

# Home Emergency Cover

## Insurance Product Information Document

**Company:**  
**Aviva Insurance Limited**

**Product:**  
**Plumbing and Drainage Plus**

Registered in Scotland No. 2116. Registered office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 202153.

This document does not contain the full terms of your cover; please see your schedule and Terms & Conditions for a full description.

### What is this type of insurance?

This product meets the needs of homeowners requiring assistance in the event of a water supply pipe or plumbing and drainage problem at their property. Cover is arranged and administered by HomeServe on our behalf. You may need to review the cover periodically to ensure it remains adequate for your needs.



#### What is insured?

##### Plumbing and Drainage

- ✓ Leaking pipes within your home
- ✓ Blocked drains
- ✓ Blockages to sinks and toilets
- ✓ Leaks or blockages to your water supply pipe



#### What is not insured?

##### Main exclusions

- ✗ A boiler breakdown that leaves you without heating or hot water
- ✗ Guttering
- ✗ Soakaways
- ✗ Shared drains, or drains or pipes you're not responsible for
- ✗ Showers
- ✗ Taps



#### Are there any restrictions on cover?

##### When can I claim?

There is an initial exclusion period of 28-days when you will not be covered. For more information, refer to the agreement schedule section in your document.

##### Properties that aren't covered

- ! Retail/Commercial
- ! Other premises used for business
- ! Council and housing association
- ! Mobile homes
- ! Bedsits, sub-divided homes
- ! Let and sub-let properties

For more information see your Terms & Conditions.

**Continued overleaf...**



## Are there any restrictions on cover?

### Claims Limits

	Total Number Of Claims	Claims Limit
! Plumbing and Drainage:	Up to 3	£4000.00



## Where am I covered?

✓ The insured property in the United Kingdom (excluding Isle of Man and Channel Islands).



## What are my obligations?

### How do I make a claim?

Any claims must be notified promptly. In the event of a claim, please call 0330 0247 999\*. Lines are open 24/7, 365 days a year.

### Excess Amount Payable

If you have chosen to pay an excess, you will need to pay this for each claim.

You are responsible for informing HomeServe of a change of your address.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to, and renew your agreement.

You must pay your premiums on time.



## When and how do I pay?

Payments for your premium can only be paid by Direct Debit. You can pay monthly or quarterly over a 12 month period.



## When does the cover start and end?

This agreement is an annual contract and will run for 12 months from the date your application is processed.

When paying by Direct Debit, your cover will automatically renew. We will write to you before renewal telling you the premium and you can contact HomeServe if you do not wish to renew.



## How do I cancel the contract?

If this cover no longer meets your needs and you'd like to cancel, give us a call on 0330 0247 999\*. There is a cancellation period which begins from the start of your agreement and is shown on your Agreement Schedule ("The Cancellation Period") If you cancel in the Cancellation Period and have not made a claim you will receive a full refund. If you have made a claim, you will receive a refund less an amount for the number of days which you have been on cover. If you cancel after the Cancellation Period and have not made a claim you will receive a refund less an amount for the number of days you have been on cover. If you have made a claim you will be required to pay any remaining payments due for the term of the agreement.