

# Your Buildings Insurance policy document

Policy **BLD-0000000000-00**



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# The Policy Booklet - Buildings Insurance

## How to Make a Claim

In the event of a claim or potential claim under this policy, please contact **our** Claims Team:

For Buildings claims **you** can either:

- Call **our** claims helpline: 0330 124 5105
- Register a claim online in the 'My Account' section of **our** website ([www.myurbanjungle.com](http://www.myurbanjungle.com))

The claims helpline is open 8am to 6pm Monday to Friday (except Bank Holidays)

If the property is unsafe and it is an emergency, **you** can call and register **your** claim 24 hours a day, 365 days a year.

If **you** have the Home Emergency add-on **you** can also call 0345 155 9792 if **you** want to claim for a covered event listed in the Home Emergency part of this document.

When contacting **our** Claims Team, please ensure **you** have **your** policy reference number available. **We** may record or monitor calls for training purposes or to improve the quality of **our** service.

For more information on submitting a Legal Expenses claim see page 47.

For more information on submitting a Home Emergency claim see page 53.

## Things to Consider if You Need to Claim

- Most importantly, make sure **you** and everyone on the **premises** is safe.
- If it is safe to enter the **premises**, secure the **buildings** and notify **us** as soon as **you** can.
- Take photos of any damage and do not dispose of any damaged items before **we** have had the chance to inspect them, unless **you** have been advised by **us** to dispose of them.

Possible leak at the **premises**?

- **You** may reduce the damage by turning off the water supply at the 'stopcock'.
- If the leak is not from the heating system, **you** can keep the heating on and ventilate the **home** well to dry the property.
- Moving **your** contents to a dry part of the **premises** may also prevent them getting damaged.

## Defence of Claims

**We** may, at our discretion, take full responsibility for conducting, defending or settling any claim in **your** name and any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance.

## Important Information About Your Policy Document

### Definitions

Throughout this policy document, certain words will appear in bold and will have special meanings. Definitions of these words can be found on page 33.

### Introduction

Welcome to **your Urban Jungle Buildings** Insurance. This is **your** policy document, which contains everything that **you** need to know about the conditions of the contract of insurance between **you** and **us**.



# The Policy Booklet - Buildings Insurance

In return for payment of the premium shown in the **Policy Schedule**, **we** agree to insure **you**, subject to the terms and conditions contained in the policy document against:

- Loss or damage to **your buildings**, which has been caused by the risks that **you** will see listed in **your Policy Schedule**;
- Loss or damage **you** sustain, or legal liability **you** incur, arising out of accidents happening during the **period of insurance** shown in the **Policy Schedule**.

## What is in your Policy Document?

Within this policy document, **you** will find:

- **Your Policy Schedule and Statement of Fact**
- **Your Policy Booklet**

Below is a summary of what each of these parts of **your** policy document are, the type of information that is provided within each and the things that **we** will need **you** to do in order to stay covered throughout the policy period.

## The Policy Schedule & Statement of Fact

The **Policy Schedule** forms part of this insurance contract and contains details of the **premises**, the sums insured and the **period of insurance**. It sets out exactly which risks **you** have opted to be covered for and those that **you** have chosen not to add. Under each risk listed, it also explains what will and will not be covered and tells **you** if there are any limits to the cover.

The **Statement of Fact** sets out what **you** told **us** about yourself and the other people living at **your home**, and about the **home** itself, when **you** were purchasing this insurance.

**We** are providing **your** cover on the basis of the information that **you** provided, so please check that the answers that **you** provided are true, complete and up to date. **You** must notify **us** immediately if any of the information in the **Policy Schedule & Statement of Fact** is incorrect, or if any amendments are required. If **we** establish **you** deliberately or recklessly provided **us** with inaccurate or incomplete information, **your** policy may be invalid, any claims may be rejected and **we** may retain the premium. If **we** establish that **you** carelessly provided **us** with false or misleading information, **we** may:

- if **we** would not have otherwise provided **you** with cover, treat this policy as if it never existed, refuse to pay all claims and return the premium **you** have paid **us**
- if **we** would have provided **you** with cover on different terms, amend the terms of **your** insurance. **We** will apply these amended terms as if they were already in place from the date of the misrepresentation
- reduce the amount **we** pay on a claim in the proportion to the level of underpayment **you** have been making because the correct information had not been disclosed
- cancel **your** policy in accordance with the Cancellation by Us section below.

Please also review the whole document carefully, and ensure that all of the details are correct, and that the cover suits **your** needs.

If any of the information is incorrect, **you** must let **Urban Jungle** know as soon as is reasonably possible, using the 'My Account' area on [www.myurbanjungle.com](http://www.myurbanjungle.com).

## The Policy Booklet

The Policy Booklet explains what the main features and terms of **your** insurance policy are and how the agreement between **you** and **us** works. It explains what general conditions and general exclusions apply and which laws are applicable to the contract.



# The Policy Booklet - Buildings Insurance

## Urban Jungle Contact Details

**We** have done **our** best to keep this document as clear and simple as possible, but if there's anything **you** don't think is clear, or **you** have any questions regarding **your** policy, please hit 'Contact Us' on **Urban Jungle's** website or make contact via the following details:

### Urban Jungle

Tel: 0800 808 5847

Email: [support@myurbanjungle.zendesk.com](mailto:support@myurbanjungle.zendesk.com)



## Policy Schedule & Statement of Fact

### IMPORTANT:

The information displayed in this **Policy Schedule** and **Statement of Fact** should be read in conjunction with **your** policy wording and is based on the information disclosed to **Urban Jungle** when **you** asked for a quote. Cover is provided to **you** on this basis.

**You** should check the answers that **you** provided are true, complete and up to date. If any of the information is inaccurate or incomplete **your** policy may be invalid, any claims may be rejected, and different terms may be applied to the policy.

If any of the information is incorrect, **you** must let **Urban Jungle** know as soon as reasonably possible, using the 'My Account' section of [www.myurbanjungle.com](http://www.myurbanjungle.com).

Remember, words that are bolded are defined terms - the definitions can be found on page 33.

<b>Lead Policyholder</b>	
First Name	Harry
Last Name	Smith
Date of Birth	01/01/1990
Email Address	harrysmith@example.com
Mobile Phone Number	07123456789
<b>Living Circumstances</b>	
Do <b>you</b> rent or own the property <b>you</b> are insuring?	Own
Who is covered on the policy?	Harry Smith
<b>Address to be Insured</b>	
123 Merchant Ship Lane The Crossroads London SE12 6EE	



## Policy Schedule & Statement of Fact

<b>Your Policy</b>	
<b>Insurer</b>	Buildings cover: Wakam UK Limited
Policy Number	BLD-0000000000-00
Reason for Issue	New Purchase
Policy Cover Type	<b>Buildings</b> Insurance
Contract Type	Monthly
<b>Period of Insurance</b>	Original policy inception date: 01/01/2024  Cover detailed in this document effective during the period of: 31/12/1999 to 31/12/2025  Next Monthly renewal on 01/01/2026
Automatic Renewal	On <b>You</b> can stop <b>your</b> policy from renewing at any time. See How the Policy Works section on page 30.
Total Monthly Payment:	
<b>Claims &amp; Losses in the Last 5 Years</b>	
How many claims have been made by the people covered on this policy in the past 5 years, which could have been covered under this policy? <i>Claims should be declared even if they were declined by the insurer.</i>	<b>None</b>

<b>Property Details</b>	
What type of property is <b>your home</b> ?	House Detached
How many <b>bedrooms</b> does the property have? <i>This includes bedrooms that have been converted e.g. studies</i>	3
How many <b>bathrooms / wetrooms</b> does the property have? <i>Any rooms with a bath, shower or toilet, including ensembles and toilet rooms</i>	2



## Policy Schedule & Statement of Fact

<b>Property Details</b>	
When was <b>your</b> property built? <i>Please tell us the year your property was built in e.g. 1995. If you don't know the exact date, please provide the closest estimate possible.</i>	2001
How many years <b>no-claims bonus</b> do <b>you</b> have for <b>Buildings</b> insurance? <i>No-claims bonus is earned for each year you continuously hold buildings insurance without making a claim. (For the avoidance of doubt, landlord or commercial policies cannot be considered when calculating the number of years.)</i>	3 years
<b>Special Circumstances</b>	
None of the policyholders listed above have been declared bankrupt, served with any County Court Judgements (CCJs), Individual Voluntary Arrangement (IVAs) or arrangements with creditors.	<b>True</b>
None of the policyholders listed above has any unspent criminal convictions other than speeding fines.	<b>True</b>
None of the policyholders listed above have ever been declined or refused insurance or had a policy cancelled or voided by any insurer.	<b>True</b>
The <b>home</b> insured on the policy is currently in a good state of repair, free from damage or defect and is not currently undergoing <b>building work</b> , and none is planned during the <b>period of insurance</b> .	<b>True</b>
The external walls and roof are made of <b>standard construction</b> and the <b>building</b> does not have a listed status.	<b>True</b>
To the best of your knowledge, your property, or any of your neighbouring properties has never suffered damage from <b>subsidence, heave</b> or <b>landslip</b> , been repaired or have any visible cracks in the internal or external walls.	<b>True</b>
The <b>home</b> is <b>your</b> primary residence and will never be <b>unoccupied</b> or <b>unfurnished</b> for more than 30 consecutive days in a row.	<b>True</b>





## Policy Schedule & Statement of Fact



Authorised Signatory: Greg Smyth

Dated: 10/09/2024

Issued and signed by **Urban Jungle** under binding authority contract number DSA-Urban Jungle-2024  
on behalf of:

Wakam UK Limited

18th & 19th Floors, 100 Bishopsgate, London, EC2N 4AG

Policy document reference UJ/BUL/WAK/2024/V24.1



# Policy Schedule & Statement of Fact

The tables below show the details of the cover **you** selected. If **you** would like to change **your** cover at any stage, **you** can do so in the 'My Account' section of [www.myurbanjungle.com](http://www.myurbanjungle.com).

<p><b>Buildings Cover at Home</b></p>	
<p><b>Buildings Cover</b></p> <p><b>Buildings</b> cover level should be sufficient to cover the full rebuild cost of <b>your home</b>.</p> <p><b>Buildings</b> cover also includes fees <b>we</b> agree to for architects, surveyors, consulting engineers, legal fees, as well as costs of removing debris, making safe the building and costs you have to pay to comply with government or local authority requirements in association with any <b>buildings</b> claim, up to 15% of the <b>buildings</b> cover level.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) any expenses <b>you</b> incur whilst preparing to make a claim, such as receiving estimates, unless they have been approved by <b>us</b> beforehand</li> <li>b) any costs associated with government or local authority requirements which were known by <b>you</b> before the loss or damage occurred</li> </ul>	<p><b>Cover included as standard</b></p> <p>Up to £1,000,000</p>

<p><b>Excesses</b></p>	
<p><b>Compulsory Excesses</b></p> <p>The minimum <b>excess you</b> must pay on claims of this type</p>	<p><b>Subsidence:</b> £1,000</p> <p>Household leaks: £500</p> <p>Other Claims Types: £0</p>
<p><b>Additional voluntary excess</b></p> <p>Additional <b>excess</b> that <b>you</b> chose, which <b>you</b> pay in addition to the compulsory <b>excess</b> for all claims types.</p>	<p>£100</p>



## Policy Schedule & Statement of Fact

<p><b>Exclusions Applying to all Cover Types</b></p>	
<p><b>Exclusions applying to all cover types below</b></p>	<ul style="list-style-type: none"> <li>a) Any loss or damage if the <b>home</b> is <b>unoccupied</b> or <b>unfurnished</b> for longer than 30 consecutive days.</li> <li>b) Any loss or damage due to wear and tear, or any gradually operating cause.</li> <li>c) Any loss or damage from mechanical or electrical faults or breakdown.</li> <li>d) any loss or damage if the <b>home</b> is not the primary residence for one of the named policyholders</li> <li>e) any loss or damage caused by a general lack of maintenance, or failure to properly heat the premises or <b>buildings</b>. Please note maintaining the roof of <b>buildings</b> so that it remains in a good state of repair is included as maintenance.</li> <li>f) any loss or damage caused by contractors or tradespeople that have been on the <b>premises</b> with <b>your</b> permission</li> <li>g) any loss or damage where <b>building work</b> is being conducted at the property</li> <li>h) any loss or damage below <b>your excess</b></li> <li>i) any loss or damage to <b>your contents</b>.</li> </ul>
<p><b>Risks Covered by this Policy at the Premises</b></p>	<p><b>Cover Included?</b></p>
<p><b>1. Fire and Resultant Smoke Damage, Explosion, Lightning or Earthquake</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) Heat distortion unless accompanied by flames</li> <li>b) Tobacco burns, unless accompanied by flames</li> <li>c) Smoke damage caused by smog, agricultural or industrial operations and air pollution</li> <li>d) Smoke damage that happens gradually from repeated exposure</li> <li>e) Smoke from fireplaces</li> </ul>	<p><b>Cover included as standard</b></p>



# Policy Schedule & Statement of Fact

Risks Covered by this Policy at the Premises	Cover Included?
<p><b>2. Storm, Flood or Weight of Snow</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) loss or damage caused by a rise in the water table (the level below which the ground is completely saturated with water)</li> <li>b) loss or damage to domestic fixed fuel-oil tanks in the open, swimming pools, hot tubs, tennis courts, drives, patios and terraces, paths, gates and fences</li> <li>c) loss or damage to radio, television aerials or wind turbines</li> <li>d) loss or damage caused by <b>subsidence, heave or landslip</b> other than as covered under cover 6</li> <li>e) loss or damage caused by frost</li> </ul> <p>A <b>storm</b> is a period of violent weather defined as:</p> <ul style="list-style-type: none"> <li>- Gale force 10 or above (as defined under Beaufort Scale); or</li> <li>- Torrential rain falling at rate of at least 25mm per hour; or</li> <li>- Snow that falls to a depth of at least 30cm in 24 hours; or</li> <li>- Hail so severe that it causes damage to hard surfaces or breaks glass</li> </ul> <p>A <b>flood</b> is a build up of water from an external source that enters the <b>buildings</b>. The water must enter the <b>buildings</b></p> <ul style="list-style-type: none"> <li>- at or below ground level; or above ground level, provided part of the body of such water is at ground level; and</li> <li>- does so with a volume, weight or force which is substantial and abnormal.</li> </ul> <p>It does not include water which has escaped from pipes, tanks or other fixed appliances on <b>your premises</b>, or gradual ingress of water such as rising damp.</p>	<p><b>Cover included as standard</b></p>



## Policy Schedule & Statement of Fact

Risks Covered by this Policy at the Premises	Cover Included?
<p><b>3. Theft or Attempted Theft</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"><li>a) loss or damage unless caused by forcible and violent entry to or exit from the <b>home</b>, theft by deception is excluded</li><li>b) loss or damage while any part of the <b>home</b> is let or loaned to anyone other than an authorised guest</li><li>c) loss or damage caused by any person lawfully at the <b>premises</b></li><li>d) loss or damage to <b>utilities</b></li><li>e) loss or damage if the security of the <b>buildings</b> has been compromised by tradespeople or contractors</li></ul>	<p><b>Cover included as standard</b></p>
<p><b>4. Vandalism, Riot, Forced Entry by Emergency Services or Civil Disturbance</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"><li>a) loss or damage caused by any person lawfully on the <b>premises</b></li></ul>	<p><b>Cover included as standard</b></p>



## Policy Schedule & Statement of Fact

Risks Covered by this Policy at the Premises	Cover Included?
<p><b>5. Household Leaks</b></p> <p>Loss or damage to <b>your buildings</b> from household leaks of water or oil from pipes or appliances in <b>your home</b>, or any adjacent property.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"><li>a) loss or damage caused by wet or dry rot</li><li>b) loss or damage caused by failure or lack of grout and/or sealant</li><li>c) loss or damage to domestic fixed fuel-oil tanks in the open, swimming pools, hot tubs, tennis courts, drives, patios and terraces, paths, gates and fences</li><li>d) loss or damage caused by water overflowing from sinks, wash basins, bidets, showers, and baths because of taps being left on at <b>your premises</b></li><li>e) loss or damage caused by <b>subsidence, heave or landslip</b> other than as covered under cover 6.</li><li>f) loss or damage caused by water escaping from pipes and plumbing that is primarily caused by lack of care or maintenance. This includes but is not limited to:<ul style="list-style-type: none"><li>• Pipework that is exposed to low temperatures and is not lagged properly, or;</li><li>• Heating system turned off for extended periods of time, without use of timers or frost settings to prevent pipes from freezing</li></ul></li><li>g) loss or damage caused by a leak from a fish tank</li></ul>	<p>Cover included as standard (with compulsory £500 excess)</p>



## Policy Schedule & Statement of Fact

Risks Covered by this Policy at the Premises	Cover Included?
<p><b>6. Subsidence, Heave or Landslip</b></p> <p>Loss or damage to <b>your buildings</b> as a result of <b>subsidence</b> or <b>heave</b> of the site upon which the <b>buildings</b> stand or <b>landslip</b>.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) loss or damage following damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event</li> <li>b) loss or damage arising from faulty design, specification, workmanship or materials</li> <li>c) loss or damage which compensation has been provided for or would have been but for the existence of this insurance under any contract or a guarantee or by law</li> <li>d) loss or damage whilst the <b>buildings</b> are undergoing any structural repairs, alterations or extensions</li> <li>e) loss or damage by coastal or riverbank erosion</li> <li>f) loss or damage caused by new structures bedding down, settling, expanding or shrinking</li> <li>g) loss or damage to domestic fixed fuel-oil tanks, swimming pools, hot tubs, tennis courts, drives, patios and terraces, walls, gates and fences</li> <li>h) loss where evidence of the damage was visible prior to the <b>period of insurance</b></li> </ul>	<p><b>Cover included as standard (with compulsory £1,000 excess)</b></p>
<p><b>7. Impact by Aircraft or Aerial Vehicles</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p>	<p><b>Cover included as standard</b></p>
<p><b>8. Collision by Animals or Vehicles</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) Loss or damage caused by your <b>domestic pet</b>.</li> </ul>	<p><b>Cover included as standard</b></p>



## Policy Schedule & Statement of Fact

Risks Covered by this Policy at the Premises	Cover Included?
<p><b>9. Damage Caused by Falling Trees, Branches, Lamp Posts or Telegraph Poles</b></p> <p>Loss or damage to <b>your buildings</b> as a result of the above causes.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"><li>a) loss or damage caused by trees being cut down or cut back within the boundary of the <b>premises</b></li><li>b) loss or damage to gates and fences</li><li>c) the cost of removing fallen trees or branches that have not caused damage to the <b>buildings</b></li></ul>	<p><b>Cover included as standard</b></p>





## Policy Schedule & Statement of Fact

Additional Core Cover	Cover Included?	Level of Cover
<p><b>10. Public &amp; Occupiers Liability</b></p> <p>This cover will compensate <b>you</b>:</p> <p>a) as occupier for any amounts <b>you</b> become legally liable to pay as damages for:</p> <ul style="list-style-type: none"> <li>• <b>bodily injury</b></li> <li>• damage to property</li> </ul> <p>caused by an accident happening at the <b>premises</b> during the <b>period of insurance</b></p> <p>b) as a private individual for any amounts <b>you</b> become legally liable to pay as damages for:</p> <ul style="list-style-type: none"> <li>• <b>bodily injury</b></li> <li>• damage to property</li> </ul> <p>caused by an accident happening anywhere in the world during the <b>period of insurance</b></p> <p>c) For amounts that <b>you</b> are legally liable to pay, including costs and expenses, which <b>we</b> have agreed in writing, for <b>bodily injury</b> by accident happening during the <b>period of insurance</b> to <b>your domestic staff</b> employed in connection with the <b>premises</b>, whilst they are at the <b>premises</b> shown in the <b>Policy Schedule</b>.</p> <p>d) For any amount you become legally liable to pay under Section 3 of the Defective Premises Act 1972 in connection with any <b>home</b> previously owned and occupied by you</p> <p>This cover will not compensate you for any liability:</p> <p>a) for <b>bodily injury</b> to <b>you</b> or any person engaged in <b>your</b> service other than <b>domestic staff</b>.</p> <p>b) for <b>bodily injury</b> arising directly or indirectly from any communicable disease or condition.</p> <p>c) arising out of any criminal or violent act to another person.</p> <p>d) for damage to property owned by or in the charge or control of <b>you</b> or any person engaged in <b>your</b> service</p> <p>e) the cost of repairing any fault or alleged fault relating to any home previously owned and occupied by <b>you</b></p> <p>f) in Canada or the United States of America after the total period of stay in either or both countries has exceeded 30 days.</p>	<p>Cover included as standard</p>	<p>Overall cover level: £2,000,000</p> <p>Defence Cost: £20,000</p>



## Policy Schedule & Statement of Fact

Additional Core Cover	Cover Included?	Level of Cover
<p>g) arising directly or indirectly out of any profession, occupation, business or employment.</p> <p>h) which <b>you</b> have assumed under contract and which would not otherwise have attached.</p> <p>i) arising out of <b>your</b> ownership, possession or use of:</p> <ul style="list-style-type: none"> <li>• any horse-drawn or motorised vehicle including electric bicycles and electric scooters.</li> <li>• any power-operated lift.</li> <li>• any aircraft including drones or watercraft other than rowing boats, punts or canoes.</li> <li>• any animal.</li> </ul> <p>j) in respect of any kind of pollution and/or contamination</p> <p>k) arising out of <b>your</b> ownership, occupation, possession or use of any land or <b>building</b> that is not within the <b>premises</b></p> <p>l) any proceedings brought against you in courts outside of the <b>United Kingdom</b></p> <p>m) if <b>you</b> are entitled to compensation under any other insurance until such insurance(s) is exhausted</p>	<p>Cover included as standard</p>	<p>Overall cover level: £2,000,000</p> <p>Defence Cost: £20,000</p>



## Policy Schedule & Statement of Fact

Additional Core Cover	Cover Included?	Level of Cover
<p><b>11. Alternative Accommodation &amp; Loss of Rent</b></p> <p>This provides cover for additional costs incurred from obtaining alternative accommodation, substantially the same as <b>your</b> existing accommodation (including any agreed accommodation costs for any <b>domestic pets</b> living with <b>you</b>), which <b>you</b> have to pay for if the <b>home</b> cannot be lived in following loss or damage by any of the risks listed in 1 to 10 above.</p> <p>This cover also applies for <b>accidental damage to buildings</b> if <b>you</b> have selected that cover.</p> <p>Where a permanent tenant was in place prior to the event, and named on the policy, alternative accommodation will be provided for them under the same terms. Should the named tenant terminate their tenancy prior to the property becoming habitable again, <b>we</b> will pay for any loss of rent during the time which the property remains uninhabitable.</p> <p>There is <u>no cover</u>:</p> <ul style="list-style-type: none"> <li>a) for periods longer than 24 months</li> <li>b) for anyone other than <b>you</b></li> <li>c) <b>we</b> will not pay for any costs that <b>you</b> would have to pay once <b>your home</b> becomes habitable again</li> <li>d) If <b>you</b> are not occupying the property as <b>your</b> primary residence at the time of the loss</li> </ul> <p>During any period of alternative accommodation, a deduction will be made from the amount claimed where a tenancy agreement does not require the relevant paying tenant to pay rent during such periods.</p>	<p>Cover included as standard</p>	<p>£XXX</p>
<p><b>12. Trace and Access</b></p> <p>This provides cover for expenses <b>you</b> have to pay and which <b>we</b> have agreed in writing for the cost of removal, repairing, replacing or reinstating any part of the <b>buildings</b>, which is necessary to establish the source of a water leak from any fixed water appliance, pipe or tank, which has given rise to a claim under the <b>Household Leaks</b> section.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) the item from which the escape occurred</li> </ul>	<p>Cover included as standard</p>	<p>£5,000</p>



## Policy Schedule & Statement of Fact

Additional Core Cover	Cover Included?	Level of Cover
<p><b>13. Buildings Cover When Selling</b></p> <p>This provides cover for anyone buying <b>your home</b> who will have the benefit of the <b>Buildings</b> Cover (sections 1 - 9) after contracts (missives in Scotland) are exchanged, until the sale is completed or the insurance ends, whichever is sooner.</p> <p>There is <u>no cover</u> if:</p> <ul style="list-style-type: none"><li>a) the <b>buildings</b> are insured under any other insurance</li><li>b) if the building is <b>unoccupied</b> or <b>unfurnished</b> for more than 30 consecutive days</li><li>c) loss or damage if the sale of the property with the buyer who exchanged contracts with <b>you</b> never completes the sale</li></ul>	<p>Cover included as standard</p>	<p>£1,000,000</p>



## Policy Schedule & Statement of Fact

Optional Cover		
<p><b>14. Accidental Damage to Buildings</b></p> <p>Covers <b>you</b> for unexpected and unintentional damage or breakage to <b>your buildings</b>, and any property for which <b>you</b> are legally liable, including <b>underground services</b>, by a single and one-off event resulting from a sudden, external and identifiable means.</p> <p>There is <u>no cover</u> for:</p> <ul style="list-style-type: none"> <li>a) damage caused by wear and tear, insects, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost or any other gradually operating cause</li> <li>b) the cost of general maintenance</li> <li>c) damage arising out of faulty design, specification, workmanship or materials</li> <li>d) damage from mechanical or electrical faults or breakdown</li> <li>e) damage caused by dryness, dampness, extremes of temperature and exposure to light</li> <li>f) loss or damage caused by or contributed to by or arising from any kind of pollution and/or contamination</li> <li>g) loss or damage arising from demolition, structural alteration, cleaning or structural repair of the building</li> <li>h) the <b>buildings</b> moving, settling, shrinking, collapsing or cracking</li> <li>i) damage to outbuildings and garages which are not of <b>standard construction</b></li> <li>j) damage whilst the <b>home</b> is let, tenanted or sublet, unless the tenant is named on the policy</li> <li>k) loss or damage caused by perils listed elsewhere in this insurance policy, where the claim event is specifically excluded under the terms of that peril</li> <li>l) loss or damage caused by water entering <b>your buildings</b>. (The loss or damage may be covered under another section of cover e.g Household Leaks)</li> <li>m) loss or damage caused gradually that has resulted from general lack of maintenance of <b>your buildings</b></li> <li>n) loss or damage caused by water overflowing from sinks, wash basins, bidets, showers and baths because of taps being left on at <b>your premises</b></li> <li>o) loss or damage caused by trees being cut down or cut back within the boundary of the <b>premises</b></li> </ul>	<p>Included if selected</p>	<p>N/A</p>



## Policy Schedule & Statement of Fact

Optional Cover		
<p><b>15. Legal Expenses Insurance</b></p> <p>This cover under this section is provided by ARAG plc.</p> <p>This option empowers <b>you</b> to protect <b>your</b> legal rights in the future. With support from ARAG <b>you</b> could be protected from legal costs arising from:</p> <ul style="list-style-type: none"> <li>● employment disputes, such as unfair dismissal or redundancy claims</li> <li>● disputes over the purchase of goods and services or private sale of goods</li> <li>● disputes with your neighbour</li> <li>● pursuing a claim for injury or death against the person or organisation at fault</li> <li>● a formal enquiry into your personal tax affairs</li> <li>● defending a prosecution that arises from a road traffic or work-related offence</li> <li>● identity theft</li> </ul> <p><b>You</b> also have access to a number of important helplines such as legal and tax advice.</p> <p>For full details, including exclusions, please see page 37.</p>	<p>Included if selected</p>	<p>N/A</p>
<p><b>16. Home Emergency Cover</b></p> <p>This cover under this section is provided by ARAG plc.</p> <p>This option will pay for all contractor's costs &amp; charges and parts &amp; materials used relating to the same emergency. It covers the following domestic emergencies:</p> <ul style="list-style-type: none"> <li>● the complete breakdown of your heating system</li> <li>● plumbing and drainage problems</li> <li>● damage which affects your security, including locks and windows</li> <li>● your only toilet is broken</li> <li>● loss of your power supply</li> <li>● lost keys</li> <li>● vermin infestation</li> </ul> <p>This service is available 24 hours a day, 365 days a year.</p> <p>For full details, including exclusions, please see page 49.</p>	<p>Included if selected</p>	<p>N/A</p>



# The Policy Booklet - Buildings Insurance

## General Conditions

### Changes in Circumstances

**We** have relied on the information and statements which **you** have provided in the proposal form or statement of fact in deciding to accept this policy. **You** must take care when answering any questions **we** ask by ensuring that all information provided to **us** is accurate and complete. **You** must tell **Urban Jungle** of any changes to the answers **you** have given during the **Period of Insurance** as soon as possible. An easy way to do this is via the 'My Account' section of the **Urban Jungle** website.

Failure to advise of a change to **your** answers may mean **your** policy is invalid and claims may not be paid. These changes may result not only in a change to the terms and conditions of this insurance contract but also **your** premium and/or **excess**.

In particular, **you** must tell **Urban Jungle**:

- if **you** change **your** name
- if **you** change **your** address
- if **you** need to change the people covered under the policy
- if **you** or anyone covered under the policy receive a county court judgement (CCJ or decree in Scotland), IVA, DRO or enters into any other arrangement with a creditor, receives a conviction or are prosecuted (except for motoring offences where a custodial sentence has not been served)
- if **you** or anyone covered under the policy are declared bankrupt or become subject to bankruptcy proceedings
- if **you** or anyone covered under the policy has another insurance policy cancelled by **your** insurer
- if any **building work** is planned or if there are any changes to **building work** from those already disclosed to **us**
- if **you** plan to leave the property **unoccupied** or **unfurnished** for more than 30 consecutive days
- if the property becomes illegally occupied
- about any changes to your **buildings** that will increase the rebuilding costs

When **Urban Jungle** receives notification of any changes as described above, **we** or **Urban Jungle** have the option to either change the terms and conditions or issue notice of cancellation of this insurance. When **you** notify **us** of a change, **we** will tell **you** if this affects **your** policy.

### Actions to Remain Covered

In addition to informing us of any changes in circumstances, in order to remain fully covered by **your** policy **you** must endeavour to:

- pay **your** premium on time and keep to the terms and conditions of **your** insurance policy.
- prevent any loss, damage or injury.
- ensure the **premises** are kept in a good condition, good state of repair and remain structurally sound and properly heated. **Your** policy does not cover loss or damage caused by wear and tear or a lack of maintenance.
- ensure that all protections provided for the security of the **home** are maintained in good working order and are in full and effective operation. If **you** fail to comply with any part of this condition, claims as a result of illegal entry or exit may not be covered.

If you have any tenants living at the property, **you** must comply with all regulations/statutory conditions regarding the letting of the **premises**.



# The Policy Booklet - Buildings Insurance

In the event that **you** do not follow these rules, it may result in claims not being paid. Further to this, **we** may decide to remove certain cover options selected, alter the premium or cancel the whole policy.

## Claims Conditions Applicable to the Whole of Your Buildings Insurance

**Your** duties in the event of a claim or possible claim under this insurance:

1. **You** must notify **our** claims management team at Claims Consortium Group within 30 days of the incident, providing comprehensive written details of what happened and any other information **we** may require. If the incident is as a direct result of theft or any malicious act, then the incident must be reported to the police by **you** within 48 hours of discovery of the incident to obtain a crime reference number.
2. **You** must forward to **us**, by registered post or email and within 3 working days, any letter, writ, summons or other legal document served on **you** in connection with a claim or possible claim. **You** must not answer any correspondence, admit, deny or negotiate any claim without prior written consent. **You** must not admit liability or offer or agree to settle any claim without **our** written permission.
3. **You** must allow **us** or **our** representatives full access to **your home** or any building where any loss or damage has occurred to deal with the claim. **We** will also be entitled to defend or settle any legal action and take proceedings to recover compensation from any third party in respect of anything that is covered by this policy, **we** may do this in **your** name and for **our** benefit but at **our** expense.
4. **You** must not dispose of any damaged items before **we** have had the opportunity to inspect them unless **you** have been advised by **us** to dispose of them.
5. It is **your** responsibility to prove any loss and **you** must provide **us** with evidence of the value or age (or both) for all items or parts of **your** building involved in a claim. To help prove **your** claim **we** will require **you** to provide original purchase receipts, invoices, bank or credit card statements, instruction booklets, photographs, utility bills, pre-purchase surveys or plans and deeds of **your home**.
6. **You** must take care to limit any loss, damage or injury.
7. **You** must not make a claim which is fraudulent and/or intentionally exaggerated and/or supported by any fraudulent statements or other devices. If **you** do, **we** will not pay any part of **your** fraudulent claim. In addition, **we** will have the right to:
  1. treat this policy as terminated with effect from the date of **your** fraudulent act by giving **you** notice in writing;
  2. recover from **you** any amounts that **we** have paid in respect of **your** fraudulent claim.
8. **You** must pay the premium that is shown in the **Policy Schedule**. If any premium that is due has not been paid at the time of any claim or incident giving rise to a claim, it may result in **your** claim not being paid and **your** policy voided.
9. **You** must provide identification for all policyholders so that **we** can adhere with anti-money laundering laws.

Failure to comply fully with any of the claims conditions listed above will be taken into account in the event of a claim, which may result in **your** claim not being paid in full or paid at all.

## Your Sum Insured

**You** must ensure the levels of cover specified in **your Policy Schedule** are correct. These are the sums for which **you** are insured. **We** will not pay any more than the sum insured for the **buildings** shown in the **Policy Schedule**. If the sum insured shown in the schedule is not enough to replace **your buildings** then **you** must let **us** know as soon as possible, as this product may not be suitable. The most **we** will pay for any loss to **buildings** is the sum insured noted in the **Policy Schedule**.

If **you** do not select an appropriate level of cover, **you** are at risk of being under-insured. This means that, in the event of a claim, any claim settlement may be proportionally reduced by the percentage amount that **your buildings** are under-insured.





## The Policy Booklet - Buildings Insurance

After **we** have settled a claim, **we** will not reduce the sum insured for any future claims, as long as **you** agree to carry out **our** recommendations to prevent further loss or damage.



# The Policy Booklet - Buildings Insurance

## General Exclusions

**We** will not cover:

### 1. Radioactive Contamination and Nuclear Assemblies

**We** will not pay for:

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom.
2. any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
  - i. ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - ii. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

### 2. War Exclusion

**We** will not pay for any loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, mutiny, public disorder, rebellion, revolution, military revolt, insurrection, military or usurped power, martial law, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

### 3. Existing and Deliberate Damage Exclusion

**We** will not pay for loss or damage:

- occurring before cover starts or arising from an event before cover starts
- caused deliberately by **you** or **your** representatives

### 4. Nuclear, Biological and Chemical Contamination Clause

**We** will not pay for:

1. Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
2. Any legal liability of whatsoever nature;
3. Death or injury to any person;

Directly or indirectly caused by or contributed to by or arising from Nuclear, Biological or Chemical contamination due to or arising from;

- Terrorism; and/or
- Steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion 'terrorism' means any act(s) of any person(s) or organisation(s) involving:

- The causing, occasioning or threatening of harm of whatever nature and by whatever means;
- Putting the public or any section of the public in fear;

In circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

### 5. Contamination and Pollution Exclusion

**We** will not pay for any loss or damage due to contamination, sooting, deposition, impairment with dust, chemical precipitation, poisoning, epidemic and disease including but not limited to foot and mouth disease,



# The Policy Booklet - Buildings Insurance

pollution, adulteration or impurification or due to any limitation or prevention of the use of objects because of hazards to health.

This exclusion does not apply if such loss or damage arises out of one or more of the following perils – fire and resultant smoke damage, lightning, explosion, earthquake, impact of aircraft, storm, flood, weight of snow, escape of water from fixed water tanks, apparatus or pipes, riot, civil commotion, malicious damage, subsidence, heave or landslip.

## 6. Micro-organism Exclusion

**We** will not pay for any loss, damage, claim cost, expenses or other sum directly or indirectly arising out of or relating to:

Mould, mildew, fungus, spores or other micro-organism of any type, nature or description, including but not limited to any substance whose presence poses an actual threat to human health.

This exclusion applies regardless whether there is:

- Any physical loss or damage to insured property
- Any insured peril or cause, whether or not contributing concurrently or in any sequence
- Any one loss, occupancy or functionality
- Any action required, including but not limited to repair, replacement, removal, cleanup, abatement, disposal, relocation or steps taken to address medical or legal concerns

## 7. Diminution in Value Exclusion

**We** will not pay for any reduction in value of the property insured following repair or replacement paid for under this insurance.

## 8. Contractors Exclusion

**We** will not pay for any loss, damage or liability arising out of the activities of contractors. For the purpose of this exclusion a contractor is defined as any person, company or organisation working at or on the **premises**, including where **you** are working in **your** capacity as a professional tradesman.

## 9. Electronic Data Exclusion

**We** will not pay for:

Loss, damage, destruction, distortion, erasure, corruption or alteration of electronic data from any cause whatsoever (including but not limited to computer viruses) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

However in the event of a fire or explosion resulting from any matter described above, this insurance will cover physical damage occurring during the **period of insurance** to the property insured by the original policy.

Should electronic data processing media insured by this policy suffer physical loss or damage insured by this policy, then the basis of valuation shall be the cost of the blank media plus the costs of copying the electronic data from back-up or from originals of a previous generation. These costs will not include research and engineering or any costs of recreating, gathering or assembling such electronic data. If the media is not repaired, replaced or restored the basis of valuation shall be the cost of the blank media. However this insurance does not insure any amount pertaining to the value of such electronic data to the **insured** or any other party, even if such electronic data cannot be recreated, gathered or assembled.

## 10. Faulty Workmanship Exclusion

**We** will not pay for:

Any loss or damage arising from faulty design, specification, workmanship or materials.

To be clear, if the work that has caused loss or damage was undertaken by a tradesperson or contractor, this should be pursued directly with the tradesperson directly.



# The Policy Booklet - Buildings Insurance

## 11. Wear and Tear Exclusion

**We** will not pay for:

Any loss or damage caused by wear and tear or any other gradual operating cause

## 12. Pests, Insects or Vermin Exclusion

**We** will not pay for:

Any loss or damage caused by pests, insects or vermin

## 13. Sanction Limitation and Exclusion

**We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

## 14. Sublet Exclusion

**We** will not pay for:

Any loss or damage that occurs if **you** sublet **your home** for a short-term (for example through Airbnb or booking.com)

## 15. Unoccupied Exclusion

**We** will not pay for any loss or damage if the **home**:

- is **unoccupied** or **unfurnished** for a period longer than 30 consecutive days. Visits or occasional overnight stays do not represent a break in this period. This period starts from the first day the property is **unoccupied** or **unfurnished** even if that is before the start date of this policy.
- is not the primary residence for at least one of the policyholders

## 16. Matching Set Exclusion

**We** will not pay for:

The cost of replacing any undamaged item or part of any item just because it forms part of a pair, set, suite, group or collection of articles of a similar nature, colour, pattern or design.

## 17. Pressure Waves Exclusion

**We** will not pay for:

Any loss or damage of pressure waves caused by supersonic craft.

## 18. Infectious or Contagious Disease

This insurance does not cover any loss, damage, liability, cost or expense, in any way caused by or resulting from:

- a) an infectious or contagious disease;
- b) any fear or threat of a) above; or
- c) any action taken to minimise or prevent the impact of a) above.

## 19. Business use

**We** will not cover any loss or damage if the **premises** is used to carry out any business activities other than office administration work on behalf of **your** business or the business of **your** employer.

**You** must not carry out any form of manufacturing, packaging of goods or manual work, including machinery or tools on the **premises**. **You** must not have visitors on the **premises** for the purpose of carrying out **business**, or have employees working on the **premises** for the purpose of carrying out business. **You** must not store any business stock on the **premises**.



## The Policy Booklet - Buildings Insurance

### 20. Solar Flare

**We** will not cover any loss, damage or liability arising from a solar flare or solar storm.



# The Policy Booklet - Buildings Insurance

## How the Policy Works

This is an annual policy. If **you** have chosen to auto-renew, it will renew each year on the anniversary of **your** policy start date. **Urban Jungle** will always notify **you** in advance of any renewal.

If at any time the cover doesn't suit **you**, or **you** don't need it any more, **you** can cancel **your** policy at any time using **Urban Jungle's** website, and provided that **you** have not made any claims in that year **you** will receive a pro-rata refund for any remaining whole months of cover.

**Our** policies are designed to be managed online. **You** can make these changes to **your** policy through the "My Account" section of **our** website:

- **your** address
- date of birth
- adding or removing other named policy holders
- **your** cover levels
- **your excess**
- optional cover add-ons
- payment details
- phone number

**You** can contact **our** support team if **you** need to make one of the following changes:

- email address
- the name of the policyholder who purchased the policy

If **you** need any more information about how **our** policies work, please visit the website. There **you** will find:

- the My Account section, where you can view your policy documents and renewal information
- our FAQs
- information pages about **our** products

## The Policy cooling off period

There are special terms around cancellation when **you** first buy an insurance policy. This is often referred to as the cooling off period. **You** have a statutory right to cancel **your** policy within 14 days from the start date of **your** policy or the date that **you** receive **your Policy Schedule** (whichever is later). If **you** cancel within the 14 day cooling off period, then **you** will receive a full refund for any premium paid to **us** for this policy provided that **you** have not already made a claim.

## Cancellation by Us

**We** can cancel this contract of insurance by giving **you** twenty-one (21) days' notice in writing. If any premium is due back to you, the value will depend on how long this contract of insurance has been in force. If **you** are not up to date on your payments **your** policy may be cancelled immediately.

**We** will only cancel this contract of insurance or any part of it for a valid reason or if there are serious grounds to do so such as:

- Non-cooperation or failure to supply any information or documentation **we** request.
- Failure to adhere to terms and conditions of the policy, including keeping up with **your** payments.
- **We** establish that **you** have provided us with incorrect information.
- The use of threatening or abusive behaviour or language.



# The Policy Booklet - Buildings Insurance

- Failure to take reasonable care of the property insured.

Any premium due to **you** will be calculated on a proportional monthly rate basis depending on how long this insurance has been in force. No return of premium will be given if a claim has occurred during the **period of insurance**.

## Other Insurance

**We** will not pay **your** claim if any loss, damage or liability covered under another insurance contract. In the event **your** other contract does not cover the full loss, **we** will consider claims above the covered amount.

## Bereavement

If **you** were to die during the **period of insurance**, **we** would continue to honour the policy for **your** legal representatives for the remainder of the **period of insurance** (provided that they comply with the policy terms and conditions). After this, the policy would automatically terminate and **your** representatives would need to take out alternative cover.

**Your** legal representatives must tell **Urban Jungle** if the **property** will be **unoccupied** or **unfurnished** for more than 30 days as this may invalidate your cover, or if the property will not be the primary residence of the legal representative or anyone named on the **policy schedule**.

## Who are the Providers of this Policy?

**Urban Jungle** administer this policy and should always be **your** first point of contact. **Urban Jungle** Services LTD is registered in England and Wales under company number 10414152, and its registered office address is 20-22 Wenlock Road, London, N1 7GU. **Urban Jungle** is authorised and regulated by the Financial Conduct Authority (FCA), and can be found on the Financial Services Register under number 782061.

**Urban Jungle** arrange the policy with **us** on **your** behalf. **Urban Jungle** receive a commission from **us** which is a percentage of the total premium.

Buildings Insurance claims for this policy are administered by Claims Consortium Group. Claims Consortium Group is registered in England and Wales under company number 12084763 and its registered office address is Blackdown House, Culmhead Business Centre, Culmhead, Taunton, TA3 7DY.

This policy is underwritten by Wakam UK Limited. Wakam UK Limited is a company registered in England and Wales with company number 14778827, having its registered office at 18th & 19th Floors, 100 Bishopsgate, London, United Kingdom, EC2N 4AG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Number 995565.

## Legal Expenses & Home Emergency

ARAG plc is registered in England number 02585818. Registered address:

9 Whiteladies Road,  
Clifton,  
Bristol BS8 1NN.

ARAG plc is authorised and regulated by the Financial Conduct Authority firm registration number 452369

ARAG plc is authorised to administer this insurance on behalf of the insurer SCOR UK Company Limited (“SCOR”). SCOR is registered in England and Wales number 01334736. Registered address:

10 Lime Street,  
London,  
EC3M 7AA.



# The Policy Booklet - Buildings Insurance

SCOR is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority firm registration number 202333. This can be checked by visiting the FCA website at <https://register.fca.org.uk/>.

## How your Claim will be Settled

When settling any claims **we** will always settle the claim to the account of the person making the claim. Where there are multiple members of the household, **we** take no responsibility for allocating any claims funds or any refunds between joint policyholders. Any claim settlement may result in an increase in **your** renewal premium.

If **you** claim for loss or damage to the buildings, **we** will pay the full cost of repair as long as:

- the **buildings** were in a good state of repair immediately prior to the loss or damage;
- the sum insured is enough to pay for the full cost of rebuilding the **buildings** in their present form;
- the damage has been repaired or the loss has been reinstated.

**We** will subtract an amount for wear and tear or betterment from the cost of any replacement or repair if immediately before the loss or damage the **buildings** were not in a good state of repair.

**We** will not pay the cost of replacing or repairing any undamaged parts of the **buildings** which form part of a pair, set, suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part.

If at the time of loss or damage it is **your** intention to demolish the **buildings**, **our** liability shall be limited to the additional costs of debris removal solely incurred as a result of such loss or damage.

## How to Make a Complaint

**We** and **Urban Jungle** will always work incredibly hard to make sure that **you** are happy, but if anything is not quite right **we** want to know about it as soon as possible. If **you** have a complaint about **your** policy or the handling of a claim, the details below set out some of the key steps that **you** can take to address **your** concerns.

### Policy Administration Issues

If **you** have any questions or concerns about **your** policy administration and documents, **you** should contact **Urban Jungle**. **You** can get in touch with them quickly using:

- The 'Contact Us' section of [www.myurbanjungle.com](http://www.myurbanjungle.com)
- Contact form on any page of the **Urban Jungle** website
- By calling 0800 808 5847

**Urban Jungle's** office hours are Monday to Friday 9am–5pm (excluding bank holidays).

**Urban Jungle** will always try to resolve any complaints as a matter of urgency, and in any case, **you** will always receive a response from them within 2 working days.

### Buildings Insurance Claims Administration Issues

If **you** wish to make a complaint about a claim **you** should refer the matter to **our** claims specialists Claims Consortium Group. Their contact details are provided below:

Claims Consortium Group, Copthall House, King Street, Newcastle under Lyme, ST5 1EL

Telephone: 0330 124 5105

Please quote **your** policy number and claim reference (if applicable) in all correspondence so that **your** concerns may be dealt with speedily.





# The Policy Booklet - Buildings Insurance

## What Happens Next?

If **Urban Jungle** or Claims Consortium Group are not able to resolve **your** complaint satisfactorily by close of business the 3rd working day following receipt of **your** complaint, they will refer **your** complaint to the Complaints Manager at Wakam, who will send **you** an acknowledgement letter within 5 working days. If **you** don't receive any acknowledgement letter, or at any time if **you** wish to do so, **you** may contact the Complaints Manager yourself by sending an email to [complaints.uk@wakam.com](mailto:complaints.uk@wakam.com)

The Complaints Manager will investigate **your** complaint and will provide **you** with a written response within eight weeks of **your** initial complaint. This will either be a final response or a letter informing **you** that **we** need more time for **our** investigation.

## If you Remain Unhappy

If after 8 weeks **your** complaint remains unresolved, or if after receiving a final response, **you** continue to be unhappy with the way **your** complaint has been dealt with, **you** can raise the issue to the Financial Ombudsman Service at:

### Address:

The Financial Ombudsman Service  
Exchange Tower  
London, E14 9SR

### Telephone:

0800 0234 567  
0300 1239 123

### Email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The Financial Ombudsman Service (**FOS**) is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). None of the above will affect **your** statutory rights.

## What Other Protections do you Have?

Both **Urban Jungle** and Wakam are members of the Financial Services Compensation Scheme (FSCS). This is a government backed scheme which helps ensure customers are covered should any financial services business they work with fail, or be unable to fulfil their obligations.

**You** may be entitled to compensation from the scheme if either **Urban Jungle** or Wakam is unable to fulfil their obligations to **you**. If **you** are entitled to compensation under the scheme, the level and extent of the compensation would depend on the nature of this policy. This varies by circumstances but for most insurance policies 90% of any claim amount is covered. **You** can find more information about the scheme at <http://www.fscs.org.uk/> or **you** can write to them at PO Box 300, Mitcheldean, GL17 1DY

## Definitions

Throughout this document where the following words appear in bold they will have the meanings shown below:

- |                          |   |
|--------------------------|---|
| <b>Accidental Damage</b> | Unexpected and unintended damage or breakage caused by a single and one-off event resulting from a sudden, external and identifiable means. |
| <b>Bathroom/wetroom</b>  | Any room with a bath, shower or toilet, including enSuites and toilet rooms.  |



# The Policy Booklet - Buildings Insurance

<b>Bedroom</b>	Any room either used for sleeping, or designed for sleeping in at the <b>premises</b> . This includes rooms converted from bedrooms into other types of rooms e.g. studies.
<b>Bodily Injury</b>	Death or physical <b>bodily injury</b> caused by a sudden and unexpected external visible event during the <b>Period of Insurance</b> .
<b>Building(s)</b>	<p>The main structure of the <b>home</b> and;</p> <ul style="list-style-type: none"><li>• fixtures and fittings attached to the <b>home</b> including permanently fitted flooring, bathroom furniture, ceramic hobs, glass, professionally fitted solar/PV panels. Please note this does <u>not</u> include wind turbines.</li><li>• domestic outbuildings and detached private garages located on the premises</li><li>• radio and television aerials, satellite dishes, their fittings and masts which are attached to the <b>home</b></li><li>• permanently installed swimming pools, hard tennis courts, drives, patios, terraces, walls</li><li>• gates, paths, fences and fixed fuel tanks</li><li>• garden and boundary walls</li></ul> <p><b>you</b> own or for which <b>you</b> are legally liable within the <b>premises</b> named in the <b>Policy Schedule</b>.</p>
<b>Building Work</b>	<p>Any building, renovation or decorating work being conducted or due to be conducted on the <b>premises</b> which meets one or more of the following criteria:</p> <ul style="list-style-type: none"><li>• might change the number of <b>bedrooms</b> or <b>bathrooms</b></li><li>• includes structural changes to walls, ceilings or floors</li><li>• might reduce the security of the property</li><li>• includes any major changes to the plumbing at the property</li><li>• is expected to cost more than £20,000 including VAT</li><li>• where <b>you</b> are required to move out of the <b>home</b> for the work to be undertaken</li></ul> <p>Building work does not include:</p> <ul style="list-style-type: none"><li>• Routine maintenance</li><li>• Replacing or refitting existing kitchens and <b>bathrooms</b></li><li>• Any ongoing repairs being conducted as part of an ongoing insurance claim, provided that claim has been declared to <b>us</b> in full</li></ul>
<b>Contents</b>	<p>Household goods and <b>personal items</b>, which <b>you</b> own or which <b>you</b> are legally liable for.</p> <p><b>Contents</b> includes:</p> <ul style="list-style-type: none"><li>• personal items</li><li>• furniture, fixtures and fittings</li><li>• carpets</li><li>• pictures, decorative items and other works of art</li><li>• electronic equipment</li><li>• musical instruments</li><li>• books and collectables</li><li>• tools and DIY equipment</li><li>• wheelchairs and mobility aids</li><li>• baby equipment</li></ul>
<b>Domestic Staff</b>	A person employed to carry out domestic duties associated with <b>your home</b> and not employed by <b>you</b> in any capacity in connection with any trade profession or employment.
<b>Domestic Pet</b>	A domestic animal that <b>you</b> own and lives within <b>your home</b> .



# The Policy Booklet - Buildings Insurance

<b>Director</b>	A person who is the Company Director of a Limited Company.
<b>Excess</b>	The amount payable by <b>you</b> to <b>us</b> as shown in the <b>Policy Schedule</b> in the event of a claim settlement.
<b>Flood</b>	<p>A build up of water from an external source that enters the <b>buildings</b>. The water must enter the <b>buildings</b></p> <ul style="list-style-type: none"><li>a) at or below ground level; or above ground level, provided part of the body of such water is at ground level; and</li><li>b) does so with a volume, weight or force which is substantial and abnormal.</li></ul> <p>It does not include water which has escaped from pipes, tanks or other fixed appliances on <b>your premises</b>, or gradual ingress of water such as rising damp.</p>
<b>Heave</b>	Upward movement of the ground beneath the <b>buildings</b> as a result of the soil expanding.
<b>Home</b>	The domestic private dwelling of <b>standard construction</b> that <b>you</b> own or are legally responsible for <u>and</u> occupy as your primary residence which is located at the <b>premises</b> shown in the <b>Policy Schedule</b> (For the avoidance of doubt, this excludes outbuildings and detached garages).
<b>Landslip</b>	Downward movement of sloping ground.
<b>No Claims Bonus</b>	The number of years that <b>you</b> have continuously held <b>buildings</b> insurance without making a claim (for the avoidance of doubt landlord or commercial policies cannot be considered when calculating the number of years).
<b>Period of Insurance</b>	The length of time for which this insurance policy is in force, as shown in the <b>Policy Schedule</b> and for which <b>you</b> have paid and <b>we</b> have accepted a premium.
<b>Policy Schedule</b>	Part of this document; it forms part of this insurance contract and contains details of the sums insured, the <b>period of insurance</b> and the sections of this insurance which apply.
<b>Premises</b>	The address to be insured which is named in the <b>Policy Schedule</b> .
<b>Settlement</b>	Downward movement as a result of the soil being compressed by the weight of the <b>buildings</b> within ten years of construction.
<b>Standard Construction</b>	Built of brick, stone or concrete including buildings which are timber framed and roofed with slates, tiles, asphalt, metal or concrete.
<b>Statement of Fact</b>	Part of this document. It contains all the details that <b>you</b> told <b>us</b> about <b>you</b> and the property <b>you</b> insure under this policy.
<b>Storm</b>	<p>A period of violent weather defined as:</p> <ul style="list-style-type: none"><li>• Gale force 10 or above (as defined under Beaufort Scale); or</li><li>• Torrential rain falling at rate of at least 25mm per hour; or</li><li>• Snow that falls to a depth of at least 30 cm in 24 hours; or</li><li>• Hail so severe that it causes damage to hard surfaces or breaks glass</li></ul>
<b>Subsidence</b>	Downward movement of the ground beneath the <b>buildings</b> other than by <b>settlement</b> .
<b>United Kingdom</b>	England, Wales, Scotland and Northern Ireland (excluding the Isle of Man and the Channel Islands) and journeys between these countries.
<b>Underground Services</b>	The pipes, tanks, cables, inspection hatches/covers between the <b>buildings</b> and the public supply that <b>you</b> are legally responsible for. Septic tanks and cesspits are included, soakaways are not included.
<b>Unfurnished</b>	The <b>home</b> does not have all the furniture and furnishings for normal living purposes.



# The Policy Booklet - Buildings Insurance

<b>Unoccupied</b>	The <b>home</b> is not lived in by <b>you</b> for more than 30 consecutive days. Visits or occasional overnight stays do not represent a break in this period. This period starts from the first day the property is unoccupied, even if that is before the start date of this policy.
<b>Urban Jungle</b>	The company who have been authorised by <b>us</b> to transact insurance business on <b>our</b> behalf. Urban Jungle Services LTD are authorised and regulated by the Financial Conduct Authority, their Firm Reference Number is 782061. Registered Office: 20-22 Wenlock Road, London, N1 7GU and company number: 10414152.
<b>Utilities</b>	Electricity, gas, water or telecommunications that <b>you</b> purchase from a supplier.
<b>We / Us / Our</b>	The insurer, which is:  in relation to the Buildings cover, Wakam UK Limited;  in relation to the Legal Expenses cover and Home Emergency cover, SCOR UK Company Limited.
<b>You / Your / Insured</b>	The Lead Policyholder and Other Policyholders listed in the <b>Policy Schedule</b> as well as any family members and children under the age of 18, who are under <b>your</b> care, in each case who live with <b>you</b> on a permanent basis.



# The Policy Booklet - Legal Expenses

## Legal Expenses Schedule

This cover under this section is provided by ARAG plc.

## Definitions

Throughout this section where the following words appear in bold they will have the meanings shown below. Additional definitions can be found in the Policy Definitions.

<b>Appointed Advisor</b>	<ul style="list-style-type: none"><li>• The solicitor, accountant, or other advisor (who is not a mediator) appointed by <b>us</b> to act on <b>your</b> behalf.</li><li>• Mediator appointed by <b>us</b> to provide impartial dispute resolution in relation to a claim accepted by <b>us</b>.</li></ul>
<b>Collective Conditional Fee Agreement</b>	A legally enforceable agreement entered into on a common basis between the <b>appointed advisor</b> and <b>us</b> to pay their professional fees on the basis of either: <ul style="list-style-type: none"><li>• 100% “no-win no-fee” or</li><li>• where discounted, that a discounted fee is payable</li></ul>
<b>Conditional Fee Agreement</b>	A legally enforceable agreement between <b>you</b> and the <b>appointed advisor</b> for paying their professional fees on the basis of either: <ul style="list-style-type: none"><li>• 100% “no-win no-fee” or</li><li>• where discounted, that a discounted fee is payable</li></ul>
<b>Insurer</b>	SCOR UK Company Limited.
<b>Legal Costs and Expenses</b>	<ul style="list-style-type: none"><li>• Reasonable legal costs and expenses reasonably and proportionately incurred by the <b>appointed advisor</b> on the standard basis and agreed in advance by <b>us</b>. The term “standard basis” can be found within the Courts’ Civil Procedure Rules Part 44</li><li>• In civil claims, other side’s costs, fees and expenses where <b>you</b> have been ordered to pay them or <b>you</b> pay them with <b>our</b> agreement</li><li>• Reasonable accountancy fees reasonably incurred under Insured event 6 Tax by the <b>appointed advisor</b> and agreed by <b>us</b> in advance</li><li>• <b>Your</b> basic wages or salary under Insured event 8 Loss of earnings while attending court or tribunal at the request of the <b>appointed advisor</b> or whilst on jury service where lost wages or salary cannot be claimed back from the court or tribunal</li><li>• The reasonable cost of phone calls, postage (including special delivery), image scanning, photocopying or credit reports incurred under Insured event 9 where <b>you</b> have taken advice from <b>our</b> Identity Theft Advice and Resolution Service.</li></ul>



## The Policy Booklet - Legal Expenses

<b>Reasonable Prospects of Success</b>	<ul style="list-style-type: none"><li>• Other than as set out below, a greater than 50% chance of <b>you</b> successfully pursuing or defending the claim and, if <b>you</b> are seeking damages or compensation, a greater than 50% chance of enforcing any judgement that might be obtained. Under Insured event 2 Contract, there must be a greater than 50% chance of successfully defending the claim in its entirety</li><li>• In criminal prosecution claims where <b>you</b><ul style="list-style-type: none"><li>a) plead guilty, a greater than 50% chance of reducing any sentence or fine or</li><li>b) plead not guilty, a greater than 50% chance of that plea being accepted by the court</li></ul></li><li>• In all claims involving an appeal, a greater than 50% chance of <b>you</b> being successful</li></ul> <p>Where it has been determined that reasonable prospects of success as set out above do not exist, <b>you</b> shall be liable to pay any legal costs incurred should <b>you</b> pursue or defend <b>your</b> claim irrespective of the outcome.</p>
<b>Territorial Limits</b>	<ul style="list-style-type: none"><li>• For Insured events 2 Contract and 4 Personal Injury: <b>United Kingdom</b>, countries in the European Union, Norway and Switzerland</li><li>• For all other Insured events: <b>United Kingdom</b>.</li></ul>
<b>We/Us/Our</b>	ARAG plc who is authorised under a binding authority agreement on behalf of the <b>insurer</b> .
<b>You/Your/Insured</b>	The Lead Policyholder and Other Policyholders listed on the <b>Policy Schedule</b> as well as any children under the age of 18, under <b>your</b> care and residing with <b>you</b> on a permanent basis.

## Cover

Following an Insured Event, the **insurer** will pay **legal costs and expenses** up to £50,000 (including the cost of appeals) for all claims related by time or originating cause, subject to all of the following requirements being met:

1. The Insured Event occurs within the countries specified under **territorial limits**
2. The claim
  - a. always has **reasonable prospects of success**
  - b. is reported to **us**
    - i. during the **period of insurance**; and
    - ii. as soon as the **insured** first becomes aware of circumstances which could give rise to a claim
3. Unless there is a conflict of interest, the **insured** always agree to use the **appointed advisor** chosen by **us** in any claim before proceedings have been or need to be issued
4. Any dispute will be dealt with through mediation or by a court, tribunal, Advisory Conciliation and Arbitration Service or a relevant regulatory body agreed with **us** within the **territorial limits**

**We** consider that a claim has been reported to **us** when **we** have received **your** fully completed claim form.

Where **you** are seeking financial compensation and the cost of pursuing **your** claim is likely to be more than any award of damages, **we** will not pay more than the value of the likely award.

This policy will pay any otherwise covered claim involving the use of or inability to use a computer, including devices such as smart phones, tablets and wearable technology. This cover is subject to all other policy terms.



# The Policy Booklet - Legal Expenses

## Insured Events

If this option is selected, it covers **your legal costs and expenses** arising from the following Insured Events

Insured Events	Cover Limit	Applicable Excess
<p><b>1. Employment</b></p> <p>A dispute with <b>your</b> current, former or prospective employer relating to <b>your</b> contract of employment or related legal rights. <b>You</b> can claim as soon as internal procedures as set out in the:</p> <ul style="list-style-type: none"> <li>• ACAS Code of Practice for Disciplinary and Grievance Procedures; or</li> <li>• Labour Relations Agency Code of Practice on Disciplinary and Grievance Procedures in Northern Ireland;</li> </ul> <p>have been or ought to have been concluded.</p> <p><b>You</b> are required to cooperate fully with ACAS regarding mediation and not do anything that hinders a successful outcome.</p> <p><b>The insurer</b> will <b>not</b> pay for any claim arising from or relating to:</p> <ul style="list-style-type: none"> <li>• a dispute arising solely from personal injury</li> <li>• defending <b>you</b> other than defending an appeal</li> <li>• costs <b>you</b> incur to prepare for an internal disciplinary hearing, grievance or appeal</li> <li>• <b>your</b> employer's or ex-employer's pension scheme</li> <li>• a compromise or settlement agreement between <b>you</b> and <b>your</b> employer unless such agreement arises from an ongoing claim under the policy.</li> </ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>
<p><b>2. Contract</b></p> <p>A dispute arising out of an agreement or alleged agreement which has been entered into by <b>you</b> for:</p> <ul style="list-style-type: none"> <li>• buying or hiring consumer goods or services</li> <li>• privately selling goods</li> <li>• renting <b>your home</b> as a tenant</li> <li>• buying or selling <b>your</b> main home</li> <li>• the occupation of <b>your</b> main home under a lease.</li> </ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>



## The Policy Booklet - Legal Expenses

Insured Events	Cover Limit	Applicable Excess
<p><b>The insurer</b> will not pay for any claim arising from or relating to:</p> <ul style="list-style-type: none"><li>• a dispute with a tenant where the <b>insured</b> is the landlord or lessor</li><li>• loans, mortgages, pensions, or any other banking, life or long-term insurance products, savings or investments</li><li>• <b>your</b> business activities, trade, venture for gain, profession or employment</li><li>• a contract involving a motor vehicle</li><li>• a settlement due under an insurance policy</li><li>• construction work, or designing, converting or extending any building where the contract value exceeds £6,000 including VAT.</li><li>• a dispute with any party other than the party with whom the <b>insured</b> has entered into an agreement or alleged agreement with</li></ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>





## The Policy Booklet - Legal Expenses

Insured Events	Cover Limit	Applicable Excess
<p><b>3. Property</b></p> <p>A dispute relating to visible property which <b>you</b> own following:</p> <ul style="list-style-type: none"> <li>• an event which causes physical damage to <b>your</b> property including <b>your</b> main home</li> <li>• a public or private nuisance or trespass provided that where any boundary is in dispute, <b>you</b> have proof of where the boundary lies.</li> </ul> <p>The insurer will not pay for</p> <ul style="list-style-type: none"> <li>• the first £250 of any claim relating to a public or private nuisance or trespass. This is payable by <b>you</b> as soon as <b>we</b> accept the claim.</li> <li>• any claim arising from or relating to:               <ol style="list-style-type: none"> <li>1. a contract entered into by <b>you</b> other than a <b>tenancy agreement</b></li> <li>2. any building or land other than <b>your home</b></li> <li>3. a motor vehicle</li> <li>4. the compulsory purchase of, or demolition, restrictions, controls or permissions placed on <b>your</b> property by any government, local or public authority</li> <li>5. defending any dispute relating to physical damage to <b>your</b> physical property other than defending a counter claim or an appeal.</li> <li>6. a dispute with any party other than the person(s) who caused the damage or nuisance or trespass.</li> </ol> </li> </ul>	<p>Legal Expenses up to £50,000</p>	<p>£Zero or £250 in the event of public nuisance or trespass</p>
<p><b>4. Personal Injury</b></p> <p>A sudden event directly causing <b>you</b> physical bodily injury or death.</p> <p>The insurer will not pay for any claim arising from or relating to:</p> <ul style="list-style-type: none"> <li>• a condition, illness or disease which develops gradually or over time</li> <li>• mental injury, nervous shock, depression or psychological symptoms where <b>you</b> have not sustained physical bodily injury</li> <li>• defending any claim other than an appeal</li> </ul>	<p>Legal Expenses up to £50,000</p>	<p>£Zero</p>



## The Policy Booklet - Legal Expenses

Insured Events	Cover Limit	Applicable Excess
<p><b>5. Clinical Negligence</b></p> <p>A dispute arising from alleged clinical negligence or malpractice.</p> <p><b>The insurer will not pay for</b></p> <ul style="list-style-type: none"> <li>• any claim arising from or relating to a contract dispute</li> <li>• defending any claim other than an appeal</li> </ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>
<p><b>6. Tax</b></p> <p>A formal enquiry into <b>your</b> personal tax affairs provided that all returns are complete and have been submitted within the legal timescales permitted.</p> <p><b>The insurer will not pay for any claim arising from or relating to:</b></p> <ul style="list-style-type: none"> <li>• tax returns where HMRC imposes a penalty, or which contain careless and/or deliberate misstatements</li> <li>• a business or venture for <b>your</b> gain</li> <li>• circumstances where the Disclosure of Tax Avoidance Scheme Regulations apply or should apply to <b>your</b> financial arrangements</li> <li>• any enquiry that concerns assets, monies or wealth outside of Great Britain and Northern Ireland</li> <li>• an investigation by the Fraud Investigation Service of HMRC.</li> </ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>



# The Policy Booklet - Legal Expenses

Insured Events	Cover Limit	Applicable Excess
<p><b>7. Legal Defence</b></p> <ul style="list-style-type: none"> <li>• Work An alleged act or omission by <b>you</b> that arises from <b>your</b> work as an employee and results in:               <ol style="list-style-type: none"> <li>1. <b>you</b> being interviewed by the police or others with the power to prosecute</li> <li>2. a prosecution being brought against <b>you</b> in a court of criminal jurisdiction</li> <li>3. civil proceedings being brought against <b>you</b> under unfair discrimination laws.</li> </ol> </li> <li>• Motor A motoring prosecution brought against <b>you</b>.</li> <li>• Regulatory investigations A formal investigation or disciplinary hearing brought against <b>you</b> by a professional or regulatory body.</li> </ul> <p><b>The insurer will not</b> pay for any claim arising from or relating to:</p> <ul style="list-style-type: none"> <li>• owning a vehicle or driving without motor insurance or driving without a valid driving licence</li> <li>• a parking offence.</li> </ul>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>
<p><b>8. Loss of Earnings</b></p> <p><b>Your</b> absence from work to attend court, tribunal, arbitration or regulatory proceedings at the request of the <b>appointed advisor</b> or whilst on jury service which results in loss of earnings.</p> <p><b>The insurer will not</b> pay for</p> <ul style="list-style-type: none"> <li>• loss of earnings in excess of £1,000</li> <li>• any sum which can be recovered from the court or tribunal.</li> </ul>	<p><b>£1,000</b></p>	<p><b>£Zero</b></p>



# The Policy Booklet - Legal Expenses

Insured Events	Cover Limit	Applicable Excess
<p><b>9. Identity Theft</b></p> <p>A dispute arising from the use of <b>your</b> personal information without <b>your</b> permission in order to commit fraud or other crimes provided that <b>you</b> contact <b>our</b> Identity Theft Advice and Resolution Service as soon as <b>you</b> suspect that <b>your</b> identity may have been stolen.</p> <p><b>The insurer</b> will not pay for any money claimed, goods, loans or other property or financial loss or other benefits obtained as the result of the identity theft.</p>	<p><b>Legal Expenses up to £50,000</b></p>	<p><b>£Zero</b></p>

## Exclusions Applicable to Legal Expenses

The exclusions below apply to this section in addition to General Exclusions on page 26.

**You** are not covered for any claim arising from or relating to:

1. **legal costs and expenses** incurred without **our** consent
2. any event before the start of the policy and which **you** believed or ought reasonably to have believed could have led to a claim under this section
3. any amount below £100
4. any amount in excess of the applicable cover limit
5. an allegation against **you** involving:
  - a assault, violence, or dishonesty, malicious falsehood or defamation
  - b indecent or obscene materials
  - c the use of alcohol or its unauthorized or unregulated manufacture, unlicensed dealing in alcohol or dealing in or using illegal drugs
  - d illegal immigration
  - e money laundering or bribery offences, breaches of international sanctions, fraud, or any other financial crime activities
6. a dispute between **your** family members or co-tenants or joint tenants
7. any deliberate or reckless act by **you**
8. a judicial review
9. a dispute arising from or relating to clinical negligence except as provided for an Insured Event 5 Clinical Negligence
10. a dispute with **us**, the **insurer** or **Urban Jungle** not dealt with under the Disputes Condition, or the **insurer** or the company that sold this policy
11. a group litigation order
12. the payment of fines, penalties or compensation awarded against **you**



# The Policy Booklet - Legal Expenses

## Conditions Applicable to Legal Expenses

Where the **insurer's** risk is affected by **your** failure to keep to these conditions the **insurer** can cancel this section of **your** policy, refuse a claim or withdraw from an ongoing claim. The **insurer** also reserves the right to recover **legal costs and expenses** from **you** if this happens.

### 1. Your Responsibilities

**You** must

- a tell ARAG as soon as possible of anything that may make it more costly or difficult for the **appointed advisor** to resolve the claim in **your** favour
- b cooperate fully with **us**, give the **appointed advisor** any instructions **we** require, and keep them updated with the progress of the claim and not hinder them
- c take reasonable steps to claim back **legal costs and expenses** and, where recovered, pay them to the **insurer**
- d keep **legal costs and expenses** as low as possible
- e allow the **insurer** at any time to take over any claim and conduct the claim in **your** name.

### 2. Freedom to choose an appointed advisor

- a In certain circumstances as set out in 2b) below **you** may choose an **appointed advisor**. In all other cases no right exists and **we** shall choose the **appointed advisor**.
- b If
  - i. a suitably qualified advisor considers that it has become necessary to issue proceedings or proceedings are issued against **you**, or
  - ii. there is a conflict of interestthe **insured** may choose a qualified **appointed advisor**.
- c Where **you** wish to exercise the right to choose, **you** must write to ARAG with **your** preferred representative's contact details and cost. Where **you** choose to use **your** preferred representative, the **insurer** will not pay more than **we** agree to pay a solicitor from **our** panel. (**Our** panel solicitor firms are chosen with care and **we** agree special terms with them which may be less than the rates available from other firms.)
- d If **you** dismiss the **appointed advisor** without good reason, or withdraw from the claim without **our** written agreement, or if the **appointed advisor** refuses with good reason to continue acting for **you**, the **insurer's** liability in respect of that claim will end immediately.
- e In respect of a claim under Insured Events 1 Employment, 2 Contract, 4 Personal Injury or 5 Clinical Negligence, **you** must enter into a **conditional fee agreement** (unless the **appointed advisor** has entered into a **collective conditional fee agreement**), where legally permitted.

### 3. Consent

- a **You** must agree to **us** having sight of the **appointed advisor's** file relating to **your** claim. **You** are considered to have provided consent to **us** or **our** appointed agent to have sight of **your** file for auditing and quality control purposes.
- b An **insured** must have **your** agreement to claim under this section.

### 4. Settlement

- a The **insurer** can settle the claim by paying the reasonable value of **your** claim.
- b **You** must not negotiate or settle the claim without **our** written agreement.
- c If **you** refuse to settle the claim following advice to do so from the **appointed advisor**, the **insurer** reserves the right to refuse to pay further costs.



## The Policy Booklet - Legal Expenses

d **You** must settle costs arising from Insured Event 9 Identity Theft in the first instance and make a receipted claim to **us** for reimbursement.

### 5. Barrister's opinion

**We** may require **you** to obtain and pay for an opinion from a barrister if a dispute arises regarding the merits or value of the claim. If the opinion supports **you**, then the **insurer** will reimburse the reasonable costs of that opinion. If that opinion conflicts with advice obtained by **us**, then the **insurer** will pay for a final opinion which will be binding on **you** and **us**. This does not affect **your** right in the Disputes Condition below.

### 6. Other insurance

The **insurer** will not pay more than their fair share (rateable proportion) for any claim covered by another policy, or any claim that would have been covered by any other policy if this policy did not exist.

### 7. Fraudulent claims and claims tainted by dishonesty

a If **you** make any claim which is fraudulent or false, this section of the policy may become void and all benefit under it may be lost.

b **You** should at all times be entirely truthful, accurate and open in any evidence, disclosure or statement **you** give and **should** act with complete honesty and integrity throughout. Where, on the balance of probabilities and having considered carefully all the facts of the claim, it appears that **you** have breached this condition and that the breach has:

1. affected **our** assessment of **reasonable prospects of success**, and/or
2. prejudiced any part the outcome of **your** claim

the **insurer** shall have no liability for **legal costs and expenses** incurred from the date of the breach.

### 8. Acts of Parliament

All legal instruments, bodies and rules referred to within this section shall include the equivalent in Wales, Scotland, Northern Ireland, the Isle of Man and the Channel Islands and any subsequent amendment or replacement legislation.



# The Policy Booklet - Legal Expenses

## How to Make a Claim (Legal Expenses)

### Making use of our helplines

Before making a claim you may wish to seek advice from one of our helplines:

For legal advice: XXXXX XXXXXX — open 24 hours a day, 365 days of the year)

For tax advice: XXXXX XXXXXX — open between 9am and 5pm on weekdays (except bank holidays)

For identity theft advice: XXXXX XXXXXX — open between 9am and 5pm on weekdays (except bank holidays)

For counselling service: XXXXX XXXXXX — open 24 hours a day, 365 days of the year

Use of these services does not constitute making a claim.

Full terms of use for these helplines are set out below.

### Telling us about your claim

If the helpline service cannot resolve **your** issue:

1. If **you** need to make a claim, **you** must notify **us** as soon as possible.
2. If **you** instruct **your** own solicitor or accountant without telling **us**, **you** will be liable for costs that are not covered by this policy.

### What happens next?

1. **We** will send **you** an acknowledgement by the end of the next working day after receiving **your** claim form.
2. Within five working days of receiving all the information needed to assess the availability of cover under the policy, **we** will contact **you** either:
  - a confirming cover under the terms of this policy and advising **you** of the next steps to progress **your** claim; or
  - b if the claim is not covered, **we** will explain in full the reason(s) why and advise whether **we** can assist in another way.
3. When a representative is appointed by **us** they will try to resolve **your** dispute without delay, arranging Alternative Dispute Resolution, such as mediation, whenever appropriate.
4. **We** will check on the progress of **your** claim with the **appointed advisor** from time to time. Sometimes matters cannot be resolved quickly, particularly if the other side is slow to cooperate or a legal timetable is decided by the courts.

## How to Make a Complaint (Legal Expenses)

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to ARAG's Customer Relations Department who will arrange to have it reviewed at the appropriate level. ARAG can be reached in the following ways:

ARAG plc  
9 Whiteladies Road  
Clifton  
Bristol, BS8 1NN  
Telephone: +44 (0)117 917 1561  
Email: [customerrelations@arag.co.uk](mailto:customerrelations@arag.co.uk)

If ARAG are not able to resolve the complaint to **your** satisfaction then **you** can refer it to the Financial Ombudsman Service (FOS) at the address on page 33.



# The Policy Booklet - Legal Expenses

## Helplines

**These helplines are provided by ARAG plc.**

The following helpline services are available to you during the period of insurance.

All helplines are subject to fair and reasonable use. The level of fair usage will depend on individual circumstances. However, if our advisors consider that your helpline usage is becoming excessive they will tell you. If following that warning usage is not reduced to a more reasonable level, we can refuse to accept further calls.

### Legal and Tax Advice XXXX XXX XXXX

If you have a legal or tax problem we recommend that you call our confidential legal and tax advice helpline. Legal advice is available 24 hours a day, 365 days of the year, and tax advice is available between 9am and 5pm on weekdays (except bank holidays). We give advice about personal legal matters within UK and EU law or personal tax matters within the UK. Your query will be dealt with by a qualified specialist who is experienced in handling legal and tax-related matters. Use of this service does not constitute reporting of a claim.

### Identity Theft Advice and Resolution Service XXXX XXX XXXX

This service is available between 9am and 5pm on weekdays (except bank holidays). We provide telephone advice to help you keep your personal identity secure. Where identity theft is suspected, our specialist caseworkers can help you to restore your credit rating and correspond with your card issuer, bank or other parties. Identity theft expenses are insured under Insured event 9 when you use this helpline.

### Counselling assistance XXXX XXX XXXX

Our qualified counsellors will provide free confidential support and advice by phone to you or your family members who are suffering from emotional upset or feeling worried and anxious about a personal or work-related problem.

Calls to the Counselling assistance service will not be recorded.

## Consumer Legal Services Website

Register at [www.araglegal.co.uk](http://www.araglegal.co.uk) and enter voucher code XXXXXXXXXXXXX to access ARAG's digital law guides and download legal documents to help with consumer legal matters.





# The Policy Booklet - Home Emergency

## Home Emergency Schedule

This cover under this section is provided by ARAG plc.

### Definitions

Throughout this section where the following words appear in bold they will have the meanings shown below. Additional definitions can be found in the Policy Definitions.

<b>Central Heating Boiler</b>	A boiler: <ul style="list-style-type: none"><li>• located in <b>your home</b> (or connecting garage), and</li><li>• which has been serviced within the 12 months prior to the date of <b>your home emergency</b> claim.</li></ul>
<b>Contractor</b>	<ul style="list-style-type: none"><li>• The contractor or tradesperson chosen by <b>us</b> to respond to <b>your home emergency</b>.</li><li>• Where <b>your home</b> is powered by a biomass boiler or anaerobic digester system, air source heat pump or ground source heat pump, a suitably qualified expert chosen by <b>you</b> with <b>our</b> agreement to respond to <b>your home emergency</b>.</li></ul>
<b>Emergency costs</b>	<ul style="list-style-type: none"><li>• <b>Contractor's</b> reasonable and properly charged labour costs, parts and materials provided that where <b>your home</b> is powered by a biomass boiler or anaerobic digester system, air source heat pump or ground source heat pump, <b>you</b> must pay the <b>contractor</b> and send the receipt to <b>us</b> for the <b>insurer</b> to reimburse <b>you</b>.</li><li>• Where necessary, alternative accommodation costs incurred under insured event. The maximum payable by the <b>insurer</b> is £0 for all claims related by time or original cause.</li></ul>
<b>Home</b>	<b>Your</b> principal private dwelling used for domestic purposes only and situated within the United Kingdom, Channel Islands and the Isle of Man.
<b>Home emergency</b>	A sudden unexpected event which clearly requires immediate action in order to: <ul style="list-style-type: none"><li>• prevent damage or avoid further damage to <b>your home</b>, and/or render the <b>home</b> safe or secure, and/or restore the main services to the <b>home</b>, and/or alleviate any health risk to <b>you</b>.</li></ul>
<b>Insurer</b>	SCOR UK Company Limited.
<b>Vermin</b>	Brown or black rats, house or field mice, and wasps' or hornets' nests.
<b>We/us/our</b>	ARAG plc. (or appointed agents on its behalf) who is authorised under a binding authority agreement to administer this insurance on behalf of the <b>insurer</b> .
<b>You/your</b>	The Lead Policyholder and Other Policyholders listed on the <b>Policy Schedule</b> as well as any children under the age of 18, under <b>your</b> care and residing with <b>you</b> on a permanent basis.

### Cover

Following an Insured event which results in a **home emergency** the **insurer** will pay **emergency costs** up to £0 (for all **contractor's** costs & charges and parts & materials used relating to the same emergency) provided that all of the following requirements are met:

1. **You** have paid the insurance premium.
2. The claim is reported to **us**:
  - a during the **period of insurance** and



## The Policy Booklet - Home Emergency

- b immediately after **you** first become aware of a **home emergency**.
3. **You** always agree to use the **contractor** chosen by **us**.
  4. This policy will pay any otherwise covered claim involving the use of or inability to use a computer, including devices such as smart phones, tablets and wearable technology. This cover is subject to all other policy terms.

### Insured Events

If this option is selected, it covers the costs from the following Insured Events.

Insured events	Cover Limit	Applicable Excess
<p><b>1. Main Heating System</b></p> <p>The total failure or complete breakdown, whether or not caused by accidental damage, of the main heating system (including a <b>central heating boiler</b>), all radiators, hot water pipes and water storage tanks) in <b>your home</b>.</p> <p><b>The insurer</b> will not pay for any claim arising or related to:</p> <ul style="list-style-type: none"> <li>• a main heating system (including a central heating boiler) which is more than 15 years old</li> <li>• LPG fuelled, oil fired, warm air and solar heating systems; or</li> <li>• boilers with an output over 60Kw/hr</li> </ul>	<b>Emergency costs up to £1,000</b>	<b>£Zero</b>
<p><b>2. Plumbing &amp; Drainage</b></p> <p>The sudden damage to, or blockage or breakage or flooding of, the drains or plumbing system including water storage tanks, taps and pipe-work located within <b>your home</b>, which results in a <b>home emergency</b>.</p>	<b>Emergency costs up to £1,000</b>	<b>£Zero</b>
<p><b>3. Home Security</b></p> <p>Damage to (whether or not accidental) or the failure of external doors, windows or locks; which compromises the security of <b>your home</b>.</p>	<b>Emergency costs up to £1,000</b>	<b>£Zero</b>
<p><b>4. Toilet Unit</b></p> <p>Breakage or mechanical failure of the toilet bowl or cistern resulting in the loss of function provided that there is no other toilet in <b>your home</b>.</p>	<b>Emergency costs up to £1,000</b>	<b>£Zero</b>



## The Policy Booklet - Home Emergency

Insured events	Cover Limit	Applicable Excess
<p><b>5. Domestic Power Supply</b></p> <p>The failure, whether or not caused accidentally, of <b>your home's</b> domestic electricity or gas supply.</p>	Emergency costs up to £1,000	£Zero
<p><b>6. Lost Keys</b></p> <p>The loss or theft of the only available keys, if <b>you</b> cannot replace them to gain access to <b>your home</b>.</p>	Emergency costs up to £1,000	£Zero
<p><b>7. Vermin Infestation</b></p> <p><b>Vermin</b> causing damage inside <b>your home</b> or a health risk to <b>you</b>.</p>	Emergency costs up to £1,000	£Zero
<p><b>8. Alternative Accommodation Costs</b></p> <p><b>Your</b> overnight accommodation costs including transport to such accommodation following a <b>home emergency</b> which makes <b>your home</b> unsafe, unsecure or uncomfortable to stay in overnight.</p>	Emergency costs up to £1,000	£Zero

## Exclusions applicable to Home Emergency

The exclusions below apply to this section in addition to General Exclusions on page 26.

**You** are not covered for any claim arising from or relating to:

1. **emergency costs** which have been incurred before **we** accept a claim
2. an Insured event which happens within the first 48 hours of cover if **you** purchase this policy at a different date from any other related insurance policy
3. **emergency costs** where there is no one at **home** when the **contractor** arrives
4. any matter occurring prior to, or existing at the start of the policy, and which **you** believed or ought reasonably to have believed could give rise to a claim under this policy
5. any wilful or negligent act or omission or any third party interference or faulty workmanship which does not comply with recognised industry standards or manufacturer's instructions
6. a main heating system (including a **central heating boiler**) which is more than 15 years old
7. LPG fuelled, oil fired, warm air and solar heating systems or boilers with an output over 60 Kw/hr
8. the cost of making permanent repairs including any redecoration or making good the fabric of **your home**
  - a. once the **home emergency** situation has been resolved
  - b. arising from damage caused:
    - i. in the course of the repair or
    - ii. in the course of investigation of the cause of the Insured event or



## The Policy Booklet - Home Emergency

### iii. in gaining access to **your home**

9. the interruption, failure or disconnection of the mains electricity, mains gas or mains water supply
10. the replacement of parts that suffer damage or the gradual process of wear and tear over time (such as dripping taps, washers or discs forming part of a tank pipe or tap)
11. **your** garage (except a **central heating boiler** located in a connecting garage) outbuildings, boundary walls, fences, hedges, cesspit, fuel tank or septic tank
12. **your home** being left unoccupied for more than 30 days consecutively
13. goods or materials covered by a manufacturer's, supplier's, or installer's warranty
14. the failure of equipment or facilities which have not been installed, maintained or serviced in accordance with legal regulations or manufacturer's instructions, or which is caused by a design fault which makes them inadequate or unfit for use
15. a claim covered by another policy, or any claim that would have been covered by any other policy if this policy did not exist
16. subsidence, land slip or heave
17. a property that is not **your** main residence or that **you** rent or let
18. blockage of supply or waste pipes to the **home** due to freezing weather conditions
19.
  - a. ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - b. radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
  - c. war, invasion, act of foreign enemy hostilities (whether war is declared or not), civil war, rebellion revolution insurrection or military or usurped power

## Conditions Applicable to Home Emergency

Where the **insurer's** risk is affected by **your** failure to keep to these conditions the **insurer** can cancel this section of **your** policy, refuse a claim or withdraw from an ongoing claim. The **insurer** also reserves the right to recover **home emergency** expenses from **you** if this happens.

### 1. Your Responsibilities

**You** must:

- a. observe and keep to the terms of the policy
- b. not do anything that hinders **us** or the **contractor**
- c. tell **us** as soon as possible after first becoming aware of any **home emergency**
- d. tell **us** as soon as possible of anything that may materially alter our assessment of the claim
- e. cooperate fully with the **contractor** and **us**
- f. provide **us** with everything **we** need to help **us** handle the claim
- g. take reasonable steps to recover **emergency costs** that the **insurer** pays and pay to the **insurer** all costs that are recovered should these be paid to **you**
- h. minimise any **emergency costs** and try to prevent anything happening that may cause a claim
- i. allow the **insurer** at any time to take over and conduct in **your** name any claim, proceedings or investigation
- j. be able to prove that the **central heating boiler** has been serviced within the 12 months prior to the date of **your home emergency claim**.



## The Policy Booklet - Home Emergency

### 2. Our Consent

**We** must give **you** **our** consent to incur **emergency costs**. The **insurer** does not accept liability for **emergency costs** incurred without **our** consent.

### 3. Settlement

**You** must not settle the **contractor's** invoice or agree to pay emergency costs that **you** wish to claim for under this policy without **our** agreement.

#### Call out and labour costs

When settling contractor's call out charge and labour costs, unless stated otherwise on the **contractor's** invoice **we** will determine that the call out charge covers the cost of the **contractor** attending **your home** and disallows any time spent diagnosing the fault which has caused the Insured Event. Any inspection time that is required to trace, access or identify the cause of the Insured event will be settled on the basis that the time is charged as labour costs.

### 4. Disputes

If any dispute between **you** and **us** arises from this policy, **you** can make a complaint to **us** as described on page 53 of this policy and **we** will try to resolve the matter. If **we** are unable to satisfy **your** concerns **you** can ask the Financial Ombudsman Service to arbitrate over the complaint.

### 5. Fraudulent Claims

If **you** make any claim under the policy which is fraudulent or false, the policy may become void and all benefit under it may be lost.

## How to Make a Claim (Home Emergency)

### Telling us about your claim

In the event of a **home emergency**:

1. **Please telephone XXXXX XXXXXX** (lines are open 24 hours a day, 365 days a year) as soon as possible, providing **us** with **your** name, address, postcode and the nature of the problem.
2. It is important **you** notify **us** as soon as possible of any claim, and do not call out **your** own **contractors** unless **we** have agreed as **we** will not pay their costs and it could stop **your** claim being covered.
3. **You** must report any major emergency which could result in serious damage to the **home** or injury, to the Emergency Services or the company that supplies the service.
4. **Your** call will be answered as soon as possible. **We** record and monitor calls for training purposes, to improve the quality of our service, to help **us** deal with queries or complaints from **you** and to prevent and detect fraud and financial crime.
5. If **you** are claiming for alternative accommodation costs **you** must obtain our authority to incur costs before booking somewhere to stay. **You** will have to pay for the accommodation when you check out and send **your** receipt to **us** to be reimbursed.

## How to Make a Complaint (Home Emergency)

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to ARAG's Customer Relations Department who will arrange to have it reviewed at the appropriate level. ARAG can be reached in the following ways:

ARAG plc  
9 Whiteladies Road  
Clifton  
Bristol, BS8 1NN  
Telephone: +44 (0)117 917 1561  
Email: [customerrelations@arag.co.uk](mailto:customerrelations@arag.co.uk)



## The Policy Booklet - Home Emergency

If ARAG are not able to resolve the complaint to **your** satisfaction then **you** can refer it to the Financial Ombudsman Service (FOS) at the address on page 33.



# The Policy Booklet

## Applicable Laws to this Insurance

Matters relating to this policy will always be managed in accordance with the applicable laws in England and Wales. Any disputes relating to this policy will be under the exclusive jurisdiction of English courts.

There are a number of laws which are applicable to this insurance policy which **you** should be aware of:

### The Consumer Insurance (Disclosure and Representations) Act 2012

This Act sets out situations where failure by a policyholder to provide complete and accurate information requested by an insurer allows the insurer to cancel the policy, sometimes back to its start date and to keep any premiums paid. The Act also places a duty on the Insurer to ensure that the questions they ask the policyholder are clear, specific and not misleading.

### Dangerous Dogs Act 1991

The Dangerous Dogs Act 1991 imposes certain requirements on specific types of dogs. It also places requirements in relations to dogs which are, as described by the Act, dangerously out of control. For further guidance please see the Office of Public Sector Information Website (<http://www.legislation.gov.uk/>) or contact the Citizens Advice Bureau.

### Defective Premises Act 1972

The Defective Premises Act 1972 imposes duties in connection with the provision of dwellings and imposes liability for injury or damage caused to persons through defects in the state of the **premises**. Section 3 of The Defective Premises Act 1972 (or in Northern Ireland, Section 5 of The Defective Premises Northern Ireland Order 1975) extends the duty of care in certain circumstances after the dwellings have been disposed of.

For further guidance please see the Office of Public Sector Information Website (<http://www.legislation.gov.uk/>) or contact the Citizens Advice Bureau.

### Contracts (Rights Of Third Parties) Act 1999 Clarification Clause

A person who is not a party to this insurance contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from that Act.



# The Policy Booklet

## Data Privacy Notice

For details about how the insurer uses **your** personal information please see their privacy notice at [www.wakam.com/en/privacy-policy/](http://www.wakam.com/en/privacy-policy/).

If **you** have any questions or queries regarding the use of **your** personal data by the insurer, Wakam, or to exercise **your** rights relating to **your** personal data, please contact their Data Protection Officer at the following address: Wakam UK Limited, 18th & 19th Floors, 100 Bishopsgate, London, United Kingdom, EC2N 4AG or by email to: [uk\\_dataprotection@wakam.com](mailto:uk_dataprotection@wakam.com).

Full details of **Urban Jungle's** privacy policy can be found here:

[www.myurbanjungle.com/legal/privacy\\_policy](http://www.myurbanjungle.com/legal/privacy_policy).

It explains who **Urban Jungle** is, the types of information it holds, how it is used, who they share it with and how long it is kept and informs **you** of certain rights **you** have regarding **your** personal information. If **you** have any questions relating to **Urban Jungle's** data policy, **you** can contact **Urban Jungle's** data officer on:

[dataofficer@myurbanjungle.com](mailto:dataofficer@myurbanjungle.com).

In particular, **you** should be aware that **Urban Jungle** make use of the Claims and Underwriting Exchange Register (CUE). This is a database contributed to by most insurance providers, which shares data on policyholders and claims in order to identify and prevent crime, including fraud.

## Data Privacy Notice (Legal Expenses & Home Emergency)

For full details of how ARAG collect, use, share and store personal information please visit ARAG's website:

[www.arag.co.uk/cookie-policy/](http://www.arag.co.uk/cookie-policy/)





# Your Contract with Urban Jungle

## Your Contract with Urban Jungle

### Our Terms and Conditions

Thank you for choosing **Urban Jungle** Buildings Insurance. Please read this document carefully as it forms a contract between **you** (the policyholder) and **us** (**Urban Jungle** Services Limited, who arrange and administer **Urban Jungle** Buildings insurance) acting as an insurance intermediary. This section explains the products and services **we** provide, as well as any charges **we** apply.

### 1. Who We Are and Who Regulates Us

**We** are a general insurance intermediary and are authorised and regulated by the Financial Conduct Authority to market and sell consumer insurance products, which do not have an investment component, and as a credit broker. **Our** registration number is 782061. **You** can check **our** registration on the FCA's register by visiting the FCA website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768 (free from landlines) or 0300 500 8082 (mobiles).

Urban Jungle Services Ltd is a company registered in England and Wales (Registration No. 10414152) at 20-22 Wenlock Road, London, N1 7GU. In these Terms and Conditions, "**we**", "**us**" or "**our**" refers to the above named company.

### 2. Our Products and Services

**We** offer a range of general insurance policies, together with optional extras to run alongside **your** policy.

**We** operate as an independent online insurance intermediary. **We** run a service which enables **you** to get a quote for buildings insurance, and other insurance products or services provided by a number of insurers. **Our** quote service is free for **you** to use. **We** can also arrange the policy with the insurer on **your** behalf.

By taking out a Urban Jungle Buildings Insurance policy **you** are agreeing to enter into two separate contracts. The first contract is with **us** for arranging and administering **your** insurance policy on **your** behalf ("Administration Contract"), and the terms and conditions of this first contract are included within this section.

**We** perform a number of services on behalf of **your** insurer. This includes the administration of **your** policy, premium collection and the handling of claims. Urban Jungle will charge a Policy Administration Fee each contract period to administer **your** policy. The Policy Administration Fee is identified separately on **your** Policy Schedule, and any price **you** see quoted will always be for the full amount **you** are required to pay.

The second contract will be between **you** and the insurer and this will be for the provision of **your** insurance cover ("Insurance Contract"). The insurer's terms and conditions are set out in the Insurance Policy Document. They will charge **you** a separate premium inclusive of Insurance Premium Tax, as applicable. If **you** purchase any optional extra products **you** may enter into further contracts with each insurer on the same basis as the second contract.

**We** act on **your** behalf when arranging **your** policy. For this **we** receive commission from **your** insurer(s). This is a percentage of the insurance premium paid and is included in the premium you pay.

**We** may also receive additional payments from **our** insurers by sharing any profit that they make on the policies arranged and administered by us.

### 3. Payment Responsibilities

**You** are responsible for paying premiums by the due date, and it is important that **you** keep up with payments to ensure that **your** cover does not lapse. **We** have no obligations to fund premiums on **your** behalf and have no responsibility for any loss **you** may suffer as a result of the policy being cancelled in the event of non-payment.



# Your Contract with Urban Jungle

## 4. How We Hold Your Money

All money received by **us** for insurance premiums is held in trust on behalf of the relevant insurer. No interest will be paid to **you** from the account used.

## 5. Governing Law

Unless **we** have agreed otherwise with **you**, these Terms and Conditions are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England. **We** may vary the terms of **your** contract with **us** at each renewal of **your** insurance policy. If **you** choose not to renew **your** Urban Jungle Buildings Insurance policy this contract will automatically terminate.

## 6. Cancellation

**You** can cancel **your** contract with **us** at any time, provided that **you** also cancel **your** insurance contract at the same time.

If **you** cancel within 14 days of **your** policy start date, **we** will give **you** a full refund – as long as there hasn't been a claim (or an incident that might lead to a claim).

If **you** cancel after 14 days of **your** policy start date, as long as there hasn't been a claim (or an incident that might lead to a claim), **we** will refund any administration fees paid to **us** for unused months of cover. If **you** have already made a claim **you** will not receive any refund of administration fees.

To cancel, log in to the My Account section of the website at <https://myurbanjungle.com/login>. Click "Manage and Update Policy" and then "Cancel Policy".

## 7. Renewal

For **your** convenience and protection, at renewal **we** may automatically continue **your** insurance (including any optional extras) unless **you** ask **us** not to. **We** will send you details of **your** renewal invitation in good time before **your** policy comes to an end. This will contain details of **your** renewal premium and any associated fees, any changes to the terms and whether **you** need to contact **us** to complete **your** renewal.

## 8. How to Complain

If **you** are unhappy with **our** service for any reason, please contact **us** (contact details in section 12).

**We** will aim to send **you** an acknowledgement of **your** complaint within 48 hours and to resolve it as soon as possible. If **you** aren't satisfied with **our** response, **you** may have the right to refer **your** case to the Financial Ombudsman Service. Please contact them via details provided at <http://www.financial-ombudsman.org.uk/>.

## 9. The Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme ("FSCS"). **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.

Insurance arranging is covered for 90% of the claim, with no upper limit. Further information about compensation scheme arrangements is available from the FSCS. **You** can find out more about FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling 0800 678 1100.

## 10. Your Demands and Needs

This section sets out **your** demands and needs and how Urban Jungle intends to meet them.

This policy is designed to provide Buildings insurance cover for permanent occupants of UK domestic homes.



## Your Contract with Urban Jungle

When choosing **your** insurance policy and **your** level of cover, **you** will not receive any advice or personal recommendations from Urban Jungle. Urban Jungle will provide **you** with a quote, based on the information that you provide, and the level of cover that **you** select.

**You** must answer all questions honestly and in full for this quote to be accurate.

Urban Jungle also provide **you** with full details of the level of cover being offered. Before purchasing, full information on the policy can be found in the Quote Summary Document. Once **you** have purchased, details of the cover **you** have selected will be available in **your** Policy Document, which will be emailed to you, and also available on the 'My Account' section of Urban Jungle's website.

It will be **your** responsibility to ensure that the cover is suitable for **your** circumstances and provides sufficient level of cover, and to advise **us** immediately of any changes in circumstances. If you subsequently feel that the cover is no longer suitable for **your** needs, **you** can cancel the policy subject to the Cancellation Rights set out in **your** Buildings insurance Policy Document.

### 11. Contact Us

If at any time **you** would like to contact Urban Jungle, please either email [support@myurbanjungle.zendesk.com](mailto:support@myurbanjungle.zendesk.com), call +44 (0)800 808 5847, or click on the 'contact us' button on **our** homepage.

