

Home Insurance (Buildings & Contents)

Insurance Product Information Document



Company: Neos Ventures Ltd Product: Neos Smart Home Insurance – Best Cover Level

Neos Ventures Ltd is authorised and regulated by the Financial Conduct Authority (FCA); Reference no. 752145. Neos Smart Home insurance is underwritten by Great Lakes Insurance SE and/or AmTrust Europe Limited full details of whom are shown in your policy wording.

This document is a summary of your insurance policy. It is not tailored to your individual needs and only contains a summary of the main covers and exclusions. Complete pre contractual and contractual information is provided in the policy wording, on our website and in your policy schedule.

What is this type of insurance?

This policy protects you against loss or damage to:

- The buildings of your home, including garages and outbuildings at the same address and
- The contents of your home, including those of your family members who normally live with you



What is insured?

- ✓ Damage caused by fire, lightning, explosion, storm, flood, collision by vehicles or animals, escape of oil from heating installations, subsidence, theft, malicious damage or escape of water from fixed water tanks, baths, showers and piping
- ✓ Accidental damage to cables, drains, fixed glass, sanitary fittings and home audio & computer equipment which is not designed to be portable
- ✓ The cost of alternative accommodation whilst your home can't be lived due to damage covered by this policy
- ✓ The cost of finding leaks from water tanks, pipes, and apparatus or fixed heating systems and making good any damage caused in the process
- ✓ Your legal liability for injury you cause to other people or for damage to their property as the owner or occupier of your home or as a private individual up to £2m
- ✓ Cover if your contents are temporarily removed from your home but not due to theft unless they are in a locked building
- ✓ Food in freezers due to a change in temperature provided it is not caused by deliberate act of your supply company
- ✓ Replacement of the locks in the external doors of your home or in alarms or safes at your home if their keys are accidentally lost or stolen

Optional Covers - Your policy schedule will tell you if you have selected these covers.

- Extended Accidental Damage – Accidental damage to other parts of your buildings and most contents
- Personal Belongings – cover against theft, accidental loss or damage of money and items such as jewellery, watches, mobile phones, cameras and pedal cycles and other items designed to be carried or worn
- Home Emergency – expert help with emergencies such as plumbing issues, failure of your main heating system or vermin infestation inside your home up to £1,000 for labour and materials
- Legal Cover – help up to £50,000 to resolve certain disputes arising from: your employment, contracts (eg buying or selling your home), damage to your property, personal injury, clinical negligence or a formal enquiry into your personal tax affairs



What is not insured?

- ✗ The first part of the cost of any claim (known as the excess)
- ✗ Wear and tear, maintenance or anything which happens gradually
- ✗ Loss of value following repair or replacement
- ✗ Items you use for business or professional use (although under the contents section we do cover certain home office equipment up to £10,000)
- ✗ Storm damage to fences, gates, drives and patios or property left in the open
- ✗ Motor vehicles, caravans, trailers, watercraft or their parts and accessories
- ✗ Accidental damage due to breakdown, vermin, rot or chewing, scratching or fouling by domestic animals
- ✗ Liability from the use of aircraft including models and drones, motorised vehicles and powered watercraft or arising from your business or trade

Optional cover – What's not insured

- Extended Accidental Damage - damage due to breakdown, vermin, rot or chewing, scratching or fouling by domestic animals
- Personal Belongings - cover to sports equipment whilst in use or theft of items from unattended vehicles unless they are in a concealed compartment or boot (and then only up to £2,000)
- Home Emergency – claims where you don't use the contractor we choose or, in respect of heating: boilers which are over 15 years old or fuelled by LPG or Oil or which have not been serviced in the last 12 months or warm air or solar systems
- Legal Cover – we don't cover your claim if: you don't have a reasonable prospect of success; you don't use the appointed advisor chosen by us (unless there is conflict of interest); or you haven't exhausted all internal dismissal, disciplinary and grievance procedures (in respect of employment claims)



Are there any restrictions on cover?

- ! We will not pay more than the sums insured and limits shown in the policy wording or schedule including under the contents section:
 - £50,000 in respect of high risk items such as jewellery, paintings, musical instruments, audio and computer equipment (see the policy wording for a full list)
 - £3,000 for any one item (other than furniture, carpets, curtains and domestic appliances) or £1,000 for any one pedal cycle unless you have told us about it and it is listed in your policy schedule
- ! If your home has been unoccupied for more than 60 consecutive days we exclude some covers including Theft and Accidental Damage and restrict others including Escape of Water
- ! We do not cover theft of pedal cycles unless in a building or securely locked to an immovable object
- ! We exclude damage by storm unless the windspeed exceeds 55 miles per hour



Where am I covered?

- ✓ The buildings and contents of your home are covered at the address shown in your policy schedule.
- ✓ Your contents are also covered whilst temporarily removed from your home within the British Isles subject to the restrictions summarised above and fully detailed in the policy wording.

Optional Covers

- Extended Accidental Damage: contents are only covered whilst in the home at the address shown in your policy schedule
- Personal Belongings - are covered worldwide
- Home Emergency - the home at the address shown in your policy schedule
- Legal Cover - disputes in the UK, Channels Islands and the Isle of Man except for Contract and Personal Injury where cover extends to EU countries and Norway and Switzerland.



What are my obligations?

- You must tell us if:
 - You change your address
 - Anyone other you or your spouse or partner, children, parents or other relatives lives in the property unless they are already named in your policy schedule
 - Your home is to be unoccupied for more than 60 days
 - Your home is not in good condition, if it requires work other than routine maintenance or redecorating or if there is any structural alteration or extension to your home
 - You or anyone living at the property has received a conviction for any offence except for driving offences or is declared bankrupt
 - You use your home for business purposes.
- You must take all reasonable steps to prevent damage or accidents and to keep your home in good condition
- You must provide accurate information when you take out a policy such as details of previous claims or whether you use your home for any trade, professional or business purposes.
- You must notify our claims department – of all incidents that may give rise to a claim as soon as practicable. If the incident is as a direct result of loss, theft or any malicious act, then the incident must be reported to the police by you within 24 hours of you becoming aware of the incident to obtain a crime reference number.



When and how do I pay?

You can pay annually or monthly. If you pay annually we will give you a discount.



When does the cover start and end?

This cover lasts for one year. The dates of cover are specified in your policy schedule



How do I cancel the contract?

Phone us on 0203 210 3000. In the first 14 days we will refund any premiums already paid, unless you have made a claim under your policy. After 14 days we will make a charge for the time you have held your policy and refund any additional premium you have paid. We will provide you with a prepaid package to return the smart home technology to us and ask that this is returned within 14 days of your cancellation date. If you do not return the technology, we will charge you £250.