

# Home Emergency Insurance

## Insurance Product Information Document

Insurer: Novus Underwriting Limited

Product: Hometree Your Home

This insurance was arranged by Hometree Services Limited who is also the policy administrator and is underwritten by Novus Underwriting Limited on behalf of Millennium Insurance Company Limited, who are regulated by the Gibraltar Financial Services Commission ("GFSC") under the Financial Services (Insurance Companies) Act to carry on insurance business. Financial Services Register Firm Reference 82939. Its principle office is PO Box 1314, 13 Ragged Staff Wharf, Queensway Quay, Gibraltar, GX11 1AA.

This document is a summary of the key information relating to the Insurance Contract. Full details on the contract, product and terms and conditions can be found in your policy documentation. If you have chosen a boiler service or are a Landlord requiring an LGSR, this doesn't form part of the insurance but details on how the service is provided can be found in your policy terms and conditions.

## What is this type of insurance?

This policy provides cover to meet the needs of a property owner who wants to protect against the costs associated with the breakdown of their boiler and other relevant systems.



### What is insured?

#### Boiler and Flue

- ✓ Natural gas boiler, flue and controls
- ✓ Gas supply pipe
- ✓ 15% discount on the price of a new boiler if it's replaced by Hometree

#### Central Heating

- ✓ Wider central heating system, e.g. Radiators, valves, pipes, pump, hot water storage cylinder

#### Plumbing and Drains

- ✓ Plumbing & water supply pipes
- ✓ Unblocking of drains & waste pipes

#### Home Electrics

- ✓ Mains electrical wiring system, e.g. circuits, fuse box, sockets, light fittings

#### Major Faults Only

We only cover if there is fault that causes a complete loss of service we will charge a £95 callout fee per fault

For this product a complete loss of service means:

- A complete loss of all heating, hot water or both
- A water leak which cannot be stopped and may cause damage to the property
- Loss of all toilet and washing facilities so you have no access to working toilets or sinks
- An electrical failure that means you have no functioning lights or no power at all, that is not due to a tripped fuse box.



### What is not insured?

- ✗ Removal of sludge, scale or repairing damage caused by this
- ✗ Showers and taps
- ✗ Household appliances like fridges and washing machines
- ✗ Bathroom items such as sinks, toilet bowls and other ceramic items



### Are there any restrictions on cover?

#### When can I claim?

- ! There is an exclusion period of 14 days within which you cannot make a claim

#### Properties that aren't covered

- ! Mobile homes or park homes
- ! Dedicated business premises

#### Heating Systems that aren't covered

- ! Dual-purpose boilers
- ! Warm air heating system
- ! Thermal storage units
- ! LPG, oil, electric or solid fuel-powered boilers

#### Minor Faults

- ! We do not cover minor faults. If any of the above systems need a repair that is not classed as a complete loss of service, we can send an engineer to repair them for you but you will be required to pay a higher callout fee of £150

#### General

- ! The policy holder must be the owner of the home
- ! Your systems must be in good working order before taking out the cover



## Where am I covered?

✓ This product provides cover in mainland England, Wales and Scotland



## What are my obligations?

### Disclosing Important Information

You must take reasonable care to provide complete and accurate answers to questions you are asked when you take out, make changes to, make a claim on and renew your policy.

It's your responsibility to keep us informed of any changes to your contact details or change of address. It's also your responsibility to inform us if you change a boiler that's covered by us so that we can check continued eligibility and appropriateness of cover.

### Duty of fair presentation

Under the Insurance Act 2015, you have a duty to make fair representation of the risk to us before the policy starts, when you make any amendments to your cover and when you renew your policy. This means you must:

- Disclose all material facts which you know or ought to know (a "material fact" is information that would influence our decision as to whether to insure you and, if so, on what terms)
- Make the disclosure in a reasonably clear and accessible way and;
- Ensure that every material representation of fact is substantially correct and made in good faith
- When you make a claim you will need to pay any excess associated with your policy.

Full details of what constitutes "fair representation" and the consequences of breaching this duty are given in the Terms of Business.



## When and how do I pay?

You can pay for your policy either annually or by 12 monthly instalments. Payment can only be made by Direct Debit. The Direct Debit will renew automatically and we will continue collecting premiums unless you notify us that you want to cancel the policy.



## When does the cover start and end?

Your cover starts on the policy start date shown on your Welcome Letter and continues for a period of 12 months. We may then offer you cover for further 12 month periods.



## How do I cancel the contract?

If you want to cancel please contact Hometree:

- By phone: 0330 912 4843
- By email: [support@hometree.co.uk](mailto:support@hometree.co.uk)

### Cancellation within 14 days – Cooling off period

If you cancel within 14 days of your start date, you will get a full refund as long as you have not made a claim or had a service.

### Cancellation after 14 days

Our cover plans are annual contracts. This means that if you cancel after 14 days and you have had work done, you will have to pay cancellation charges. See the full policy terms and conditions for more details.