

Policy Summary

This is a summary of County Thatch & County Home cover and therefore does not include all policy benefits, limits and exclusions.

Full terms and conditions can be found in your policy booklet, (available from your insurance advisor) and at www.county-insurance.co.uk.

Operative sections and any endorsements applying to your own policy are in your policy schedule.

County Thatch & County Home

County Thatch & County Home policies are annual insurance contracts. Sections 1; 2; 3; are underwritten by either Royal & Sun Alliance PLC (RSA) St. Mark's Court, Chart Way, Horsham, RH12 1X, Ageas Insurance Limited Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire, SO53 3YA Registered Number 354568, or, Sections 4a: 4b: and 5 are underwritten by DAS Legal Expenses Insurance Company, Das House, Quay Side, Temple Back, Bristol BS1 6NH. Section 6 is underwritten by: Royal & Sun Alliance Insurance plc (No. 93792) registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL; AIG Europe Limited registered in England: company number 1486260. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB; Aviva Insurance Limited registered in Scotland No 2116. Registered Office: Pitheavlis, Perth, Scotland PH2 0NH; Covéa Insurance plc registered in England and Wales No.613259. Registered office, Norman Place, Reading, RG1 8DA

All companies are members of the association of British Insurers and authorised by Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA).

County Thatch & County Home's Buildings and Contents policy is on a sum insured basis. The maximum claim limit for buildings and contents is shown in your policy schedule.

The maximum claim limit for Buildings must be high enough to cover the cost of rebuilding the structure of the property including Architects fees and clearing the site. The maximum claim limit for Contents must be high enough to replace all the contents in the property as new.

Buildings and Contents are included in the different sections or extensions of cover available. Both allow you to choose whether you include cover for accidental damage if the property is your main residence. Other sections or extensions are also available if the property is your main residence, including:

- unspecified personal belongings
- specified personal belongings
- pedal cycles
- homeworkers

The sections and extensions of cover you have chosen and the maximum claims limit are shown in your policy schedule.

Main Benefits

If you have chosen Buildings cover, we will cover the structure of the property including outbuildings, patios, terraces, tennis courts, swimming pools, walls, fences, gates, drives, footpaths, landlords fixtures and fittings, service tanks, drains, septic tanks, pipes, cables, central heating oil and solar-panel units against specific perils (fire or malicious damage, for example). Please see the summary on the next two pages and the details in your policy document.

If you have chosen Contents cover, we will cover the household goods and personal belongings that you and your family own or are legally responsible for against loss or damage from specific perils (fire or malicious damage, for example). Please see the summary on the next two pages and the details in your policy document.

Main benefits

| Causes Covered | Contents | Buildings | Standard policy limits | Section of policy |
|---|----------|-----------|---|---|
| Buildings | N/A | √ | The maximum sum insured is shown on your policy schedule | Section 1 - Buildings |
| Trace & accessing leaks due to escape of water | N/A | √ | £5,000 any one incident | Section 1 - Buildings |
| Professional fees and costs | N/A | √ | The maximum sum insured is shown on your policy schedule | Section 1 - Buildings |
| Accidental damage to fixed glass, ceramic hobs, sanitary fixtures and fittings and solar panels | N/A | √ | Excludes damage caused by paying guests, tenants or if the property is unoccupied for more than 60 days in a row | Section 1 - Buildings |
| Accidental damage to underground pipes, cables and drains | N/A | √ | Excludes damage caused by paying guests, tenants | Section 1 - Buildings |
| Property Owners Liability | √ | √ | £5,000,000 | Section 1 - Buildings Section 2 - Contents |
| Holiday home, Holiday Let, Second, weekend or Let Property | √ | √ | The maximum sum insured is shown on your policy schedule | Section 1 - Buildings Section 2 - Contents |
| Unoccupied property | N/A | √ | The maximum sum insured is shown on your policy schedule | Section 1 - Buildings |
| Excess | √ | √ | <p>Standard policy excess:</p> <p>Main residential £100:</p> <p>All others property £250:</p> <p>Water damage £500: (damage resulting from escape of water from any fixed water or heating installation or any domestic appliance).</p> <p>Subsidence, heave and landslip</p> <p>£1,000 minimum (depending on post code):</p> <p>Section 6 £500 (except Employers liability):</p> | Policy Schedule. |

| Causes Covered | Contents | Buildings | Standard policy limits | Section of policy |
|--|----------|-----------|--|---|
| Contents | √ | N/A | The maximum sum insured is shown on your policy schedule | Section 2 - Contents |
| Contents in the garden | √ | N/A | £5,000 but not if property is unoccupied for more than 60 days in a row | Section 2 - Contents |
| Freezer contents | √ | N/A | £1,000 | Section 2 - Contents |
| Fatal Injury benefit | √ | N/A | £5,000 | Section 2 - Contents |
| Legal liability arising from accidents to Domestic Employees | N/A | √ | £10,000,000 | Section 2 - Contents |
| Accidental damage cover to audio and audio visual equipment and computer equipment | √ | N/A | Excludes damage caused by paying guests, tenants or if the property is unoccupied for more than 60 days in a row | Section 2 - Contents |
| Replacement locks if your keys are lost or stolen | √ | √ | £1,000 | Section 1 - Buildings Section 2 - Contents |
| Alternative accommodation if your property is uninhabitable as the result of loss or damage covered by this policy | √ | √ | Up to 20% of sum insured shown in your policy schedule | Section 1 - Buildings Section 2 - Contents |
| Temporary removal of contents including contents in student accommodation | √ | N/A | Up to 10% of sum insured shown in your policy schedule | Section 2 - Contents |
| Family legal protection | √ | √ | £50,000: Not included with unoccupied property | Section 4a - Family legal protection |
| Home assist | √ | √ | Up to £500: Included with main residence only | Section 5 - Home assist |
| Additional covers available | | | | |
| Accidental damage cover | √ | √ | Available for main residence only at an additional cost | Section 1 - Buildings Section 2 - Contents |
| Unspecified personal possessions | √ | N/A | Available for main residence only at an additional cost | Section 3 - Personal possessions |
| Specified personal possessions | √ | N/A | Available for main residence only at an additional cost | Section 3 - Personal possessions |
| Pedal cycles | √ | N/A | Available for main residence only at an additional cost | Section 3 - Personal possessions |
| Homeworkers | √ | N/A | Public Liability £5,000,000; Employers Liability £10,000,000; Equipment and stock £10,000: | Section 6 - Homeworkers |
| Property let legal protection | √ | √ | Repossession: (as defined by Housing Act 1988 or the Housing (Scotland) Act 1988) Property Damage: (minimum dispute £1,000) Eviction of squatters: Rent Recovery: (minimum one calendar month) Legal Defence: Not included with unoccupied property | Section 4b - Property let legal protection |

Main Exclusions and Limitations

Buildings section

The main exclusions and limitations applicable to the Buildings section of your policy are as follows:

- loss or damage after buildings have been unoccupied for more than 60 consecutive days.
- malicious damage, theft or attempted theft by you, your family or any person lawfully in your home.
- loss or damage to fences or gates by storm or flood or by falling trees or branches unless the main structure of the property is damaged at the same time and by the same cause.
- damage caused by theft or attempted theft is excluded when the building has been unoccupied for more than 60 consecutive days.
- vandalism or malicious damage is excluded when the building has been unoccupied for more than 60 consecutive days.
- water or oil escaping from any fixed or heating installation or from any domestic appliance is excluded if the property is a holiday home, holiday let, or second home unless the heating system is kept at a minimum of 7° centigrade or the water system is drained completely between 1st October and 30th April.
- the property must be inspected at least every 14 days if a holiday let; a holiday home; a second or weekend home; or is unoccupied.

Contents section

The main exclusions and limitations applicable to the Contents section of your policy are as follows:

- loss or damage after buildings have been unoccupied for more than 60 consecutive days.
- malicious damage, by you, your family or any person lawfully in your property.
- theft of personal belongings from any unattended motor vehicle, unless the item is in a locked boot, concealed luggage compartment; or glove compartment and someone has used force to get into the vehicle.
- sports equipment when in use.
- maximum payment for theft or attempted theft from your garage or outbuilding is £15,000.
- Damage caused by insects, vermin, birds, or pets.
- a deduction is made for wear and tear for clothing, household linen and pedal cycles.
- no payment is made for the cost of replacing any undamaged items forming part of a set, pair, suite or other article of a uniform nature, design or colour.

Standard perils, insured against

You are insured against

- fire explosion lightning earthquake or smoke.
- theft or attempted theft.
- riot, civil commotion or strikes.
- storm or flood.
- subsidence heave or landslip.
- vandalism or malicious damage.
- collision involving aircraft vehicles or animals.
- falling trees or branches, falling aerals.
- water or oil escaping from any fixed water or heating installation or any domestic appliance

Cancellation

We hope you will be happy with your insurance policy. If having examined it, you decide not to proceed, you have 14 days from the date you received your policy document to cancel. You can do this by contacting the intermediary who sold you the policy.

How to make a claim

Please call 01865 844982 in the first instance. Alternatively you can download a claim form from our website www.county-insurance.co.uk and send it to the address below.

Complaints procedure:

Please write initially to:
Malcolm Sydenham, County Insurance Services Limited,
County House, Glyme Court, Langford Lane, Kidlington OX5 1LQ. Telephone: 01865 290910.

If you are unable to resolve the situation and wish to make a complaint you can do so at any time by referring matters to the following:

For sections 1: 2: & 3, if your schedule shows:

Ageas Insurance Company Limited then contact:
Nigel Coppen
Vantage Insurance Services Limited ("VISL")
2nd Floor Juniper House
Warley Hill Business Park The Drive
Great Warley Brentford CM13 3BE
Or telephone 01277 202700
VISL is authorised by Groupama Insurance Company Limited to administer insurance on their behalf

For sections 1: 2: & 3, if your schedule shows:

Royal & Sun Alliance then contact:
Customer Relations Team
P.O. Box 2075
Livingston EH54 0EP
Tel: 0800 107 6161

For Section 4a: 4b: & 5: Then contact:

Customer Relations Department
DAS Legal Expenses Insurance Company Limited
DAS House Quay Side Temple Back
Bristol BS1 6NH
Telephone: 0844 893 9013

For Section 6: Then contact:

OIM Underwriting Ltd
133 Houndsditch
London EC3A 7AH
Telephone: 0207 204 6000

If you remain dissatisfied, you may refer the matter to:
Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London; E14 9SR.

Please be aware that the ombudsman will only consider your complaint if you have already given the Company the opportunity to resolve it

All of these firms mentioned are covered by the Financial Services Compensation Scheme.

County Insurance Services Limited
Registered in England and Wales
number 08411634 at County House,
Glyme Court, Langford lane,
Kidlington, OX5 1LQ.
Authorised and regulated by
Financial Conduct Authority (FCA)
FRN: 597267.

