

Home Buildings Insurance

Insurance Product Information Document

Company: Broker Direct Plc

Product: BD Home Choice



This document provides a summary of the key information covered by this policy. It does not contain the full terms of the policy which can be found in the full policy documentation.

What is this type of Insurance?

This is a Household Buildings Insurance policy for Private Residences covering loss or damage to the main structure of your home up to the stated limit in your policy schedule.



What is insured?

- ✓ Buildings sums insured up to £300,000.
- ✓ **Loss** or **Damage** caused by, fire, smoke, explosion, lightning, earthquake, storm, flood, theft or attempted theft, escape of water or oil from washing machines, dishwashers fixed water or fixed heating systems, freezing of water in fixed water or fixed heating systems, malicious persons, riot or civil commotion, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes.
- ✓ **Accidental Breakage** of drains and pipes and **Accidental Damage** to cables and underground tanks.
- ✓ **Impact** involving vehicles, aircrafts or anything dropped from them.
- ✓ **Accidental Breakage** of glass, ceramic hobs and fixed sanitary ware fixed to and forming part of your home.
- ✓ **Alternative Accommodation** up to 20% of the buildings sum insured.
- ✓ **Property Owners Liability** up to £2,000,000
- ✓ **Trace & Access** up to £500 per claim, £1,000 in any single period of insurance.

Extended cover is available for **Accidental Damage**. Please speak to your Broker if you are interested in buying extended cover.



What is not insured?

- ✗ Any claim resulting from deliberate or criminal acts by you or your family.
- ✗ Legal Liability arising from any Trade or Profession.
- ✗ Loss or damage while your home is unoccupied. (not lived in for more than 30 days).
- ✗ Loss or damage caused by domestic Pets.
- ✗ Storm or Flood damage caused by rising groundwater levels.
- ✗ Damage caused by Frost
- ✗ Damage to fences, hedges or gates caused by Storm or Flood.



Are there any restrictions on cover?

There is no cover for:

- ! Any reduction in Value.
- ! Any claim resulting from delay, confiscation or detention by officials, sonic bangs, radioactive contamination, war risks, the failure of computer or electronically controlled equipment to recognise any date as the true calendar date, pollution or contamination which was deliberate or expected, gradual causes including wear and tear, vermin or insects.
- ! Any claim arising from an act of terrorism.



Where am I covered?

- ✓ The property at the address on the Policy Schedule within the British Isles.



What are my obligations?

You are required to meet the conditions shown in your policy documentation such as having appropriate locks, alarms and any other security measures required under the policy documentation.

You are also required to:

- Provide honest, accurate and complete information to us or your insurance broker as required.
- Inform us of any changes in circumstances such as changes to your address, if someone lives in the home other than you, if the home becomes unoccupied, if your home is being used for business or is not in a good state of repair or if you plan to carry out any building works at your home.
- Pay your insurance premium.
- Inform us as soon as possible if you have had a loss, theft or accident.
- Pay any excess(es) documented in your policy documentation in the event of a claim.



When and how should I pay?

You should make payment to your Broker, this may be by making a one off payment or your Broker may be able to arrange credit facilities if required.



When does the cover start and end?

Your policy covers you for 12 months from the date you request your policy to be started. The dates will be shown within your Policy Schedule.



How do you cancel the contract?

You may cancel this policy at any time by telling your Broker. Within the first 14 days – you will be entitled to a pro-rata refund subject to no claims being made in the current period of insurance. After the first 14 days – you will be entitled to a pro-rata refund subject to no claims being made in the current period.

Broker Direct Plc is registered in England. No. 2958427. Registered office: Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW. Authorised and regulated by the Financial Conduct Authority. Our firm's registration number is 307607. Registrations recorded on www.fca.org.uk.

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Home Buildings Insurance

Customer Information

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Making a Claim

In the Event of a claim please contact:

Broker Direct Plc, Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.

Claims Telephone number: 01204 600 347.

Mobile App Download: Search for **Broker Direct Home Claim Help** App in either the Apple App or Google Play stores or scan the QR code.



Complaints Process

Complaints Process: At Broker Direct Plc we are dedicated to providing you with the high standards of service you have the right to expect. If your complaint relates to your policy or claim, please contact your insurance broker who should be able to assist. If your insurance broker cannot resolve the complaint, please contact Broker Direct on 01204 600200 or at Broker Direct Plc, Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.

If Broker Direct is unable to resolve the complaint to your satisfaction (and if eligible), you can ask the Financial Ombudsman to review your case. This is a free and unbiased service.

Telephone: 0800 023 4567 (Landlines) 0300 123 9123 (Mobile)

Email: enquiries@financial-ombudsman.org.uk

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Financial Services Compensation Scheme: Royal & Sun Alliance Insurance Plc and Broker Direct Plc are both covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.