

FAQ's

Who is eligible for this offer?

You must be a permanent employee of a HomeServe affiliated company and meet the product eligibility criteria.

Does the price increase upon renewal?

No. The policy will remain £1 per month as long as the policy is active.

Does the price increase if I make a claim?

No, there is no claim based pricing.

How are the premiums paid?

They can be paid monthly, quarterly or annually by direct debit. There will be no deductions to your monthly pay.

Are there any tax implications?

No.

Do I get a discount on any other products?

No, this offer is only available on the Plumbing & Drainage Cover.

How can I set this policy up?

This offer is available via your unique web address only. (Please see promotional material)

When will my policy start?

There is a 14 day wait period on this new policy. You will be able to claim on this policy after the 14 days.

Is there a deadline/end date for when I can apply?

No. As long as the promotion is live and you meet the eligibility for the offer, you can apply anytime.

What information is required to set this policy up?

Name, address and payment details.

Can I give this policy to a family member?

No, the employee must be the homeowner to be eligible for this offer.

What if I already have a policy through HomeServe?

*You are unable to take advantage of this offer whilst you have Plumbing & Drainage Cover through HomeServe. If you would like to discuss this further, please call 0800 247 999. **Please note: There is a 14 day period at the start of the new policy in which you are unable to claim.***

What happens if I no longer work for a HomeServe affiliated partner?

You should call and notify HomeServe, the policy will then be cancelled. HomeServe will also be monitoring active policies through a validation process.

What if my employer ceases working with HomeServe?

The policy will be cancelled. You will receive written confirmation of this prior to the cancellation of your policy.