

What is a policy summary?

This document provides key information about the Hiscox 505 Home and Contents policy. Please note that this policy summary does not contain the full terms and conditions of this contract. These can be found in the 505 Home and Contents policy wording. If you have any other questions then please call us on 0800 247 1201 (for queries about policy applications), 0845 330 0505 (for any other enquiry), or email us at contactus@hiscox.com.

Policy name: 505 Hiscox Home and Contents

Type of insurance: Home and contents insurance

Underwritten by: Hiscox Underwriting Ltd on behalf of Hiscox Insurance Company Ltd (family legal protection cover underwritten by DAS Legal Expenses Insurance Company Limited and home emergency cover is underwritten by Europ Assistance Holding Irish Branch.)

Significant features and benefits

The 505 policy is specifically designed for people with higher-value homes and possessions, which means you get broader cover to suit your needs.

Key benefits include:

Broad cover

- Our contents cover protects your possessions in the home and whilst temporarily away from the home (for up to 60 days) wherever they are in the world.
- Accidental loss and damage included as standard.
- Buildings also covered for full accidental damage.
- Public liability cover included as standard and employers' liability cover available if required.
- 24 hour home emergency cover is automatically included and provides cover for emergency repairs up to £500 per incident.
- Family legal protection cover included (up to £50,000).
- Legal, tax and counselling helplines.

A flexible approach

- No need to list every valuable item for them to be covered (if valuables cover is included in your schedule), as long as you inform us of their overall value and declare any individual items over £15,000.
- A practical approach to security. For example, while we may ask for a minimum level of security to be in place at your home, we normally leave it to your sensible discretion as to whether the security is put into operation each time you leave the property or retire to bed at night.
- Newly acquired possessions covered automatically for up to 60 days or for longer periods at an additional premium.

Significant or unusual exclusions/limitations

- You will normally have to pay the initial £500 for each claim on any buildings and contents losses. All subsidence claims are subject to a £1,000 excess. These excesses may vary by your choice and/or underwriting criteria. Your quotation and policy schedule will show the specific excesses applicable to you. No excess applies to the home emergency cover.
- Under the family legal protection cover there is no cover for employment disputes, and contract disputes relating to your profession, business or employment.
- Cover does not extend to all damage caused by subsidence, landslip and heave.
- We will not pay more than £15,000 for any single item of valuables (if valuables cover is included in your schedule) unless high value items are specifically listed in your statement of fact.
- Any special exclusion, limitation or terms that may apply will be found in your individual quotation and schedule.
- If you insure your second home with us, cover for valuables kept at this second location is not available for this product.

Duration of contract

This is an annual policy with a choice of payment methods. We strongly urge our customers to review their policy each year to ensure they have adequate cover in place.

We will normally write to you before the end of the period of insurance and offer to renew your policy for a further 12 months. We will tell you the premium and any change in conditions for the new period. If you pay the premium your policy will then continue automatically unless you notify us that you do not wish to renew.

We will tell you at least 21 days before the end of the period of insurance if we cannot offer renewal of your policy.

Cancellation rights

You may cancel your policy up to 14 days from the date you receive the policy documents by calling 0845 330 0505. You will then receive a full premium refund if you have not made a claim.

You may cancel your policy at any time by notifying us. If you have not made a claim, we will return any premium you have paid for any period of insurance left.

We may cancel this policy by sending you 30 days' notice by recorded post to your correspondence address shown in the schedule. We will return any premium you have paid for any period of insurance left.

However, we will not return any premium if the amount is less than the minimum refund shown in the schedule.

If you pay the premium by instalments and an instalment remains unpaid after 14 days, we may cancel this policy from the date the last instalment was due.

Claims service

If you suffer a loss and need to make a claim you should contact us immediately on our claims lines:

- For buildings, contents and liability claims call 0845 330 0505
- For family legal protection claims call 0845 601 5094
- For home emergency claims please call 0845 213 8400.

For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount and circumstances.

Duty of disclosure

It is your responsibility to disclose all material information that is known to you and which might influence the judgement of insurers in determining the scope of cover, the price or whether or not to accept your risk. This applies throughout the term of the policy. If you fail to disclose material information this may entitle insurers to avoid cover from inception (the starting date of your policy) and seek repayment of claims they may have paid to you. If insurers avoid cover, you will no longer have an insurance policy and claims will not be paid.

If you are unsure whether information or a change in circumstances may be material, you should disclose it.

Questions and complaints

If you have a question or complaint, please contact us directly using the details below:

Hiscox Customer Services
PO Box 5734
Southend-on-Sea
Essex SS1 2ZD
Telephone: 0845 330 0505
Facsimile: 0845 345 6801
Email: contactus@hiscox.com

If you are not satisfied with the way your complaint has been handled, you may ask the Financial Ombudsman Service to review your case without affecting your statutory rights.

We are covered by the Financial Services Compensation Scheme (FSCS). If we cannot meet our obligations you may be entitled to compensation from the scheme. For this type of insurance, the maximum level of compensation you can receive is 90% of the claim with no upper limit. Full details are available at www.fscs.org.uk.

Hiscox Insurance Company Limited and Hiscox Underwriting Ltd are authorised and regulated by the Financial Services Authority. Unless some other law is agreed in writing, this policy will be governed by the laws of England.