

Home Emergency Insurance for Holiday Homes

Insurance Product Information Document

Company ARC Legal Assistance Ltd

Product: Home Emergency Insurance

This insurance is provided by Arc Legal Assistance Limited and the insurer is AmTrust Europe Limited. Claims under this policy are handled by Legal Insurance Management Limited.

Arc Legal Assistance Ltd is authorised and regulated by the Financial Conduct Authority. Arc Legal's Firm Reference Number is 305958.

AmTrust Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, financial services number: 202189.

Legal Insurance Management Limited (LIM) is authorised and regulated by the Financial Conduct Authority. LIM's Firm Reference Number is 552983.

This document summarises the key features of this insurance policy. It is not tailored to individual needs and so may not provide all the information relevant to your cover requirements. Complete pre-contractual and contractual information is provided in other documents.

What is this type of insurance?

Home Emergency Insurance provides insurance to cover up to:

- £50 toward the cost of alternative heating under section 7;
- £250 toward overnight accommodation under section 6;
- £500 toward the cost of a brand new like for like replacement boiler under section 8

for certain types of home emergencies as detailed in this document, your policy wording and your insurance schedule.



What is insured?

We'll provide assistance in the event of the following Home Emergencies:

- ✓ **Plumbing and Drainage:** Emergency repairs following damage to or failure of the plumbing and drainage system which:
 - Means that internal flood or water damage is a likely consequence;
 - Means that you do not have access to a useable toilet within your home; or
 - Causes blocked external drains that are solely your responsibility and within the boundary of the home, where this can be resolved by jetting or rodding.
- ✓ **Internal Electricity:** Emergency repairs following the electricity failure of at least one complete circuit which cannot be resolved by resetting the fusebox and would not be more appropriately resolved by the regional network supplier.
- ✓ **Primary Heating System:** Emergency repairs following the complete breakdown of the primary heating system which:
 - Results in the complete loss of heating and/or;
 - Results in the complete loss of hot water.
- ✓ **Pests:** Emergency repairs following an infestation as a result of the following pests in and/or attached to the home and there is a clear evidence of the infestation.
 - Wasps' nest;
 - Hornets' nest;
 - Mice;
 - Rats;
 - Cockroaches.
- ✓ **Roofing:** Emergency repairs following missing, broken, or loose tiles causing internal water damage.
- ✓ **Overnight Accommodation:** Overnight accommodation only where it has not been possible to resolve the emergency following an accepted claim for emergency repairs by a contractor under another section of the policy and the home is rendered uninhabitable in the opinion of the claims helpline service.
- ✓ **Alternative Heating:** We shall pay up to £50 towards the



What is not insured?

The policy does not provide cover for:

- ✗ **Plumbing and Drainage:** There is no cover for blocked toilets and/or drains where this has been caused as a consequence of misuse or the internal workings of the flush.
- ✗ **Internal Electricity:** There is no cover for claims for external lighting including security, garages and outbuildings and the replacement or adjustment of any lightbulbs.
- ✗ **Primary Heating System:** There is no cover for boilers that are over 15 years old or over 238,000 btu net input (70 Kilowatt)
- ✗ **Pests:** There is no cover for any repeat claims where you have failed to follow previous guidance from us or the contractor to prevent continued or further infestation.
- ✗ **Roofing:** There is no cover for any damage to flat roofs over 10 years old.
- ✗ **Overnight Accommodation:** There is no cover for the cost of any food and drink you have purchased.



Are there any restrictions on cover?

- ! **Wear and Tear:** We won't provide cover for any general wear and tear.
- ! **No Emergency Repair:** There is no cover where our contractor has advised there is no emergency repair available.
- ! **Known Loss or Damage:** If you are found to have known about a loss or damage arising from an emergency prior to the start date of this policy, the insurer will withdraw cover.

cost of alternative heating sources where these are deemed necessary in the event a claim has occurred under section 3.

- ✓ **Boiler Replacement Contribution:** We shall contribute up to £500 towards the cost of a brand new like for like replacement upon production of an original receipt for payment.



Where am I covered?

- ✓ Claims which arise, or where proceedings are brought in The United Kingdom, the Channel Islands and the Isle of Man.



What are my obligations?

- You must notify claims as soon as possible once you become aware of the emergency – any claims notified to us more than 48 hours after the emergency will not be covered.
- You must take due care to maintain the home and its equipment in good order and take all necessary precautions to prevent loss, damage, or the unnecessary accrual of costs.
- Where a temporary resolution or repair has been carried out, the onus will be on you to carry out repairs or work to permanently resolve the reason for the emergency occurring. Should you fail to carry out the permanent repair, a contractor will not be appointed to undertake any further emergency repairs.



When and how do I pay?

You can pay for your insurance in one lump sum with a debit / credit card or in monthly instalments by direct debit. If you pay by instalments, a credit charge will be applied.



When does the cover start and end?

Your cover under this policy runs in conjunction with your Holiday Home insurance, please refer to your policy documentation for your start and end dates. Your policy may be renewed and payment taken unless you contact us to stop it before the renewal date. We will contact you before your renewal date and before taking payment to confirm your renewal terms.



How do I cancel the policy?

You can cancel the policy at any time by calling us on 01604 946785 or writing to us at Assist Insurance Services Limited, Royal House, Queenswood, Newport Pagnell Road West, Northampton, NN4 7JJ.

More information about your cancellation rights, applicable administration charges and the reasons we can cancel the policy are included with your policy documents.