



Home Insurance Product Overview

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1 - Modus – who we are:

- / We are an MGA, formed in 2014
- / Subsidiary of CFC Underwriting Ltd
- / Specialise in Home and Residential Let products
- / MGA with unique capacity – the virtual insurer
 - / We place your policy with underwriters within the Lloyd’s insurance market
 - / The lead insurer is RenaissanceRe Syndicate Management Limited (syndicate no. 1458) RenRe are an A-rated global re-insurer founded in 1993

2 - Our product:

- / Auto-rated model using the SSP question set
- / System will quote guaranteed premiums and terms, referral is not necessary
- / Wide acceptance footprint

3 - Modus Contacts:

Contacts:	Office:	Mobile:	Email:
Richard Edwards (Underwriting Manager)	0207 469 1753	07464 672875	redwards@modusunderwriting.com
James Russell (Underwriting Manager)	0207 220 8593	07471 355228	jrussell@modusunderwriting.com
Jackie Coppen (Head of Underwriting)	0207 469 1719	07469 143866	jcoppen@modusunderwriting.com
Natasha Pettet (Director)	0207 220 8560	07721 261982	npettet@modusunderwriting.com

4 - Claims Procedure & Contact:

All claims are handled by Davies Managed Systems (DMS):
Claim Helpline: 0344 8563 816

5 – FAQs

Bankruptcy

Risks involving a Bankruptcy or an IVA arrangement with creditors are acceptable. A premium load will be automatically applied.

Loss or damage caused by Theft or Attempted Theft is excluded unless there is physical evidence of violent and forcible entry or exit from the home.

Bedrooms

Cover can be provided for properties with up to 6 bedrooms.

Bedsits

We cannot accept risks that are Bedsits.

Bicycles

Bicycles are included under the Contents and Unspecified Personal Possessions sections up to £500.

Cover is provided subject to the Bicycle being stored in a locked building or secured through the frame to an immovable object by a 'D'-shaped lock designed for use with Bicycles.

Bicycles with a sum insured above £500 can be specified up to the limits below:

Maximum any one bicycle is £6,000

Total limit for bicycles is £12,000 (these amounts both reduce to £2k for the highest crime areas)

Blocks of Flats

Blocks of flats are unacceptable and will decline.

Business Equipment & Stock

Clerical and non-clerical business use is acceptable.

Business Equipment is included up to £10,000 as standard (option to increase up to £20,000 – you will need to add the additional amount within the Personal Belongings section)

Business Stock is included up to £5,000 as standard (option to increase to £10,000 – you will need to add the additional amount within the Personal Belongings section)

Business Use

Homes used partially for clerical or non clerical business purposes (input as full business use) are acceptable subject to the following terms:

- Theft or Attempted Theft is excluded unless there is physical evidence of violent and forcible entry or exit from the home.

Buildings

- Property Owners Liability is extended to include business visitors.

Contents

- Occupiers and Personal Liability is extended to include business visitors and excludes liability in respect of any advice, act or products supplied in the exercise of your profession.

CCJs

We can accept risks where the customer has had a previous CCJ(s). A premium load will be automatically applied.

The maximum number of CCJs is 5.

Claims - previous claims at new business

Wide claims acceptance including:

- Single or multiple claims with total incurred costs up to £50,000

Contents Limits

- Cover up to £75,000 for Contents in the Home.
- Unspecified Valuables limit £30,000, which can be increased up to a maximum limit of £50,000
- Single article limit for Valuables £3,000
- Single article limit for Bicycles £500
- Specified Valuables limit for any one item £30,000
- Total specified and unspecified limit £56,250 (75% of CSI)

Valuables are defined as:-

Jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals, pictures, other works of art, sets of stamps, coins or medals

Construction Walls

Wide acceptance criteria for both standard and non standard wall construction types.

Wall construction which includes Straw Bale or Structurally Insulated Panels (SIP's) is declined.

Construction Roof

Wide acceptance criteria for standard and non standard roofs.

Thatch properties are not acceptable and are declined.

Convictions

Certain types of minor conviction are acceptable to us. We are not able to offer cover where the proposer and/or joint proposer(s) disclose more serious non RTA convictions.

Excesses

- Standard policy excess is £100
- Escape of Water policy excess £350
- Subsidence policy excess £1,000
- A voluntary excess is available and applies in addition to any other excess stated

Flat roof

Flat roofs are acceptable up to 100%.

The following terms apply to flat roofs over 33%:

- Flat roof to be inspected every eight years and repairs completed within 60 days
- Evidence of inspection and repairs to be retained.
- £500 excess applies for Storm and Flood.

Flood

If the property, outbuildings or grounds have ever flooded we cannot accept and will decline.

If free from flooding, the risk is underwritten at standard terms unless the Postcode is identified as high risk using our flood data tools.

Foster Children

Acceptable and treated as family member.

Good State of Repair

Any risk where the property is declared as 'not in a good state of repair' is unacceptable and would be declined.

Home Emergency

This is not captured in the SSP question set and will default to Not Included on schedule. We cannot add this cover.

Holiday Home/Weekend Home

Cover can be provided for Holiday Homes that are used by the insured and family and for properties that are let out to the public.

Minimum security is required.

£1,000 policy excess applies for Accidental Damage to Buildings and Contents

The policy wording allows for up to 45 days unoccupancy and after that period the following terms apply:

- The Home must be inspected internally and externally once every 7 days by a responsible adult and a record of these inspections is kept.
- We will not pay for loss or damage caused by escape of water or oil unless between November and March inclusive the water must be turned off at the mains and drained down or the thermostatically controlled central heating left on at a minimum temperature of 58 degrees F (15 degrees C) at all times.

£1,000 policy excess applies for:

Section 1 Buildings

- theft or attempted theft
- vandalism or malicious acts
- escape of water or oil
- frost damage to water pipes
- trace & access

Section 2 Contents

- theft or attempted theft
- vandalism or malicious acts
- escape of water or oil

The following cover is excluded (refer to PW for full details):

- money
- valuables
- loss or damage to frozen or chilled foods
- tenants Liability
- contents in garden
- plants in garden

Instalments

Modus are not able to provide an instalment option.

Interested parties

The system will allow two interested parties to be added.

Listed

Grade I, II* and II are acceptable in England and Wales.

Category A, B and C are acceptable in Scotland.

Minimum Security

This is compulsory for certain risks including holiday homes, unoccupied properties in higher rated areas and policyholders with non-motoring convictions.

Mobile/Park Homes

Mobile/Park Homes are not acceptable and declined.

Occupations

The following occupations are unacceptable and declined:

- Currency Trader
- Dealer - Scrap/Waste
- Diamond Dealer
- Escort
- Furrier
- Scrap Dealer
- Unknown

Personal Possessions Limits

Personal Possessions are included within the Contents sum insured and are not in addition to.

- Unspecified Personal Possessions limit up to £10,000.
- Single article limit for Unspecified Personal Possessions £3,000
- Single article limit for Unspecified Bicycles £500
- Specified Personal Possessions limit for any one item up to £15,000
- Specified single Bicycle limit up to £6,000
- Total Specified Bicycle limit up to £12,000
- Total Personal Possessions limit (Specified and Unspecified) up to £40,000

The following terms apply:

We will not pay for loss or damage to individual items of jewellery valued at £10,000 or over unless the jewellery is:

- being worn by you, or
- kept in a locked safe with the adequate cash rating, or
- deposited in a bank, or
- carried by hand under your personal supervision
- inspected for defects at least every three years by a competent jeweller (evidence required)
- rectified any defects in clasps, mountings and settings immediately

Refused insurance

We are unable to accept risks where insurance has been previously refused, declined or cancelled.

Renovation / Contract Works

We can only accept risks that are occupied undergoing internal decoration/alterations, including new kitchens and bathrooms or replacement windows and/or general maintenance.

If the property is unoccupied we will only accept new kitchen/bathroom and redecoration/general maintenance.

If the customer is undergoing a number of these things at any one time then it would be classed as a renovation and therefore we would not be able to provide cover.

We need to decline:

- Occupied properties undergoing renovation or extensions
- Unoccupied properties undergoing any renovations/contract works.

Residential Let Property

Let properties are acceptable subject to the following terms:

- £250 policy excess
- Theft must involve violent or forcible entry/exit
- Vandalism or malicious acts caused by your tenant(s)/paying guest(s) are excluded
- Contents cover excludes money, valuables or frozen food

Cover is available for properties being let through Airbnb scheme, risk to be rated as let professional.

Loss of Rent and Alternate Accommodation is provided up to a maximum limit of £50,000 (subject to damage being covered and the risk address becoming unoccupied as a result of same)

Self Contained Property

We can only offer cover for self contained properties with a separate lockable entrance.

If a property has a self contained Annexe with separate bedroom/s, kitchen and bathroom facilities or a 2nd property within the boundaries of the home cover should be provided under an additional Modus policy.

Sports equipment / Specified items

Cover for sports equipment (including fishing, golfing and photographic equipment) can be included under the unspecified and specified personal possessions sections.

Sports equipment is not covered whilst in use.

Student Belongings

We will pay for loss of or damage to Contents while the items are temporarily away from the home and kept at your lodgings while you are at university, college or boarding school in the British Isles. Cover is limited to £6,000.

Subsidence – see also Underpinned

Subsidence risk is underwritten at standard terms unless the postcode is identified as high risk using our data tools or there is a previous history of Subsidence, Heave or Landslip at the property.

Properties with a history of Subsidence, Heave or Landslip will decline.

Territories

Properties in England, Scotland, Wales, the Isle of Man and Channel Islands are acceptable

Underpinned

Properties that have been underpinned are not acceptable and will decline.

Unoccupied

Cover is provided for up to 45 days of unoccupancy at normal terms within the policy wording.

Note: Cover restrictions are contained within the policy wording, not endorsed on the schedule

If the property has been unoccupied prior to inception the unoccupancy terms will apply from the date the property became unoccupied and NOT from the date of inception

The following terms are included within the policy wording under each specific peril and apply after the property has been unoccupied for 45 days in a row:

- The Home must be inspected internally and externally once every 7 days by a responsible adult and a record of these inspections is kept.
- We will not pay for loss or damage caused by escape of water or oil unless between November and March inclusive the water must be turned off at the mains and drained down or the thermostatically controlled central heating left on at a minimum temperature of 58 degrees F (15 degrees C) at all times.

£1,000 policy excess applies for:

Section 1 Buildings

- theft or attempted theft
- vandalism or malicious acts
- escape of water or oil
- frost damage to water pipes
- trace & access
- accidental damage to service pipes and cable
- accidental damage

Unoccupied (continued)

£1,000 policy excess applies for:

Section 2 Contents

- theft or attempted theft
- vandalism or malicious acts
- escape of water or oil
- accidental damage

The following cover is excluded (refer to policy wording for full details):

- money
- valuables
- loss or damage to frozen or chilled foods
- tenants Liability
- contents in garden
- plants in garden

Properties that are boarded up are unacceptable and would be declined.

Valuables definition

Jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals, pictures, other works of art, sets of stamps, coins or medals

Weekend Home – see also Holiday Homes

Minimum security is required.

£1,000 policy excess applies for Accidental Damage to Buildings and Contents