

Summary of Cover

Residential Property Owners Policy

This insurance cover is intended to protect residential units that have been let out for the purposes of domestic use only

About Your Policy

This document provides a summary of the cover provided by the Residential Property Owners Policy. This summary is provided to you for information purposes only and does not form part of your insurance contract. It does not fully describe all of the terms and conditions of your policy. You will find the full terms and conditions of the contract in the policy document, a copy of which is available to download from our website

The Residential Property Owners Policy has been designed to meet the demands and needs of residential property owners who wish to benefit from cover against some of the risks that may be encountered in the course of running a residential property portfolio. There are core covers that include buildings and landlords contents, property owners liability and legal expenses. You may also select optional covers that are relevant to the needs of residential property owners.

You should read the Summary of Cover in conjunction with your Policy Schedule and Policy Wording.

Normally, you will have to pay a contribution towards the cost of any claim (this is known as the excess). These excesses will vary according to the covers you have selected and/or our assessment of your risk. Your Policy Schedule will show the specific excesses applicable to your cover

Amongst other Exclusions as standard practice your policy excludes most Terrorism cover. You are able to purchase additional cover from us to include this aspect of cover if required

To ensure that this Policy continues to meet your needs you should review and update your cover periodically.

Correct values at risk must be advised to us. If the sums insured you request are not adequate this may result in the amount that we pay to you in the event of a claim being reduced.

Your cover will be valid for 12 months and will be renewable annually.

About your Cover (Please refer to your policy document for full details of terms, conditions and exclusions) All covers are optional and only apply if shown as operative on the Policy Schedule

Please note this **Policy** does not cover any loss, **Damage** or liability however caused or resulting from Coronavirus (Covid 19)

Features and Benefits	Significant Exclusions or Limitations
<p>Section 1 Buildings and Landlords Contents Your buildings and landlord's contents are insured against loss or damage caused by a standard range of insured risks normally associated with your trade including Accidental Damage. In addition cover is automatically extended to include –</p> <ul style="list-style-type: none"> ▶ Leakage of Fuel or Beverages ▶ Breakage or collapse of aerials, satellite dishes, fittings, masts, and falling trees ▶ Subsidence, ground heave or landslip ▶ Landlords contents (if selected) ▶ Contents of Communal areas ▶ Glass cover for fixed glass and sanitary fittings. ▶ Loss of Oil or metered water ▶ Loss of Ground Rent ▶ Trace and Access ▶ Unauthorised use of utilities 	<ul style="list-style-type: none"> ▶ Acts of Terrorism (unless specifically extended) ▶ Damage to any portion of the premises which is unoccupied. ▶ Damage to contents in premises which are unoccupied. ▶ Subject to annual inspection of flat felt roofs over 10 years old

Features and Benefits	Significant Exclusions or Limitations
<p>Section 2 Alternative Accommodation and Loss of Rent. (OPTIONAL) If you have selected this option your needs are those of a residential property owner who wishes to protect their rental income in the event of the occurrence of an insured risk</p> <p>Covers Loss of Rental Income And the cost of alternative residential accommodation in the event of damage to the premises rendering them unfit for habitation Cover is automatically extended to include:</p> <ul style="list-style-type: none"> ▶ Re letting costs ▶ Prevention of Access ▶ Disease ▶ Failure of Public ▶ Supply Rent review ▶ Contracting Purchasers Interest 	<ul style="list-style-type: none"> ▶ Alternative Accommodation costs limited to a maximum of 20% of the building sum insured and 24 Months Indemnity Period ▶ Loss of Rent (unless selected) ▶ Acts of Terrorism (unless specifically extended) ▶ Damage or loss which is not covered under section 1 ▶ Access restrictions of less than 24 hours and any amount in excess of £25000. ▶ Disease - Any amount in excess of £25000 ▶ Public supply Interruptions of less than 24 hours and any amount in excess of £25000
<p>Section 3 Property Owners Liability</p> <p>Covers the cost of liabilities arising from the ownership of the property Cover is automatically extended to include</p> <ul style="list-style-type: none"> ▶ Legal Liability incurred under the Defective Premises Act 1972 ▶ Legal costs in respect of prosecutions under the Health and Safety at Work etc Act 1974, Consumer Protection Act 1987. ▶ Indemnity to Individual Owners 	<ul style="list-style-type: none"> ▶ Liability arising directly or indirectly from gradual pollution or contamination ▶ Injury or damage involving any dog described in Section 1 of the Dangerous Dogs Act
<p>Section 4 Employers Liability (OPTIONAL) If you have selected this option your needs are those of a residential property owner who employs staff to undertake duties at their premises and who needs protection to meet their legal obligations</p> <p>Covers the costs of meeting your legal liabilities to Employees injured in the course of their employment The following will automatically be included</p> <ul style="list-style-type: none"> ▶ Employers Liability £10M ▶ Unsatisfied Court Judgements ▶ Legal costs in respect of prosecutions under the Health and Safety at Work etc Act 1974 	<ul style="list-style-type: none"> ▶ Liability for which compulsory motor insurance is required.
<p>Section 5 Legal Expenses</p> <p>Including:</p> <ul style="list-style-type: none"> ▶ Employment Disputes & Employment Compensation Awards ▶ Tax Protection ▶ Property ▶ Legal Defence ▶ Compliance & Regulation ▶ Statutory Licence Appeals ▶ Loss of Earnings ▶ Employees' Extra Protection, Bodily Injury and Identity Theft ▶ Crisis Communication ▶ Contract & Debt ▶ Residential Property Owners Protection (Property Repossession Cover) 	<ul style="list-style-type: none"> ▶ Personal Injury claims are excluded ▶ Loss or damage to property is excluded ▶ In respect of compensation awards, our advice must be sought and followed ▶ Total awards payable shall not exceed £1,000,000 in any one period of insurance

Excesses

For details of the excesses applicable to your policy, please refer to the written quotation confirmation where we have provided you with a quotation or to your policy schedule if you have a live policy.

Your Insurers

Your Insurers will be shown on your quotation and policy schedule.

Cancellation Procedures

To effect cancellation of your policy, you should contact the firm that arranged your insurance.

Cancellation by you during the cooling-off period

This insurance provides you with a cooling-off period to decide whether you wish to continue with this insurance. The cooling-off period is for 14 days from the date you receive your policy documentation.

If a period of less than 14 days has elapsed since you received your policy documentation, and you have not made a claim, you have the right to cancel the policy and receive a refund of the premium you have paid:

- If at the date of cancellation your policy has not yet commenced you will receive a full refund of the premium you have paid from us; or
- If your policy has already commenced, you will receive a refund of premium from us, equivalent to the unexpired period of cover on a pro rata basis.

Cancellation by you – after the cooling-off period

You may cancel this policy by contacting the firm that arranged your insurance with us.

If you have paid the full annual premium, and there have been no claims or incidents likely to result in a claim in the current period of insurance, you will receive a refund of premium from us equivalent to the unexpired period of cover on a pro rata basis.

Where you have made a claim and wish to cancel your policy you will not be entitled to a refund of premium.

If you are paying the annual premium by monthly instalments, no further premiums will be collected from you once the firm that arranged your insurance with us received notice of cancellation from you, provided there have been no claims or incidents likely to result in a claim in the current period of insurance.

If you are cancelling the policy and there has been a claim or incident likely to result in a claim in the current period of insurance the full annual premium must be paid by you. Cancellations will not be backdated.

Cancellation by us – during and after the cooling off period

We, or the administrator can cancel this policy where there is a valid reason for doing so by giving you 7 days' notice in writing setting out the reason for cancellation. This will be sent to the last address you notified to us.

Valid reasons include but are not limited to the following:

Cancellation by us – non-payment of premium

We, the administrator or the firm that arranged your insurance with us can cancel this policy by giving you 7 days' notice in writing to the last address you notified to us. If we receive payment by the date set out in the letter we will take no further action. There will be no refund of premium if our cancellation is the result of your failure to pay the full premium.

Cancellation by us – where we reasonably suspect fraud

The Consumer Insurance (Disclosure and Representations) Act 2012 and The Insurance Act 2015 requires you to take reasonable care to provide complete and accurate answers to the questions we ask and sets out situations where failure by a policyholder to provide complete and accurate information requested by an insurer allows the insurer to cancel the policy, sometimes back to its start date and to keep any premiums paid. There will be no refund of premium if our cancellation is the result of your dishonesty or where we reasonably suspect fraud by you.

Where our investigation provides evidence of fraud or a serious non-disclosure we may cancel the policy immediately and backdate the cancellation to the date of the fraud or when you provided us with incomplete or inaccurate information, which may result in your policy being cancelled from the date you originally took it out. We may also seek reimbursement of any claims monies paid by us since the fraud was committed.

Cancellation by us – for your non-compliance with policy terms and conditions

We, the administrator or the firm that arranged your insurance with us can cancel this policy by giving you 7 days' notice in writing to the last address you notified to us. There will be no refund of premium if our cancellation is the result of your failure to comply with the policy terms and conditions e.g. you fail to co-operate with us or provide us with information or documentation we, the administrator or claims service provider reasonably require, and this affects our ability to process a claim or defend our interests.

Cancellation by us – other reasons

Where cancellation is effected by us, the administrator or the firm that arranged your insurance with us any refund of premium will be calculated

on a pro rata basis taking into account the original policy period and the number of days remaining to the expiry date of the policy. Provided there have been no claims or incidents likely to result in a claim in the current period of insurance, we will refund the premium relating to any unused portion of cover within the current period of insurance on a pro-rata basis.

When your premiums are paid by the instalment plan

If the Policy is cancelled by us or by you

- (a) Any outstanding balance of your loan and any additional charges levied by the finance provider in accordance with the terms and conditions of your credit agreement will be deducted from any return of premium due to you
- (b) You will become liable for the difference if the return premium is less than the balance due to the loan provider. We will return any premium you have paid for any period of insurance left. However, we will not return any premium if the amount is less than £25.

Certificate of Employers Liability Insurance

In relation to cancellation in any of the circumstances outlined above you shall immediately return to us any effective certificate(s) of employers liability insurance.

Payment of Your Premium

Your administrator will advise you how you can pay your premium and will let you know if there are any fees or charges applicable.

Making a Claim

A full explanation of our claims procedures can be found in your policy wording within the claims conditions section and specific claims contact details will be stated on your policy schedule.

Fair Processing Notice

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

Please see the policy wording for details of how the information held by fraud prevention agencies may be used. For a copy of the policy wording, please contact your administrator.

Customer Complaints

We hope that you are extremely happy with your Shop insurance Policy but we do recognise that on occasions things can go wrong.

If your complaint is about the way your policy was sold to you please contact your administrator who arranged your policy for you. Their address and telephone number are shown on your policy schedule.

Contacting Your Insurer

If you have a complaint about your insurer or a claim please contact your insurer directly. Their contact details can also be found on your policy schedule.

Once your insurer has received your complaint they will;

- ▶ Send an acknowledgment of your complaint within 5 working days of receiving it and notify you of the name of the person managing your complaint
- and
- ▶ Respond in full to your complaint within 8 weeks. If this is not possible for any reason they will write to you to explain why they have not been able to settle the matter quickly. They will also let you know when they will contact you again.

If you are still dissatisfied

If you remain dissatisfied, and your insurer subscribes to the service, you may refer your complaint to the Financial Ombudsman Service (FOS);

- **Telephone** 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile
- **In writing to** Financial Ombudsman Service
Exchange Tower Harbour Exchange Square
London E14 9SR
- **Website** www.fos.org.uk

The Financial Ombudsman Service (FOS) is available to consumers. Their service is also open to businesses employing fewer than 10 persons that have an annual turnover or balance sheet that does not exceed two million Euros, charities with an annual income of less than one million pounds Sterling or the trustee of a trust with a net asset value of less than one million pounds Sterling.

You can refer to the Financial Ombudsman Service if you are dissatisfied with your insurers final response or if they have not issued their final response within eight weeks from the time you first raised the complaint. They offer a free and independent service for resolving disputes about most financial matters and you have six months from the date of the final response letter to contact them. However, they will only consider your complaint once you have tried to resolve it with your insurer.

Following the complaints process does not affect your right to take legal action

Eaton Gate MGU Ltd are dedicated to resolving your complaint so if you have a complaint about Eaton Gate MGU Ltd or wish to discuss a complaint you have with your administrator or insurer, please contact the Eaton Gate MGU Ltd customer services team;

- **Telephone** 0333 234 1741
- **By e-mail** complaints@egmgu.co.uk
- **In writing to** Customer Services Manager, Eaton Gate MGU Ltd. 20 St Dunstan's Hill, London, EC3R 8HL

Use of Language

Unless otherwise agreed the contractual terms and conditions and other information relating to this contract will be in English.

Financial Conduct Authority

Eaton Gate MGU Ltd is authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request. You can check their website at www.fca.org.uk which includes a register of all the firms they regulate or You can phone them on 0800 111 6768.

Financial Services Compensation Scheme (FSCS)

Eaton Gate MGU Ltd is covered by the Financial Services Compensation Scheme (FSCS) This means that you may be entitled to compensation from the scheme if We cannot meet Our obligations. This depends upon the type of business and the circumstances of the claim. Further information about the scheme is available from the FSCS;

- **Telephone** 0800 678 1100 or 020 7741 4100
- **By e-mail** enquiries@fscs.org.uk
- **In writing to** Financial Services Compensation Scheme
10th Floor,
Beaufort House 15
St Botolph Street London
EC3A 7QU
- **Website** www.fscs.org.uk

If you telephone FSCS then please have any relevant correspondence to hand.

About Eaton Gate MGU Ltd

Eaton Gate MGU Limited which is registered in England (No. 9825821) at 2 Eaton Gate, London, SW1W 9BJ. Eaton Gate MGU Limited (FRN 773194) is authorised and regulated by the Financial Conduct Authority (FCA).

Telephone Call Recording

CALLS MAY BE MONITORED AND RECORDED AND MAY BE USED FOR FRAUD PREVENTION AND DETECTION AND FOR QUALITY CONTROL AND TRAINING PURPOSES