

# Residential Property Owners

## Policy Summary

The Residential Property Owners policy is a flexible policy offering cover on a sum insured basis for loss or damage to buildings and/or contents. It caters to Residential properties located in Great Britain (England, Scotland and Wales), Isle of Man and Channel islands. It is designed to meet the demands and needs of landlords who wish to ensure their properties are protected. You specify the levels of cover you need for your requirements. Optional features are also available, and these can be used to amend the policy cover to meet wider requirements that you may have.

This Policy Summary does not describe all the terms and conditions of your policy, so please take the time to read the policy document to make sure you understand the cover it provides.

Your cover is valid for 12 months and is renewable annually.

### Registration and Regulatory Information

This insurance cover is provided by Covea Insurance plc, Norman Place, Reading, Berkshire RG1 8DA. Registered in England and Wales No. 613259.

## Simply Business

Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Its Firm Reference Number is 202277.

Your policy is administered by Simply Business, which are a trading name of Xbridge Limited. Registered in England and Wales No. 03967717. Registered office: 99 Gresham Street, London, EC2V 7NG.

Xbridge Limited are authorised and regulated by the Financial Conduct Authority. Their Firm Reference Number is 313348.

You can check the Firm Reference Number on the Financial Services Register by visiting the Financial Conduct Authority's website [www.fca.org.uk/register](http://www.fca.org.uk/register).

# Significant features and benefits of the policy

The table below shows the benefits of this policy and the maximum amounts we will pay in the event of a claim:

Description
<b>SECTION A – BUILDINGS</b>
<b>Standard Buildings or Fixtures and Fittings</b> Loss or damage to the buildings or fixtures and fittings caused by: fire, smoke, explosion, lightning, earthquake, riot, malicious damage, theft or attempted theft, storm, flood, escape of water or oil from fixed installations, collision, falling aerials and trees, subsidence, heave and landslip Cover up to the buildings or fixtures and fittings sum insured as shown in the schedule
<b>Cables, Pipes, Tanks</b> Accidental damage for which you are legally responsible
<b>Loss of Rent and Alternative Accommodation</b> Cost of temporary accommodation or loss of rent if your property is uninhabitable due to damage insured by this section Up to 35% of the sum insured
<b>Trace and Access</b> Cost of locating the source of damage and subsequent making good up to £5,000
<b>Emergency Access/Landscape Gardens</b> Cost of making good destruction of or damage to buildings or landscape gardens caused by the emergency services to prevent loss or damage to the property up to £1,000
<b>Replacement of Locks</b> Cost of replacing and fitting the locks and keys of external doors and windows of the property if the keys are stolen from you up to £1,000
<b>Unauthorised use of Electricity, Gas or Water</b> Cost of metered electricity, gas, or water for which you are legally responsible arising from its unauthorised use by persons taking possession or occupying the property without your authority up to £1,000

# Significant features and benefits of the policy

*continued*

## Description

### **Property Owners Liability**

Legal liability as owner but not occupier of the buildings or as owner of the fixtures and fittings

Legal liability under Defective Premises Act

Cover up to the limit as shown in the schedule

### **Accidental Damage (optional cover)**

Accidental damage to the buildings or fixtures and fittings up to the buildings or fixtures and fittings sum insured as shown in the schedule

## **SECTION B – CONTENTS**

### **Standard Contents cover**

Loss of or damage to the contents caused by: fire, smoke, explosion, lightning, earthquake, riot, malicious damage, theft or attempted theft, storm, flood, escape of water or oil from fixed installations, collision, falling aerials and trees, subsidence, heave and landslip

Cover up to the contents sum insured as shown in the schedule

### **Legal Liability**

Legal liability as owner of landlords contents for injury caused to any person or loss of or damage to property

Cover up to the limit as shown in the schedule

### **Accidental Damage (optional cover)**

Accidental damage to the contents up to the contents sum insured as shown on the schedule





# Customer Information

## Claims Helpline 0333 207 0560

If you wish to make a claim please contact:

Simply Business Claims Team  
PO Box 76  
Cardiff  
CF11 1JX

Alternatively notify Simply Business at:

E: [simplybusiness@cl-uk.com](mailto:simplybusiness@cl-uk.com)  
T: 0333 207 0560

Provide Simply Business with full details of your claim as soon as possible after the event and always within 30 days.

Immediately notify the Police following loss or damage by theft, attempted theft, malicious damage, violent disorder, riots or civil commotion and obtain the Crime Reference Number.

Take all steps necessary to reduce further loss, damage or injury.

See pages 35-38 of the policy booklet for full details of how to make a claim and how we settle your claim.

Please have your policy number to hand when phoning.

## When and how to pay

Your insurance broker or intermediary will provide you with information on when and how to pay for your policy.

## How to cancel your policy

If you do not want to accept the policy you have the right to cancel it within 14 days from the date of purchase of your policy or the day you receive your policy documentation, whichever is later.

If cover has not yet started a full refund will be given. If cover has started we will refund the premium for the exact number of days left on the policy, less any additional charge per Simply Business's Terms of Business. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

We will also do this if you want to cancel the policy within 14 days after the renewal date. You may cancel the policy at any other time by contacting Simply Business. If you cancel your policy after 14 days and a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance, we will not refund any part of the premium. If you have a Loan Agreement with us, all outstanding monies must be paid to us as described in Your Loan Agreement.

If no claims have been submitted and there have been no incidents that are likely to give rise to a claim during the current period of insurance, we will refund the premium for the exact number of days left on the policy, less any additional charge per Simply Business's Terms of Business.

# Customer Information

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## Complaints Procedure

### Our Service

We and Simply Business will always endeavour to provide the highest level of customer service to you.

### Simply Business's Procedure

If you feel that they have failed to maintain the highest level of customer service to you then this document outlines the procedure they will use to promptly and fairly deal with any issue you raise.

Please note that Simply Business record and monitor all complaints centrally to ensure the matter is dealt with properly and that action is taken to avoid a similar problem arising in the future.

### What to do next

You may register your complaint by e-mail, in writing, by telephone or in person but whichever method of communication you choose Simply Business will give each the same level of importance.

**E:** [customerservices@simplybusiness.co.uk](mailto:customerservices@simplybusiness.co.uk)

**W:** [www.simplybusiness.co.uk/complaints](http://www.simplybusiness.co.uk/complaints)

### Customer Services

Simply Business  
Sol House  
29 St Katherine's Street  
Northampton  
NN1 2QZ  
**T: 0333 014 6683**

### What Simply Business need to know

Simply Business need you to help them by summarising the problem, policy(ies) affected and the resolution you expect. Please ensure whenever possible that you quote any customer reference number.

### What Simply Business will do

Simply Business's complaint investigation will follow the rules and guidelines of the Financial Conduct Authority. The minimum standard you should expect from Simply Business is as follows:

Replace with the following:

If Simply Business resolve your complaint by the close of 3 business days, you will receive a summary resolution communication in writing. This response will include:

- the fact that a complaint was made and is now considered resolved either by accepting the complaint and offering redress or rejecting the complaint with a full explanation of reasons; and
- information about the Financial Ombudsman Service, including the website address and possible right of referral.

Should Simply Business be unable to resolve your complaint at the 3 business day stage, Simply Business will escalate this to a formal complaint stage. Simply Business will notify you with an acknowledgement letter, outlining timescales and who will be handling your complaint.

# Customer Information

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Simply Business will send you a final response letter within 8 weeks of receipt of the complaint. This will either:

- accept the complaint and offer redress or remedial action where appropriate; or
- offer redress or remedial action without acceptance of the complaint; or
- reject the complaint and give reasons; and
- enclose information about the Financial Ombudsman Service including a copy of the Financial Ombudsman Service’s standard explanatory leaflet, website address and possible right of referral.

## **Complaints concerning insurers**

If your complaint concerns an insurer, Simply Business will make sure the full details of your complaint are passed to them, in order to respond within 3 business days.

## **Covéa Insurance’s Procedure**

If the complaint concerns us Simply Business will make sure your complaint is passed to us in order to respond to you quickly. However, if you wish to contact us directly please use the following details:

Customer Relations  
Covéa Insurance  
Norman Place  
Reading RG1 8DA  
Telephone: 0330 221 0444  
Email:  
customer.relations-rdg@coveainsurance.co.uk

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet “Complaints Procedure” which is available on request or may be downloaded from our website at [www.coveainsurance.co.uk/complaints](http://www.coveainsurance.co.uk/complaints)

## **If you remain dissatisfied**

You may be an eligible complainant within the rules of the Financial Ombudsman Service. Their jurisdiction covers these matters other than for organisations whose turnover or net assets are greater than €2 million and have fewer than 10 employees.

This means should you remain dissatisfied with Simply Business’s summary resolution communication or the final response letter, or more than 8 weeks have passed since the receipt of your complaint, you may refer your complaint to the Financial Ombudsman Service.

E-mail:  
[complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)  
Or visit: [www.financialombudsman.org.uk/consumer/complaints.htm](http://www.financialombudsman.org.uk/consumer/complaints.htm)

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Tel: 0800 023 4567 or 0300 123 9123



# Customer Information

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## **Financial Services Compensation Scheme (FSCS)**

We and Simply Business are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to receive compensation from the scheme if either we or Simply Business cannot meet our obligations.

Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.  
Telephone: 020 7741 4100  
Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)  
Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## **Covéa Insurance**

Norman Place

Reading

RG1 8DA

Telephone: 0330 221 0444

Fax: 0118 955 2211

[www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

Covea Insurance plc

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