

# Home Emergency Cover

## Insurance Product Information Document

**Company:**  
**Aviva Insurance Limited**

**Product:**  
**Heating and Plumbing**

Registered in Scotland No. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 202153.

This document does not contain the full terms of your cover; please see your schedule and Terms & Conditions for a full description.

### What is this type of insurance?

This product provides assistance in the event of certain boiler, heating system, plumbing and drainage problems at the property. Cover is arranged and administered by HomeServe on our behalf. You may need to review the cover periodically to ensure it remains adequate for your needs.



### What is insured?

#### Boiler

- ✓ No heating or hot water due to a boiler breakdown
- ✓ Repairing the boiler controls and components

#### Heating System

- ✓ Repairing a leak within your central heating system
- ✓ A leaking gas supply pipe

#### Plumbing and Drainage

- ✓ Leaking pipes within your home
- ✓ Blocked drains
- ✓ Blockages to sinks and toilets
- ✓ Leaks or blockages to your water supply pipe
- ✓ Dripping or seized taps

#### Boiler Service

##### Beyond Economical Repair (BER)

In the first year of purchasing Boiler cover, or if you move address, after 6 months of cover:

- ✓ If the boiler is BER and the boiler is under 7 years of age, we will replace it.
- ✓ If the boiler is over 7 years of age we will replace it, but you will be required to pay for the installation costs (including parts, labour and VAT)



### What is not insured?

#### Main exclusions

- ✗ The gas pipe leading into your meter
- ✗ Guttering
- ✗ Soakaways
- ✗ Shared drains or drains or pipes you're not responsible for
- ✗ Mixer and digital showers
- ✗ Boiler installation costs (parts, labour and VAT) where the existing boiler is aged 7 years or over



### Are there any restrictions on cover?

#### When can I claim?

- ! With the exception of Boiler claims, there is an exclusion period of 28 days when you will not be covered. For more information, refer to your schedule section in your documents

#### Boiler Health Check

- ! For the Boiler element, in order for us to complete a claim your boiler needs to have passed its Boiler Health Check. This applies in your first year only or if you move address.

#### Properties that aren't covered

- ! Houses or Bungalows
- ! Mobile homes or Park homes
- ! Dedicated business premises
- ! Let and sub-let properties
- ! Council and housing association

#### Types of heating that aren't covered

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

#### Claims Limit

- ! There is no limit to the number of claims
- ! For the Boiler, there is no limit to the amount we will pay per claim providing the boiler is not beyond economical repair (BER)
- ! For all other claims, the limit is up to £4,000 per claim

**For more information see your Terms & Conditions**

Continued overleaf...



## Where am I covered?

✓ The insured property in the United Kingdom (excluding Isle of Man and Channel Islands).



## What are my obligations?

### How do I make a claim?

Call 0330 0247 999. Lines are open 24/7, 365 days a year.

### Excess Amount Payable

£60 per claim, a separate excess payment is required for each claim you make.

### Boiler Health Check and Boiler Service

You are required to have a Boiler Health Check completed in your first year of cover only or if you move address. We will make reasonable efforts to arrange the Boiler Health Check. If the Boiler Health Check is not booked or completed within 90 days of the start date of your policy/moving address, we may amend the level of cover to remove the boiler element. The Boiler Service is not regulated by the Financial Conduct Authority. The cost of the Boiler Service is the same whether it is included in this policy or held as a standalone plan which we also sell. We will make reasonable efforts to arrange the Boiler Service. You will not be eligible for a refund of the Boiler Service if we are unable to contact you. However, you can contact us to arrange the Boiler Service within the remaining period of cover.

### If you suffer a gas leak, you should first call the National Gas Emergency Service immediately on 0800 111 999.

You are responsible for informing HomeServe of a change in your circumstances such as, a change of address, change to payment details, cover no longer being needed, etc.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to, and renew your policy.

You must pay your premiums on time.



## When and how do I Pay?

You can pay monthly or quarterly over a 12 month period.

Payments for your premium are paid by Direct Debit.



## When does the cover start and end?

This cover will run for 12 months from the date your application is processed.

We will write to you before your policy ends to notify you about the renewal of your policy, including whether you have chosen to automatically renew your policy or not.

You can change if your policy automatically renews or not at any time during the policy term by calling the Customer Services number, writing to the Freepost address, through your online account or by visiting [www.homeserve.com/autorenewal](http://www.homeserve.com/autorenewal)



## How do I cancel the contract?

If this cover no longer meets your needs and you'd like to cancel, give us a call on 0330 0247 999. There is a cancellation period which begins from the start of your policy and is shown on your Policy Schedule ("the Cancellation Period") If you cancel in the Cancellation Period and have not made a claim you will receive a full refund. If you have made a claim, you will receive a refund less an amount for the number of days which you have been on cover. If you cancel after the Cancellation Period and have not made a claim you will receive a refund less an amount for the number of days you have been on cover. If you have made a claim you will be required to pay any remaining payments due for the term of the policy.