

keyfacts

Policy Summary

Home Policy

Updated September 2009

Your China Taiping Insurance 'Home' policy is on a 'New for Old' basis and may provide cover in respect of the insured premises under the following sections

- ◆ **Buildings** includes the private residence shown in the schedule garages outbuildings gates hedges fences landlords fixtures and fittings paths drives boundary garden wall patios and swimming pools

This Section also includes :

Removal of Debris
Accidental breakage of glass and sanitary ware
Accidental damage to underground services
Architects and Surveyors fees
Cost of alternative accommodation and loss of rent
Legal liability as home owner up to £2,000,000

- ◆ **Contents** includes Household goods such as furniture (including non-permanent fixtures and fittings, e.g. carpets and curtains) Personal belongings in the home and garage such as clothes sports equipment and bicycles Valuables including watches and cameras Money in the home includes cheques stamps and tokens

This Section also includes :

Accidental damage to audio visual equipment including home computers
Contents temporarily removed to the garden
Cost of alternative accommodation and loss of rent
Legal liability up to £2,000,000
Breakage of mirrors and glass
Cover for Contents temporarily removed from the Insured premises
Liability to domestic employees

You may also at an additional charge add the following optional covers to suit your needs

- ◆ **Accidental Loss or Damage to Contents or Building or both**
- ◆ **All Risks** cover (Contents only) Loss or damage to valuables money personal effects whilst anywhere in Europe and for up to 60 days anywhere worldwide)
- ◆ Protection against the unauthorized use of credit card up to £500 and money up to £500
- ◆ **Frozen Food** (Contents Only) This optional section is available to cover loss or damage to food in the cold chamber of refrigerator or deep freeze caused by rise or fall in temperature – due to accidental power failure.

Cover applicable

The standard insured perils for both Buildings and Contents include loss or damage caused by

- Fire explosion lightning earthquake
- Smoke
- Storm or flood
- Riot civil commotion malicious persons
- Subsidence ground heave or landslip
- Escape of water from or frost damage to a fixed water drainage heating installation or washing machine
- Theft or Attempted Theft
- Collision by aircraft or aerial devices vehicles or anything dropped from them or animals
- Breakage or collapse of radio or television aerials
- Escape of oil from a fixed oil-fired heating installation
- Falling trees or branches

This insurance is an annual contract that may be renewed each year subject to your needs and our terms and conditions Full details of all covers are set out in the policy booklet that is available on request

This booklet also contains the full wording of 'What is covered' and 'What is Not covered' terms exceptions conditions and endorsements that apply to the insurance you place with us but below we explain the importance of some of these and what they mean

Adequate Sum Insured

You must at all times keep the sums insured at a level which represents the full value of property insured both for Contents and Building

Excess

The amount that you will be responsible for of any claim and will be indicated in the policy booklet or in endorsements

Inflation Protection Index Linked

To help protect you against the effects of inflation, the Sum insured of both Buildings and Contents will be increased automatically at each renewal in accordance with published indices

Terrorism Cover

Terrorism cover is not excluded and shall mean an act of any person acting on behalf of or in connection with any organization with activities directly towards the overthrowing or influence of any government de jure or de facto by force or violence

Endorsements

Whether these are pre-printed (at the rear of the policy booklet) or typewritten as an attachment to the policy schedule they will override the policy booklet and may increase reduce or limit the cover provided
Reference to applicable endorsements will be found at the bottom of the policy schedule indicated by reference and we would request you to pay particular attention by reading the wording of them and understanding how they might affect your insurance cover

For extra security of the property the following warranties may apply

Alarm Warranty and Protection

Protection Warranty

This section of the policy summary provides important customer service information***Your right to cancel***

If this cover does not meet your requirements, please return all your documents within 14 days of receipt. We will return any premium paid in full provided no claims have been made on the policy during that time. If after this time you wish to cancel the policy, you may do so at anytime subject to a charge being made for the period of cover. The Company may cancel by giving 7 days notice to your last known address.

How to make a claim

Should you wish to make a claim under your policy please contact your insurance adviser in the first instance or contact China Taiping Insurance Claims Department as soon as possible. You must give us any information or help we ask for. You must not settle, reject, negotiate or agree to pay any claim without our written permission. Full details of how to make a claim are included in your policy document.

How to complain

Your first point of contact should always be your Insurance Adviser or alternatively the Company which issued the policy. If following contact with the above, you feel that you require further assistance, please write to our Managing Director at:

China Taiping Insurance (UK) Co Ltd

The Communications Building

48 Leicester Square

London WC2H 7LT

If we cannot resolve the differences between us, you may refer your complaint to

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR

Telephone 0845 080 1800.

Compensation

China Taiping Insurance (UK) Co Ltd is a member of the Financial Services Compensation Scheme (FSCS). This scheme provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claim under its policies. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met. For compulsory classes of insurance, 100% of the claim will be met without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.