

NBS Underwriting Household Contents Insurance

Insurance Product Information Document



Your policy is administered by NBS Underwriting and underwritten by Hiscox Insurance Company Limited (Hiscox)

Hiscox is registered in England and Wales (Company Reg No: 70234) and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Firm Reference Number 113849).

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This document contains some important facts about NBS Household Insurance - Contents. It is only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy wording. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

NBS Household Insurance - Contents provides cover for the cost of repairing or replacing contents as a result of loss or damage while in the home.



What is insured?

- ✓ Loss or damage to your contents caused by events such as fire, storm or flood, escape of water, theft or attempted theft, impact, malicious acts or vandalism and subsidence;
- ✓ Accidental damage to television sets, video and audio equipment and computers;
- ✓ Accidental breakage of fixed glass and glass tops in furniture including ceramic glass and oven doors in free-standing cookers and mirrors;
- ✓ Up to £1,000 in any one period of insurance for increased domestic water charges for any one claim, following a leak;
- ✓ Up to £500 for any one claim for replacing locks and keys to intruder alarms and safes installed in the home and outside doors to the home;
- ✓ Up to £2,000,000 to cover any amount you are legally liable to pay arising as occupier only of the property;
- ✓ Up to a maximum of 20% of the Contents sum insured for rent you have to pay as the occupier if the home cannot be lived in;
- ✓ Up to £1,000 or 3% of the Contents sum insured (whichever is the greater) for theft from an outbuilding;
- ✓ Up to the amount on your schedule for Personal Possessions cover;
- ✓ Up to £200 for pedal cycles unless otherwise stated on your schedule;
- ✓ Up to the amount stated on your schedule for money.
- ✓ Up to the amount stated on your schedule for domestic freezer cover;

We will also pay the costs for the following for an additional premium:

- ✓ Extending accidental damage cover to protect against sudden, unintentional and unforeseen incidents such as spilling wine on a carpet.
- ✓ Valuables and Personal Possessions cover for accidental loss, damage or theft of personal belongings which are worn or carried by you, in your home or anywhere in the world.



What is not insured?

- ✗ Any damage arising from War or Terrorism;
- ✗ Any damage caused by wear and tear or any gradually operating cause;
- ✗ Any loss or damage to drones and liability arising from owning or using any drones;
- ✗ Any loss or damage caused by pets;
- ✗ Cover for increased domestic metered oil charges you have to pay following and escape of oil claim
- ✗ If you have pedal cycle cover - their theft is not covered if left unattended away from the home, unless attached to a permanent structure by a security device;
- ✗ We treat any individual items of a matching set or suite of furniture, sanitaryware or other bathroom fittings as a single item. We will pay you for individual damaged items but not for undamaged companion pieces. If the individual damaged items cannot be repaired or a replacement found We will also pay up to 50% towards the undamaged part of the set or suite of furniture, sanitaryware or bathroom fittings
- ✗ Any loss by theft not reported to the police within 24 hours of discovery for unauthorised credit card use.



Are there any restrictions on cover?

- ! Please refer to your policy schedule for any excesses or endorsements that may apply;
- ! Cover is limited for unoccupied properties. Some insured events are not covered if the property has been unoccupied for more than 30 days in a row
- ! We will also pay up to 50% towards the undamaged part of the set or suite of furniture, sanitaryware or bathroom fittings



Where am I covered (Geographical Limits)?

- United Kingdom (England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands).
- If you have extended your cover to include Valuables and Personal Possessions cover personal items are covered anywhere in the world.



What are my obligations?

- Comply with the terms and conditions of the policy;
- Take all steps to minimise the risk of accidents and reduce the likelihood of loss or damage;
- Tell your broker as soon as possible of any change in your circumstances, for example change in address or use of your home or plan to leave the home unfurnished or unoccupied;
- Notify us as soon as possible of any incident likely to give rise to a claim;
- In some cases, the insurer may apply an endorsement to the policy, setting out, for example, security requirements. It's really important that you follow any terms set out in endorsements, as if you don't, you may not be covered in the event of a claim. If any endorsements apply to you, these will be explained to you (or displayed on-line) before you buy and will also be shown on the policy schedule that you will receive after you buy.



When and how do I pay?

Please speak to your insurance broker detailed on your policy schedule who will be able to confirm this information.



When does the cover start and end?

Your cover will take effect on the date stated in your policy schedule and end on the date stated in your policy schedule



How do I cancel the contract?

You have the right to cancel your Policy from inception within 14 days of the receipt of the documents at the start of the insurance ("the cooling off period") if the cover does not meet your requirements by returning all documents and any certificate to your broker who arranged the Policy.

We shall return any premium paid in full within 30 days of the receipt of the notice of cancellation from your broker if the cover is cancelled either:

- a) before the inception date; or
- b) within the 14-day cooling off period provided that no claim has been made or incident advised that could give rise to a claim (in these circumstances no return of premium will be made).

If you wish to cancel at any other time, please contact your broker who arranged the Policy.