

SPECIALIST
COMMERCIAL

geo

CIA PRIMELET
PROPERTY
INSURANCE



BUILDINGS & CONTENTS INSURANCE FOR LANDLORDS
SUMMARY OF COVER

Policy Summary

Part One

Why choose Geo Underwriting Services PrimeLet Insurance?

PrimeLet is our most comprehensive product available for residential let properties and caters for the more cover aware landlord. We offer cover for: -

- All tenant types, including benefit assisted, housing association, students, asylum seekers
- Unoccupied – pending let
- Individual and family lets, shared accommodation, multiple occupancy,
- HMO's and bedsits
- Single risks or multi property portfolios
- Non-standard constructions
- Properties undergoing renovation, where intention is to let
- Blocks of flats (up to 10)
- Listed Properties

Includes Malicious Damage and Theft by Tenant as standard (Silver & Gold levels only – Excluded under Bronze) Optional Covers for Accidental Damage

About this document

This document is in two parts – The Summary of Cover (for the attention of the Policyholder) and the “Leaseholder Policy Information Summary of Cover”, which must be readily available to any Residential Leaseholder/Tenant in your Property who pays towards the cost of the multi-occupancy buildings insurance. This does not apply to Tenants who pay general rent.

Part One and Part Two are separate summaries of the insurance provided by the PrimeLet insurance, and as such, do not contain the full terms and conditions of the product in the policy booklet.

The summaries are provided to you and any applicable Leaseholder, for information purposes only and do not form part of your insurance contract.

If you are not the main Policyholder of the insurance, it is important to recognise that the cover provided has been arranged in accordance with instructions provided to us by an insurance adviser acting on behalf of the person(s), firm, company or organisation responsible for placing this insurance. If you are unhappy with the insurance cover that has been arranged or anything is unclear, please contact the person responsible for arranging the insurance or the insurance adviser that is named in the schedule. A copy of the full policy wording is available upon request.

Type of insurance and cover

This is a commercial insurance product intended for landlords who own and let their property as an investment for rental income. This insurance provides cover for Buildings and landlord's contents and can be optionally extended to include covers as noted in the tables below.

If you do not let your property and charge a rental income, then this product will not be suitable for your requirements, and you should tell us and your Insurance Broker immediately. Your Insurance Broker will be able to source a policy that is more suitable for your requirements.

Insurers

This Policy is underwritten by AXA Insurance UK plc. for Sections 1 and 2. AXA Insurance UK plc Registered in England and Wales No 78950. Registered Office: 20 Gracechurch Street, London EC3V 0BG. A member of the AXA Group of companies. AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Section 4 of this Policy is underwritten by Certain Underwriters at Lloyd's, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA). Firm reference number: 202761. This Policy is issued by the Coverholder identified within this policy in accordance with the authorisation granted to the Coverholder under the Binding Authority agreement with the Unique Market Reference B0507LOREGA2024.

Lorega Ltd is authorised and regulated by the Financial Conduct Authority Firm reference number: 308694. Registered Office: 2 Minster Court, Mincing Lane, London, United Kingdom, EC3R 7PD.

Telephone calls may be monitored and recorded.

Features, Benefits and Exclusions & Limitations

Buildings Standard Cover

Buildings standard cover	Limits
Loss or damage to your buildings caused by: fire, explosion, lightning, earthquake, smoke, riot, malicious damage, storm, flood, escape of water or domestic heating fuel from domestic appliances, theft, collision by vehicles or animals, falling trees and falling aerials, subsidence (causes 1-11 in the policy booklet)	Up to the Buildings sum insured
Damage to interior fixed domestic heating or water installations caused by freezing.	Up to the Buildings sum insured
Accidental Damage to fixed glass / service pipes	Up to the Buildings sum insured
Additional breakage and damage to underground drains, pipes, cables and tanks	Up to the Buildings sum insured
Architects / Surveyors fees – Debris removal costs	Up to the Buildings sum insured
Loss of Rent / Alternative Accommodation when a property cannot be lived in due to loss or damage under buildings causes 1 - 12	Up to 20% of the Buildings sum insured
Contracting Purchaser cover	Up to the Buildings sum insured
Replacement buildings cover extension	Up to the Buildings sum insured – 3 months
Emergency Access – damage caused by forced access to deal with a medical emergency or prevent damage to the Property	£1,000
Trace and Access costs towards finding the cause of water leaks	£1,000 (Silver & Gold levels only – excluded under Bronze level cover)
Property Owners' Liability	Up to £2,000,000
Employers' Liability – Domestic Employees	Up to £10,000,000
Employers' Liability – Domestic Employees via Terrorist Act	Up to £5,000,000

Exclusions and limitations	Find full details
Loss or damage caused by: - <ul style="list-style-type: none"> • Malicious acts, • Escape of water or escape of oil, • Theft or attempted theft, • Damage to interior fixed domestic heating or water installations caused by freezing, • Accidental Damage to fixed glass / sanitary fittings while the Property is unoccupied for more than 30 consecutive days 	Causes: 4, 6, and 7 Additional Cover – Sub-Sections: B, C,
Smoke damage that happens gradually	Cause: 2
Malicious acts caused by persons other than the tenant lawfully in the Property	Cause: 4 (malicious acts by tenant is excluded under Bronze level cover)
Loss or damage to fences, gates and hedges	Causes: 5, 9
Loss or damage caused by freezing	Cause: 5
Damage to the water / oil / heating appliance itself	Cause: 6
Loss or damage to solid floors caused by infill materials because of water or oil escaping from a fixed heating installation or domestic appliance	Cause: 6
Loss or damage contributed to or caused by anyone lawfully in the Property	Cause: 7
Loss or damage caused by collision by domestic pets	Cause: 8
Damage caused by the felling or lopping of trees	Cause: 9
Damage caused to aerials, their fittings, and the mast itself other than if damaged by a fall	Cause: 10

Exclusions and limitations (cont'd)	Find full details
<p>Loss or damage:</p> <ul style="list-style-type: none"> • to swimming pools, ornamental ponds and fountains, hard courts, terraces, patios, drives, footpaths, walls, fences, gates, hedges unless the Property is damaged by the same cause at the same time • from foundations settling, shrinking or expanding • from made up ground settling or new structures bedding down • by coastal or river erosion • to or resulting from movement of solid floors unless the foundations beneath the external walls are damaged by the same cause at the same time • by faulty design or inadequate foundations • by demolition, structural changes, workmanship or using faulty materials • caused by subsidence, heave or landslip, and • Loss or damage which originated before the policy came into force, • Reduction on market value following repair 	<p>Cause: 11</p>

Optional Covers

Buildings plus Accidental Damage Cover

Buildings plus accidental damage cover	Limits
Accidental damage cover – all other accidental damage to the buildings	Up to the Buildings sum insured
Exclusions and limitations	Find full details
Maintenance and normal redecoration costs	In the policy booklet under Buildings Accidental Damage cover under "What is not covered" under cause 12
Loss or damage caused while the Property is unoccupied for more than 30 consecutive days	
Damage which specifically excluded under Buildings standard cover	
Damage caused by: <ul style="list-style-type: none"> • Wear and tear, settlement, shrinkage, depreciation, wet or dry rot, fungus, damp, beetles, moths, insects, vermin, infestation, rust, mildew, atmospheric or climatic conditions, the effect of light or other gradually operating cause; • faulty materials, design or workmanship; • chewing, scratching, tearing or fouling by domestic pets; • Building renovations, alterations, extensions or repairs. 	

Contents Standard Cover

Contents standard cover	Limits
Loss or damage to your contents in the Property caused by: fire, explosion, lightning, earthquake, smoke, riot, malicious damage, storm, flood, escape of water or domestic heating fuel from domestic appliances, theft, collision by vehicles or animals, falling trees and falling aerials, subsidence (causes 1-11 in the policy booklet)	Up to the Contents sum insured
Landlords' contents in outbuildings (other than garages')	Up to £2,500
Accidental damage to mirrors, glass tops and fixed glass in furniture, cookers, and ceramic hobs in the Property	Up to the Contents sum insured
Accidental damage to audio, video, and computers, receiving aerials and CCTV	Up to the Contents sum insured
Loss or damage caused while contents are being moved by professional furniture removers	Up to the Contents sum insured
Loss of Rent / Alternative Accommodation when a Property cannot be lived in due to loss or damage under content causes 1 - 12	Up to 20% of the Contents sum insured
Replacement of locks and keys to external doors and intruder alarms systems, fitted in the Property	Up to £500 for any one incident
Accidental loss of domestic heating fuel or metered water	Up to £1,000
Loss or damage to contents in the open but on land belonging to the Property	Up to £250 for any one incident
Emergency Access – damage caused by forced access to deal with a medical emergency or prevent damage to the Property	£1,000

Exclusions and limitations	Find full details
<p>Loss or damage caused by, or for: -</p> <ul style="list-style-type: none"> • Malicious acts, • Escape of water or escape of oil, • Theft or attempted theft, • Damage to interior fixed domestic heating or water installations • Accidental loss of fuel and metered water • Accidental Damage to: o mirrors, glass tops and fixed glass in furniture, cookers and ceramic hobs • audio, video, and computer equipment • Contents in the Open while the Property is unoccupied for more than 30 consecutive days 	<p>In the policy booklet under Contents cover under “What is not covered” under:</p> <p>Causes: 4, 6, and 7</p> <p>Additional Cover – Sub-Sections: B, C, G, H</p>
<p>Smoke damage that happens gradually</p>	<p>Cause 2</p>
<p>Malicious acts caused by persons other than the tenant lawfully in the Property</p>	<p>Cause 4 (malicious acts by tenant is excluded under Bronze level cover)</p>
<p>Damage to the water / oil / heating appliance itself</p>	<p>Cause 6</p>
<p>Loss by deception unless deception is only used to gain entry to the Property.</p>	<p>Cause 6</p>
<p>Loss or damage contributed to or caused by anyone (other than a tenant) lawfully in the Property</p>	<p>Cause 7</p>
<p>Loss or damage occurring where the Building is a self-contained flat and the theft or attempted theft is from any part of the building that other people have access to.</p>	<p>Cause 7</p>
<p>More than £2,500 for any one incident of theft from outbuildings (other than garages).</p>	<p>Cause 7</p>
<p>Loss or damage caused by collision by domestic pets</p>	<p>Cause 8</p>

Exclusions and limitations (cont'd)	Find full details
Damage caused to aerials, their fittings, and the mast itself other than if damaged by a fall	Cause 10
<p>Loss or damage:</p> <ul style="list-style-type: none"> • by foundations settling, shrinking or expanding • from made up ground settling or new structures bedding down • by coastal or river erosion • to or resulting from movement of solid floors unless the foundations beneath the external walls are damaged by the same cause at the same time • by faulty design or inadequate foundations • by demolition, structural changes, workmanship or using faulty materials caused by subsidence, heave or landslip 	Cause 11

Optional Covers

Contents plus Accidental Damage cover

Contents plus accidental damage cover	Limits
Accidental damage cover – all other accidental damage to the contents while in the Property	Up to the contents sum insured, except damage to glass, china or porcelain, which is limited to up to £500
Exclusions and limitations	Find full details
Maintenance and normal redecoration costs	In the policy booklet under Buildings Accidental Damage cover under "What is not covered" under cause 12
Loss or damage caused while the Property is unoccupied for more than 30 consecutive days	
Damage which specifically excluded under Contents standard cover	
Damage to food in freezers, clothing, sports equipment, contact lenses, stamps and pedal cycles.	
Loss in value	
Indirect loss	
Damage caused by: <ul style="list-style-type: none"> • Wear and tear, settlement, shrinkage, depreciation, wet or dry rot, fungus, damp, beetles, moths, insects, vermin, infestation, rust, mildew, atmospheric or climatic conditions, the effect of light or other gradually operating cause; • chewing, scratching, tearing or fouling by domestic animals; • any process of dyeing, cleaning, alteration, washing, repairing, renovation or restoration. • Electrical or mechanical breakdown 	

Significant or Unusual Exclusions or Limitations General – Buildings and Contents

Exclusions and limitations	Find full details
The standard excesses and any voluntary excess you have chosen as shown on your policy schedule	Each section of the policy booklet In the policy booklet under General Exclusions
Collapse	
Collusion	
Cyber and data	
Date recognition	
Disease	
Faulty or defective workmanship	
Fraud and dishonesty	
Illegal activities	
Loss in value	
Miscellaneous Damage – caused by corrosion, rot, vermin, changes in temperature, joint leakage on boilers and other pressure vessels, mechanical or electrical breakdown other than the damage caused under causes 1-10	
Pollution or Contamination - other than the damage caused under causes 1-10	
Radioactivity – other than under Property Owners liability	
Sonic bangs	
Terrorism and War	
Unexplained loss, disappearance or inventory shortage	
Wear and Tear	

Duration

This is an annual renewable policy

Sum Insured

Correct values at risk must be advised to us. If the sums insured you request are not adequate, this will result in the amount we pay in the event of a claim being reduced. Please refer to Your Policy Wording for full details.

You should review your sums insured and levels of covers regularly to ensure these remain adequate.

Law Applicable

You and we can choose the law which applies to this Policy. We propose that the Law of England and Wales apply. Unless we and you agree otherwise, the Law of England and Wales will apply to this Policy.

Your Cancellation Rights

You can cancel this policy at any time by contacting the insurance agent who arranged the policy for you.

Making a Complaint

If your complaint relates to:

- How your Policy was sold to you, please contact your Broker.
- Section 1 Buildings or Section 2 Contents – Please contact letcomplaints@geounderwriting.com

Should you remain dissatisfied after our final written response, you can approach the Financial Ombudsman Service.

Referral to the Financial Ombudsman will not affect your right to take legal action.

Full details of addresses and contact numbers can be found within the policy booklet.

How to Make a Claim

In the event of a claim, please contact:

Section 1 Buildings and Section 2 Contents

Email; letclaims@geounderwriting.com

Telephone; 0333 2072167

Section 3 – Landlords Legal Expenses administered

by Arc Legal Assistance

You should telephone 0344 770 1044 and quote “Geo

Underwriting – Landlord’s Legal Expenses”.

How we use Personal Information

Geo Underwriting Services Limited is the data controller of any personal information you provide to us. For details on how your information is used and your rights in relation to your information please see our Privacy Policy which can be found at <https://www.geounderwriting.com/fair-processing-notice>

If you have any concerns about how your personal data is being collected and processed, or wish to exercise any of your rights detailed in the Fair Processing Notice, please contact us by email at:

advisorydataprotection@ardonagh.com or in writing to The Ardonagh Advisory Data Protection Officer, Suite P, The Octagon, Colchester, CO1 1TG.

LOREGA 10 INSURANCE

This Section provides a summary of the key information relating to the Lorega 10 Insurance available to the Insured policyholder. Full details of cover and the terms and conditions are provided in the policy documentation. Subject to the terms and conditions of this Section.

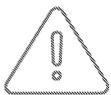
What is this type of insurance?

Lorega 10 Insurance provides you with up to 10 hours of telephone advice of a Loss Adjuster, to help you prepare, negotiate and settle your insurance claim(s) for property and business interruption, subject to the conditions and exclusions of this insurance.



What is insured?

- Up to 10 hours telephone advice from a Loss Adjuster who will advise and represent you when you have experienced an event which causes damage or loss resulting in a claim under the property and business interruption sections of your Policy. Which include:
- Strategic advice about how to manage your property and business interruption claim.
- Assistance in the preparation and submission of your claim to insurers.
- Advice as to what other professionals might be needed in the reinstatement process.
- Advice in negotiating a settlement subject to the terms and conditions of this Policy



What is not insured?

- Any claims outside of the UK
- Claims you make under your property and business interruption Section for less than £5,000

Loss Recovery Insurance excludes claims in respect of:

- Liability
- Marine
- Aviation
- Motor
- Personal injury
- Subsidence
- Legal fees
- Landslip or heave
- Uninsured losses
- Communicable Diseases
- Terrorism
- Cyber



Are there any restrictions on cover?

- The appointment of the Loss Adjuster is at the sole discretion of Lorega Limited.
- You must be covered by a property and business interruption policy of insurance, which are valid and enforceable at the time of you making a claim under this policy.



Where am I covered?

This insurance covers property named in the Schedule of your Policy within the United Kingdom, Channel Islands and the Isle of Man.



What are my obligations?

- You shall notify Lorega using the telephone number provided under the How to make a claim in the section of your Policy as soon as reasonably practicable of any incident or event likely to give rise to a claim under this policy.
- You must not appoint your own Loss Adjuster.
- You must not prepare, submit or negotiate your claim without seeking the advice of the Loss Adjuster appointed under this Section.

KEY COVER RESTRICTIONS

Failure to comply with these key restrictions could result in any claim(s) not being paid and cover being withdrawn. If you cannot comply with any of these statements you must tell the person responsible for arranging the insurance or the insurance adviser that is named in the schedule.

- You must tell us within 30 days about any changes that may affect our assessment of the risk including all changes in tenancy and usage of the property insured.
- You, or anyone acting for you, must not act in a fraudulent way.
- You must disclose all information relevant to this insurance and not make any statement which is incorrect.
- You must maintain your property at the premises in a good state of repair.

This Policy does not cover, with certain caveats, any loss, damage, liability or injury directly or indirectly caused by or contributed to or arising from:

BUILDINGS

- Collapse of the Building
- Collusion
- Cyber and data issues.
- Disease
- Faulty or defective workmanship
- Fraud and dishonesty
- Illegal activities
- Miscellaneous Damage – caused by corrosion, rot, vermin, changes in temperature, joint leakage on boilers and other pressure vessels, mechanical or electrical breakdown other than the damage caused under the main perils.
- Pollution or Contamination
- Radioactivity
- Sonic bangs
- Terrorism and War
- Unexplained loss, disappearance or inventory shortage
- Wear and Tear

PROPERTY OWNERS LIABILITY

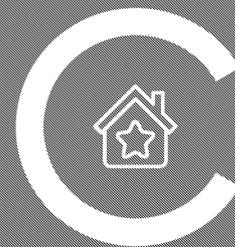
- Asbestos
- Cyber and data issues



Financial Services Compensation Scheme

Geo Underwriting Services Ltd and the insurers of this Policy are covered by the Financial Services Compensation Scheme (FSCS). If We are unable to meet Our obligations, You may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

Further information is available from the FSCS at www.fscs.org.uk.



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