

HomeServe Cover8

Summary:

This policy meets the needs of homeowners requiring assistance in the event of certain problems with the water supply pipe, plumbing, drainage, electrical wiring, security, roofing, pests, internal gas supply pipe, and gas central heating at their property. You may need to review the cover periodically to ensure it remains adequate for your needs.

The policy is underwritten by Inter Partner Assistance SA which is fully owned by the AXA Assistance Group and will run for 12 months, as shown in your Policy Schedule.

Type of Cover:

The cover you have chosen is HomeServe Cover8. This Policy Summary does not contain the full terms of your policy, for a full description of the cover provided, please see the policy Terms and Conditions.

Significant Features and Benefits:

The main benefits and exclusions under the policy are set out below.

Significant features and benefits	Relevant section in Terms and Conditions	Significant or unusual exclusions or limitations	Relevant section in Terms and Conditions
Water Supply Pipe ✓ Repair or replacement of a leaking or blocked water supply pipe	What is covered?	× Household appliances	What isn't covered?
Plumbing and Drainage ✓ Repairs of leaks and blockages within your plumbing and drainage system on your property ✓ Repairs to dripping or seized taps and escapes of water from toilets or tank overflows ✓ Clearing blocked drains	What is covered?	× Showers	What isn't covered?
		× Any pest outside other than a wasp/hornet nest	What isn't covered?
		× Guttering	What isn't covered?
Electricity Emergency & Breakdown ✓ A breakdown in the permanent domestic electrical wiring, including switches, sockets and the fusebox	What is covered?	× Soakaways	What isn't covered?
Security, Roofing & Pest ✓ Rats and mice infestation inside the home and wasps/hornets within the home or garden ✓ Protecting your home following damage to your roof. Boarding up broken windows or external doors ✓ Replacing lost keys and repairing broken locks for doors which secure your home	What is covered?	× Unvented hot water cylinders	What isn't covered?
		× Chimney repairs	What isn't covered?
Internal Gas Supply Pipe ✓ A leaking internal gas supply pipe from your gas meter up to any appliance	What is covered?		
Gas Central Heating Breakdown ✓ Repairing a leak within or a breakdown of a natural gas fired central heating boiler and its associated pipes	What is covered?		

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

Claims limit

There is no limit to the number of claims, and up to £4,000 per claim, except for Gas Central Heating, where the claim value limit is up to the point the boiler is beyond economical repair (BER). If the boiler is BER and the boiler is under 7 years of age, we will replace it, but if it is over 7 years of age then a £200 payment will be made towards its replacement. The claims limit includes the cost of labour, materials and VAT as applicable.

Exclusion period

To prevent claims on existing problems and to keep premiums low, there is an initial exclusion period of 14 days when you will not be covered, giving you 11 and a half months' cover in your first year. For existing policy holders, if you decide to renew your policy before the date of expiry, there will be no exclusion period at renewal.

Annual Boiler Service

Your policy includes provision for an annual gas boiler service. This is not an element of insurance and therefore is not part of the contract of insurance, underwritten by the underwriter and is not regulated by the FCA. This also means that if you have any complaint relating to this service, you will not have the right to refer the complaint to the Financial Ombudsman Service. We will contact you to arrange for an engineer to service the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. Boiler services are normally undertaken Monday to Friday, 9am to 5pm, between April and September

Who is eligible for the policy?

This policy is for homeowners only. Retail, commercial and other premises used for business are not eligible for this cover, and council and housing association tenants will not need this service. The property must be your permanent home and owned and solely occupied by you and your family as a private residence with no business use. Flats, maisonettes, mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered.

When will I be covered?

For new policy holders, your policy starts the day your application is processed; you would then be able to make a claim following the exclusion period.

Making a claim

If an incident occurs at your property, which is covered by your policy, please call 0800 247 999 and we will arrange for the incident to be dealt with in accordance with the terms and conditions of your policy. Lines are open 24/7, 365 days a year.

Cancellation rights

If you find that this cover does not meet your needs, please contact us on 0800 247 999 within 28 days of the policy start date which is inclusive of your 14 day statutory cancellation period and we will cancel this policy. You will receive a refund of your premium as long as you have not made any claims. If you cancel after this 28 day period please refer to your Policy Documents for the Terms and Conditions that apply.

HomeServe may cancel this policy by giving you at least 7 days' notice in writing to the last address provided to us if you are seriously in breach of the terms of your policy. Examples of a serious breach include: if you submit a fraudulent claim or if you use threatening or abusive behaviour towards our engineers or staff. If we cancel the policy, we will refund the premium paid for the rest of the current period of cover, unless a claim has been made. We can refuse to renew any individual policy. For the full description of the cancellation rights, please see the policy Terms and Conditions.

What happens at the end of the policy period?

Your premium may increase at renewal. In addition, if you make any claim on your policy this may affect your future premiums. You will receive your new policy documentation in advance of renewal to give you time to consider whether the cover is still right for you. If you pay by Direct Debit or credit/debit card, excluding Maestro payments, your cover will automatically renew on the terms in your new policy documents unless you tell HomeServe you do not wish to renew. If you choose any other method of payment you will be sent an invitation to renew prior to your renewal date which will explain how you can renew.

Complaints procedure

If you have a complaint, please phone 0800 247 999 or write to HomeServe at Freepost RLYC-LXAL-GEEH, Customer Relations Department, HomeServe, Cable Drive, Walsall, WS2 7BN in the first instance. Every effort will be made to resolve your complaint to your satisfaction. If your complaint relates to the insurance cover provided under this policy and it is not resolved to your satisfaction, then you may have the right to refer the matter to the Financial Ombudsman Service. If your complaint relates to any non-insured service provided under this policy, you will not have the right to refer the complaint to the Financial Ombudsman Service.

Financial Services Compensation Scheme

Both the underwriter of this policy and HomeServe are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers if we or the underwriter are unable to meet our liabilities. You may be entitled to compensation in these circumstances depending on the details of any claim. If entitled to compensation you would be covered for 90% of the claim, without any upper limit. Further information about the scheme arrangement is available from FSCS.

Details about our Regulator

This policy is underwritten by Inter Partner Assistance SA (IPA) which is fully owned by the AXA Assistance Group. Inter Partner Assistance SA is a Belgian firm authorised by the National Bank of Belgium and subject to limited regulation by the Financial Conduct Authority. Details about the extent of its regulation by the Financial Conduct Authority are available from HomeServe on request. Inter Partner Assistance SA's Financial Services Register Number is 202664. IPA's registered UK address is The Quadrangle, 106 - 118 Station Road, Redhill, Surrey, RH1 1PR (registered company number FC008998).

This policy is sold, arranged and administered by HomeServe, which is a trading name of HomeServe Membership Limited, Cable Drive, Walsall, WS2 7BN (registered in England company no. 2770612) which is authorised and regulated by the Financial Conduct Authority (FCA) for insurance mediation activity under Financial Services Register number 312518. The regulatory status of IPA and HomeServe can be checked by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768 (call rates may vary).