

Household Contents Insurance

Insurance Product Information Document

Insurer: ERGO Versicherung AG, UK Branch

Product: Urban Jungle Contents Policy V19.2

ERGO Versicherung AG is a German insurance company, authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request.

This Insurance Product Information Document provides a summary of the key information for this product. Complete pre-contractual and contractual information on the product is provided in the policy documentation. The policy, along with your personalised schedule will provide you with exact details of what is and isn't covered, along with important duties and conditions that you must comply with in order to ensure your cover remains effective.

What is this Type of Insurance?

This policy provides contents insurance, public and occupiers liability insurance and tenants liability insurance if you are a tenant occupying rented accommodation.

Some of the covers available are optional however all of the covers you have chosen to include will be clearly shown on your policy schedule.



What Is Insured?

(For a full list of what is and isn't covered please refer to the policy booklet. Your schedule will confirm the operative sections)

- ✓ **Contents** (household goods and possessions whilst in the home) – Reference is to be made to the policy for the full contents definition and to your schedule to see the maximum amounts you can claim for.
- ✓ If your property is unoccupied, certain events and sections of cover will not be insured. Your schedule will show the extent of cover provided, along with any additional obligations you may have to fulfil.

If shown as covered on your schedule, the following cover will apply:

- ✓ A range of sudden and unforeseeable events, such as fire, explosion, theft, escape of water or flood to your insured property.
- ✓ Accidental Damage to contents, which covers unintentional one-off incidents including where items are dropped or knocked over.
- ✓ Costs incurred from obtaining alternative accommodation substantially the same as your existing accommodation following an insured event (limited to £20,000).
- ✓ Cover against theft, accidental damage or accidental loss for personal items usually taken out of the home (limited to the amount shown in your schedule, with additional restrictions applicable).
- ✓ Cover against damage caused by your domestic pet (limited to £10,000).
- ✓ Cover for theft of bicycles out of the home anywhere in the United Kingdom (limited to £2,000 per cycle).
- ✓ Cover for contents whilst in storage up to the limit shown on your schedule.
- ✓ Public & Occupiers Liability covers you for injury or damage you become legally liable for as occupier at the home or as a private individual anywhere in the world (up to £2 million limit).
- ✓ Tenant's liability which protects you against the cost of loss or damage to your home and landlord's furniture, furnishings and interior decorations, which your tenancy agreement specifies you are responsible for up to the limit shown on your schedule.
- ✓ Personal Items away from the home anywhere within the United Kingdom or Europe and also for periods up to 60 days Worldwide (limited to £2,000 per single item unless specified within the schedule).
- ✓ Cover for contents against theft and accidental damage whilst in transit between your previous permanent home and your new permanent home (limited to the amount shown in your schedule, with additional restrictions applicable).



What Is Not Insured?

(For a full list of what is and isn't covered please refer to the policy booklet, with any additional restrictions being highlighted on the schedule)

- ✗ Depending on the type of incident, you may be required to pay the first amount of any claim made and this is called the excess. Please refer to your policy and schedule for full details.
- ✗ Any part of the structure of your home.
- ✗ Your property maintenance costs.
- ✗ Existing damage or damage that was caused deliberately by you or members of the household.
- ✗ Damage arising from war, wear and tear, faulty design or specification.
- ✗ Damage caused by contractors working on the premises or liability arising from any major works they are carrying out.
- ✗ Any reduction in value of the property following repair or replacement.
- ✗ Subsidence damage to solid floors within the property, unless the building is damaged at the same time and by the same event.
- ✗ Subsidence damage whilst the property undergoes structural repairs, alterations or extensions.
- ✗ Accidental damage to contents held in garages or outbuildings.
- ✗ Cover for damage where the property is insured elsewhere.
- ✗ Damage to any sports equipment whilst in use.
- ✗ Replacement of locks or safes following loss of keys.
- ✗ Loss or damage of money or credit cards.



Are there any restrictions on cover?

(A full list of the restrictions that apply are found in the policy booklet, with any additional restrictions being highlighted on the schedule)

- ! Most insured events will not be covered whilst the property is unoccupied (defined in the policy as no one residing in the property for 30 consecutive days or more).
- ! Cover excludes damage caused by domestic pets to soft furnishings or clothing and excludes all damage caused by pests, vermin and insects.
- ! Cover excludes theft or malicious damage caused by persons lawfully at the premises.
- ! Cover excludes accidental damage whilst the property is sub-let.
- ! Excludes liability arising out of any criminal or violent acts to another person.
- ! Excludes liability arising out of any occupation or business activity.
- ! Excludes liability arising out of owning or using any vehicle, aircraft or boat, or any animal.
- ! No theft cover to pedal cycles unless they have been locked to an immovable object or stolen from within a locked building.
- ! Loss of personal items from unattended hotel rooms or unattended vehicles restricted to £1,000 in total.
- ! No theft cover for jewellery or watches with a value over £5,000 unless the item is being worn or is kept in a locked safe of bank deposit.



Where am I covered?

- ✓ Contents – At the premises specified on your schedule
- ✓ Legal Liability – United Kingdom, Europe and Worldwide, excluding cover in USA and Canada where total stay exceeds 30 days
- ✓ Personal Items – United Kingdom, Europe and 60 days Worldwide (if cover selected)
- ✓ Bicycles – United Kingdom (if cover selected)



What are my obligations?

(A full list of your obligations, duties and conditions are contained within your policy wording, with any additional ones shown on your schedule)

- Insurers rely on the information you have provided to them to make their decision to offer you a policy with attached terms. You must always be honest and give accurate answers to questions asked when you take out the policy, make changes to the policy, or renew it.
- You must take all steps to prevent any loss, damage or injury and ensure the agreed protections for securing your property are maintained and working properly.
- You must tell your broker immediately if the occupation of your property changes, if any structural alterations or renovations are to be made, or if any details previously disclosed change at any time before, during and after the policy begins.
- You must notify Insurers in the event of a claim as soon as possible and obtain a police crime reference number where the claim involves theft or any malicious act. You must co-operate fully with Insurers and do not dispose of any damaged items without their approval.
- You must immediately confirm to your broker if your property is to be demolished or becomes subject to a compulsory purchase order.



When and how do I pay?

When you first purchase a monthly policy, payment will be taken immediately and prior to the policy inception date. For each month thereafter, providing you want to renew, a monthly premium charge will be taken via our payments provider on the last working day before the renewal date. This monthly premium charge may change if any changes to the policy have been made during the previous month. If this is the case, we will notify you prior to the payment being taken.



When does the cover start and end?

This is a monthly policy and will renew automatically each month, unless you cancel it.



How do I cancel the contract?

Please contact your broker to cancel your policy.

Cancellation within 14 days – Cooling off period

If you cancel your policy within 14 days from either the initial purchase date of the policy or the date you receive the policy document (whichever date is later), you will be entitled to receive a full refund of premiums paid, subject to you not having made a claim.

Cancellation after 14 days

Our cover is designed to be flexible. That means that you can make changes easily and if you move home take your policy with you. If at any time the cover doesn't suit you, or you don't need it any more, you can cancel easily online. The cancellation will take effect from the following month, provided that you give us at least 4 days' notice before the payment is taken.

Important: Information About Your Policy

How to Make a Claim

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

Calling our claims helpline: **0344 856 2088**

Filling out a claims form on Urban Jungle's website.

Via email: ergo.newclaims@davies-group.com

The claims helpline is open 24 hours a day, 365 days a year.

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.

What to do if you have a Complaint - Enquiries and Complaints Procedure

If you wish to make a complaint about your policy administration and documents, you should contact your broker.

If your complaint is about a claim, you should refer the matter to our claims specialists Davies Managed Systems Limited ("DMS"). Their contact details are provided below:

Customer Relations, Davies Managed Systems Limited, PO Box 2801, Stoke on Trent ST4 9DN

Telephone: **01782 339128**

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

If your broker or DMS 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 ERGO Versicherung AG, UK Branch, who will send you an acknowledgement letter. 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 writing to:

Complaints Manager, ERGO Versicherung AG, UK Branch

Munich Re Group Offices, Plantation Place, 30 Fenchurch Street, London EC3M 3AJ

Telephone: **0203 003 7130**

E-mail: complaints@ergo-commercial.co.uk

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.

In the event of contacting your broker or DMS you are still dissatisfied then you may refer your case to:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: **08000 234 567** Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you exercise your right to refer your complaint to the Financial Ombudsman, you must do so within 6 months of the date of the Insurer's final response.

Please note, taking your complaint to the Financial Ombudsman does not affect your statutory rights.

Financial Services Compensation Scheme (FSCS)

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.

Your entitlement to compensation will depend on the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS at:

Financial Services Compensation Scheme, PO Box 300, Mitcheldean GL17 1DY.

Tel: **0800 678 1100** and **020 7741 4100**

E-mail: enquiries@fscs.org.uk Website: www.fscs.org.uk