



# **MODUS ESSENTIAL LANDLORD INSURANCE POLICY SUMMARY**



# MODUS ESSENTIAL LANDLORD INSURANCE POLICY SUMMARY

This document consists of your policy summary and other key information you need to know about the insurance. It does not contain full details of the terms and conditions of the policy which can be found in your policy booklet, your schedule and any endorsements attaching to it and your statement of fact. Please read all your policy documents carefully and keep them for your future reference.

If you have any questions about this policy summary please contact your insurance broker.

## Important Information

- You must take reasonable care to give us complete and accurate answers to any questions we ask – whether you are taking out, renewing or making changes to your policy
- Please tell your insurance broker immediately if the information set out in your statement of fact or your schedule changes including but not limited to change of occupancy or resident type, changes to the sums insured or additional sections to be covered, changes of people to be insured, alterations of or extensions or renovations to the premises or if your tenants are subject to eviction proceedings
- You must observe and fulfil the terms provisions and conditions of this policy – failure to do so could affect your cover
- If your property is unoccupied you must comply with the unoccupied properties condition found in the Conditions section(s) of the policy wording
- You must notify us about any event which may lead to a claim within 30 days (or 7 days in the case of Injury, damage or loss of rent, by riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons or theft)

## How to make a claim

If you need to make a claim under Sections 1 to 4 of the policy, please telephone – **0345 060 0014** with your policy number and crime reference number (if relevant).

To make a claim under Section 6 Key Protection, please contact the claims handler on 01480 597417 as soon as possible and assistance will be arranged for you. Please note - all stolen key(s) must be reported to the police and a crime reference number obtained.

## Assistance Helpline Services

Cyber Support Helpline:

You can use the helpline service to discuss any cyber support problem occurring under the Crisis Response & Incident Management, Restoration and Credit Monitoring sections of cover, arising during the Period of Insurance. Simply telephone 0333 234 2678 and quote "Modus Insurance".

Legal Helpline:

You can use the helpline service which operates 24 hours a day, seven days a week to discuss any legal problem occurring within the United Kingdom, the Channel Islands and the Isle of Man, which arises during the Period of Insurance. Simply telephone 0344 770 1044 and quote "Modus Insurance".

For Our joint protection telephone calls may be recorded and/or monitored.

## Who are the Insurers?

This **Policy** is arranged and administered by Modus Underwriting Limited on behalf of ERGO UK Specialty Ltd on behalf of Great Lakes Insurance UK Limited.

Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority."

ERGO UK Specialty and Great Lakes Insurance UK Limited are part of the Munich Re Group, one of the leading reinsurers and risk carriers worldwide.

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

Fortegra Europe Insurance Company SE UK Branch, a branch of Fortegra Europe Insurance Company SE (Financial Conduct Authority registration number 805770).

These details can be checked on the Financial Services Register by visiting: [www.fca.org.uk](http://www.fca.org.uk).

## What is Modus Essential Landlord Insurance?

This landlord insurance product protects you against loss or damage to your Buildings and Landlord's Contents, Rent Receivable and Property Owners Liability. It covers such things as fire, theft, storm, flood, malicious persons or vandals, escape of water and subsidence.

This summary outlines the cover which is available, and your policy schedule shows those which you have selected.

# Modus Essential Landlord Insurance

## Features and Benefits of your Modus Essential Landlord's Insurance policy

### •Claims Helpline

A 24 hour claims helpline for claims assistance when you need it.

### •Cyber Support Helpline

Advisory service in relation to a cyber-attack on your personal electronics.

### •Optional covers available

We offer a multi-section policy so that you can choose suitable cover for you.

## Summary of significant or unusual exclusions and limitations

### We will not pay for:

- The excess (the amount you have to pay on any claim), please refer to your schedule for any excesses or endorsements that may apply.
- Certain causes resulting in damage to the property when your premises are unoccupied for more than 60 consecutive days.
- Any loss or damage that happened before the start of the period of insurance.
- Any loss or damage caused, or allowed to be caused, deliberately, wilfully, maliciously, illegally or unlawfully by you.
- Certain limitations may apply to your policy, for example:
  - monetary limits for certain covers
  - conditions that exclude certain types of loss or damageThe limits are shown on your schedule and in your policy booklet.
- Any loss or damage or liability arising out of activities of contractors.
- Any damage caused by wear, tear or any other gradually operation cause.
- Damage more specifically insured elsewhere by you.
- Where identity fraud has been carried out by someone living with you.

## Section 1 – Buildings (if selected)

### Features and Benefits

#### ☒ We will pay for

- Damage to your buildings at the premises caused by an insured event.
- Landlord's fixtures and fittings at the premises.
- Accidental damage of glass and sanitary fittings.
- Accidental damage to underground services.

#### ☒ What you are covered for

- Fire or lightning
- Explosion
- Storm or flood
- Earthquake
- Theft / attempted theft
- Malicious persons
- Escape of water or oil
- Subsidence
- Riot, civil commotion
- Impact
- Accidental damage

#### ☒ Extensions included as standard subject to certain limits

- Trace and access costs and expenses to locate and source domestic water leaks and effect repairs up to £25,000 for damage insured under this section.
- Loss of metered water, electricity, gas or heating oil costs as a result of damage insured under this section up to £25,000.
- Alternative accommodation or loss of rent costs up to 25% of the buildings sum insured whilst the premises cannot be lived in as a result of damage insured under this section for up to 12 months.
- Removal of bees, wasp and hornet nests from the premises up to £1,000.
- Replacement locks following theft of keys up to £2,500.
- Loss or damage to the buildings for the purpose of cultivating drugs caused by your tenant, up to £5,000.

### Summary of significant or unusual exclusions and limitations

#### ☒ We will not pay for:

- The excess (the amount you have to pay on any claim), please refer to your schedule for any excesses or endorsements that may apply.
- Certain causes resulting in damage to the property when your premises are unoccupied for more than 60 consecutive days.
- Storm or flood damage to walls (not forming part of the main structure), fences, gates or moveable property in the open or in/to open sided structures.
- Malicious damage to property in any structure that cannot be locked.
- Theft or attempted theft caused by any persons lawfully in your premises.
- Escape of water damage caused by the failure, wear and tear or lack of grouting or sealant, freezing or resulting in subsidence, heave or landslip.
- Subsidence damage to yards, car parks, roads, pavements and walls unless damage is also affecting the main dwelling.



## Section 2 – Contents (if selected)

### Features and Benefits

#### We will pay for

- Damage to landlord's contents and contents in the common parts at the premises caused by an insured event.
- Landlord's fixtures and fittings and floor coverings at the premises.

#### What you are covered for

- Fire or lightning
- Explosion
- Storm or flood
- Earthquake
- Theft / attempted theft
- Malicious persons
- Escape of water
- Subsidence
- Riot, civil commotion
- Impact
- Accidental damage (your schedule will show if this cover is in force).

#### Extensions included as standard subject to certain limits

- Alternative accommodation or loss of rent costs up to 20% of the contents sum insured whilst the premises cannot be lived in as a result of damage insured under this section for up to 24 months.
- Theft of contents in a detached outbuilding at the premises up to £2,500, and moveable property in the open, up to £500.
- Replacement locks following theft of keys up to £2,500.
- Landlord's white goods – up to £5,000

### Summary of significant or unusual exclusions and limitations

#### We will not pay for:

- The excess (the amount you have to pay on any claim), please refer to your schedule for any excesses or endorsements that may apply.
- Certain causes resulting in damage to the property when your premises are unoccupied for more than 60 consecutive days.
- Jewellery, watches, furs, items or sets or collections of gold, silver or other precious metals.
- Curios, works of art, antiques, sculptures or rare books where the value of any one article exceeds £5,000.
- Malicious damage to property in any structure that cannot be locked
- Theft or attempted theft caused by any persons lawfully in your premises.
- Escape of water damage caused by the failure, wear and tear or lack of grouting or sealant, or resulting in subsidence, heave or landslip

## Section 3 – Rent Receivable (if selected)

### Features and Benefits

#### ☒ We will pay for

Loss of rent receivable if your buildings cannot be lived in or access to them is denied as a result of damage insured

#### ☒ Extensions included as standard subject to certain limits

- Ground rent – up to a maximum of 2 years and 10% of the Building sum insured.
- Professional accountant charges.

### Summary of significant or unusual exclusions and limitations

#### ☒ We will not pay for:

- Anything excluded under Section 1 – Buildings.
- Any loss for a period exceeding the indemnity period shown in your schedule.

## Section 4 – Property Owners Liability

### Features and Benefits

#### ☒ We will pay for

Legal liability for accidental bodily injury including death or disease and accidental damage to property not belonging to you.

#### ☒ Extensions included as standard subject to certain limits

- Cross liabilities.
- Defective Premises Act 1972.
- Compensation for court attendance connected to a claim (up to £500 per day for you or any of your partners/directors and £250 for any employee).
- Worldwide personal liability.
- Contractors contingent liability.
- Contractual liability.
- Health & Safety at Work etc. Act 1974.
- Data Protection Act 2018
- Corporate Manslaughter and Corporate Homicide Act 2007 (up to £1,000,000).

### Summary of significant or unusual exclusions and limitations

#### ☒ We will not pay for:

- The excess (the amount you have to pay on any claim), please refer to your schedule for any excesses or endorsements that may apply.
- Any claim in respect of the ownership, possession or use by you of any buildings not insured under Section 1 – Buildings.
- Any claim in respect of the ownership, possession or use by you of any land.
- Accidental bodily Injury or damage arising from the ownership, possession or use by you or on your behalf of any mechanically propelled vehicle or any vessel or craft.
- Any claim arising from goods which you supply, install, erect, repair or treat.
- The cost of rectifying or replacing defective work.
- Pollution or contamination other than caused by a sudden identifiable and unintended and unexpected incident.
- Damage to anything supplied, installed or erected by you if such damage is attributable to any defect therein.

## Section 5 – Identity Fraud and Personal Cyber

### Features and Benefits

#### We will pay for

- Advisors costs to defend your legal rights arising from Identity Fraud up to £25,000.
- Cyber crisis response, including restoration advice and credit monitoring up to £25,000

#### What you are covered for

- How to take reasonable steps to remove County Court Judgements against you when you are the victim of Identity Fraud

#### Extensions included as standard subject to certain limits

- Cyber Support Helpline to discuss problems with personal electronics relating to a cyber-attack including:
  - Immediate steps you should take
  - Advice on how to restore the device
  - What you can do if subject to a Ransomware attack.

### Summary of significant or unusual exclusions and limitations

#### We will not pay for:

- Any false or fraudulent claim.
- Where you did not take reasonable precautions against Identity Fraud.
- Where Identity Fraud has been carried out by someone living with you.
- Any losses other than Advisers Costs incurred by you as a result of Identity Fraud.
- If the insured event began within 30 days of you first purchasing the insurance.
- You must contact the relevant claims team before instructing your own advisor

## Section 6 – Key Protection

### Features and Benefits

#### We will pay for

- Theft, damage, breakage or loss of your keys up to the policy limit of £500
- If your keys are locked in the insured premises or your vehicle
- If you are stranded due to the theft or loss of your keys

### Summary of significant or unusual exclusions and limitations

#### We will not pay for:

- Claims must be reported within 30 days of the event.
- Locks that are damaged prior to the loss or theft of keys.
- Any car hire not arranged via the claims team



## Your right to cancel

You may cancel your policy at any time by contacting your insurance broker.

If you cancel your policy before it is due to start we will return any premium paid in full.

If you cancel within 14 days of your policy starting or within 14 days of you receiving your documents (whichever is the later) we will return any premium paid in full.

If you cancel after the 14 day period of your policy starting or within 14 days of you receiving your documents (whichever is the later) we will return any premium paid as shown in your schedule less a pro-rata amount for the period your policy has been in force, unless

- a) Where a claim has occurred in the current period of insurance no premium will be returned to you
- b) Where your policy is issued on a short-term basis, of less than one calendar year, no premium will be returned to you

## Financial Services Compensation Scheme

Great Lakes Insurance UK Limited is covered by the FSCS. This means that **You** may be entitled to compensation from the scheme in the unlikely event that Great Lakes Insurance UK Limited cannot meet its obligations. Insurance advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit.

Further information about the FSCS is available from the FSCS at the address immediately below or on their website: [www.fscs.org.uk](http://www.fscs.org.uk).

Financial Services Compensation Scheme

Address: 10<sup>th</sup> Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU



Modus is a trading name of Modus Underwriting Limited. Registered 9269358.  
Registered Address: Walsingham House, Ninth Floor, 35 Seething Lane, London, EC3N 4AH.  
Modus Underwriting Limited is an Appointed Representative of Acrisure UK MGA Limited  
which is authorised and regulated by the Financial Conduct Authority FRN:835270.  
For more information on the Financial Conduct Authority, visit <http://www.fca.org.uk/>