection

We are registered under the Data Protection Act 1998, ensuring all personal data is held and processed in accordance with the Act. **Your** personal data will be used for the purpose of quoting and providing the insurance contract **you** require. **We** may need to disclose this data to insurers and third party service providers for the purpose of fulfilling **our** contractual obligations.

How to make a claim

(For peace of mind, all our policies offer a 24 hour claims helpline service)

Although **we** hope that **you** will never need to make a claim on **your** insurance policy, **we** have made everything as simple and straightforward as possible should **you** ever need to use **our** claims service. All **you** have to do is phone the claims line detailed on the **schedule**.

Please remember to quote your policy reference number and claim reference number at all times.

Helplines

Domestic Helpline

Use the helpline following an emergency in the **home** for which a tradesman's assistance is required. The helpline will source and deploy an approved tradesman to **your home**. **You** will be responsible for the tradesman's charges.

Where appropriate, **we** may substitute deployment of a tradesman with the provision of technical advice over the telephone giving **you** the means to rectify the problem yourself.

Simply telephone **0844 770 1041** and when prompted quote "**Arc Domestic Helpline**".

Legal Advice

For telephone advice on any private legal problem of concern to **you** or any member of **your** household, please call **0844 770 1040** and quote "**ugm Family Legal Costs Insurance**".

For full terms and conditions, please refer to pages 20 to 24.

www.ugm.co.uk



St Frances House
Olding Road
Bury St Edmunds
Suffolk
IP33 3TA

Telephone: 0844 555 1055
Fax: 0844 555 1066
Email: insurance@ugm.co.uk