Home Emergency Cover

Insurance Product Information Document

Company:
Aviva Insurance Limited

Product:
Plumbing and Heating with excess

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 certain problems with the plumbing, drainage and gas central heating 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 & Drainage

- ✓ Leaks
- ✓ Blockages
- ✓ Dripping or seized taps
- ✓ Escapes of water from toilets or tank overflows
- ✓ Leaking or blocked water supply pipe

Gas

- ✓ Leak within or breakdown of your natural gas boiler and central heating system
- ✓ Damaged or leaking gas supply pipe from your gas meter up to any appliance
- ✓ Unable to control the temperature or timings of your boiler

Gas Boiler Service

Beyond Economical Repair (BER)
In the first year or if you move address, after 6 months of cover:

- ✓ If the boiler is BER and the boiler is under 7 years of age, we will replace it
- ✓ If the boiler is over 7 years of age we will source, replace and install a new boiler, but you will be required to pay for the installation costs

What is not insured?

Main exclusions

- ✖ Showers
- ✖ Guttering
- ✖ Soakaways
- ✖ The gas supply pipe leading to your meter

Are there any restrictions on cover?

First Year

- ! With the exception of Gas Central Heating claims, there is an exclusion period of 28 days when you will not be covered.

Boiler Health Check

- ! For the Gas Central Heating element, in order for us to complete a claim, your boiler/system needs to have passed its Boiler Health Check. This applies in your first year only or if you move address.

Properties that aren't covered

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

Heating Systems that aren't covered

- ! Dual purpose boilers
- ! Warm air heating system
- ! Combination and thermal storage units
- ! LPG, oil, electric or solid fuel powered boilers

Claims Limit

- ! There is no limit to the number of claims. For Gas Central Heating, there is no limit to the amount we will pay per claim providing the boiler is not beyond economical repair (BER). For all other claims, it's up to £4,000.

For more information see your Terms & Conditions.

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?
Call 0330 0247 999. Lines are open 24/7, 365 days a year.

Excess Amount Payable
£60 per claim, a separate excess payment is required for each claim you make.

Boiler Health Check and Gas Boiler Service
You are required to have a Boiler Health Check completed in your first year of cover only or if you move address. We will make reasonable efforts to arrange the Boiler Health Check. If the Boiler Health Check is not booked or completed within 90 days of the start date of your policy/moving address, we may amend the level of cover to remove the boiler/system element.

The Boiler Service is not regulated by the Financial Conduct Authority. The cost of the Boiler Service is the same whether it is included in this policy or held as a standalone plan which we also sell. We will make reasonable efforts to arrange the Boiler Service. You will not be eligible for a refund of the Boiler Service if we are unable to contact you. However, you can contact us to arrange the Boiler Service within the remaining period of cover.

If you suffer a gas leak, you should first call the National Gas Emergency Service immediately on 0800 111 999.

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 policy. 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.

All Direct Debits are protected by the Direct Debit Guarantee and you have the right to cancel your Direct Debit at any time.

When does the cover start and end?

Your policy runs 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 just 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 policy and is shown on your Policy 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 policy.