

# Property owners' insurance

Insurance product information document



**Company:** Hiscox Insurance Company Limited

**Product:** Property owners' insurance

Authorised and regulated in the UK by the FCA – register number 308922

This document provides a summary of the key information relating to this property owners' insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

## What is this type of insurance?

This policy is designed to meet the needs of property owners who want to protect themselves against accidental physical loss or physical damage to their rented properties and claims for compensation arising from the ownership or legal responsibility of their property. We will also provide cover for loss of rental income resulting from damage to insured property and if selected employers' liability, legal protection and terrorism cover for your property and resulting interruption to your business.



### What is insured?

#### Property damage

- ✓ Damage to property (buildings and contents) owned by you or for which you are legally responsible.
- ✓ Theft of contents from your insured premises.
- ✓ Costs incurred to locate any damage to cables, underground pipes and drains or the source of a gas leak or of any escape of water occurring during the period of insurance.
- ✓ Costs incurred to restore gardens and landscaped grounds following damage by fire, lightning, explosion, theft, vandalism or collision or impact by a vehicle or aircraft or by falling trees, branches, lampposts, telegraph poles or pylons.
- ✓ The reasonable costs of alternative accommodation for your tenant while the insured premises are unusable following damage.
- ✓ Rent you cannot legally recover from your tenant while the insured premises is unusable following damage.
- ✓ The reasonable costs you incur in re-letting the insured premises if your tenant does not return following insured damage.

#### Property owners' liability

- ✓ Your liability to others for injury or physical damage to property, which arises directly from your ownership of your insured property.

#### Business interruption (if selected)

- ✓ Your loss of rental income resulting from damage to your insured property.
- ✓ Your loss of rental income resulting from damage in the vicinity of your insured property which hinders your tenant's access.
- ✓ Your loss of rental income resulting from the failure of the supply of public utilities to the premises for more than 24 hours caused by damage to the premises of the supplier or the feeds or cables to your property.

#### Employers' liability (if selected)

- ✓ Your liability if any employee of yours brings a claim against you for bodily injury arising from their work for you.

#### Legal protection (if selected)

- ✓ Costs chargeable by a lawyer or accountant acting for you or your directors, partners or managers in connection with:
  - employment disputes with your employees;
  - legal defence relating to alleged criminal offences;



### What is not insured?

#### Property damage

- ✗ Damage to your property caused by:
  - wear and tear;
  - chewing, scratching, tearing, denting, vomiting or fouling by pets;
  - deliberate or malicious acts or theft by tenants unless written records of thorough inspections are kept every six months or in accordance with the tenancy agreement.
- ✗ The cost of maintenance or routine decoration.
- ✗ Unexplained loss or disappearance or inventory shortage.
- ✗ Damage to insured property where the property is unoccupied unless damage is caused by fire, lightning, explosion, impact by falling aerial devices or subsidence.
- ✗ Any damage or loss caused by communicable disease or fear or threat of communicable disease except in respect of cover for Landlord's rent receivable for restrictions imposed on by a public authority caused by one of the specified diseases at your premises which means that you are unable to use your premises.

#### Property owners' liability

- ✗ Loss or damage to insured property.
- ✗ Bodily injury to any person arising out of their employment by you.
- ✗ Any act, breach, omission or infringement you deliberately, spitefully, dishonestly or recklessly commit, condone or ignore.

#### Business interruption (if selected)

- ✗ Any payment if your activities as a property owner are discontinued permanently or if a liquidator or receiver is appointed.
- ✗ We will not pay for any longer than the indemnity period selected.
- ✗ Any interruption or loss caused by any communicable disease or fear or threat of communicable disease except where the interruption is caused by one of the specified diseases at your premises which means that you are unable to use your premises

#### Employers' liability (if selected)

- ✗ Any bodily injury to your employees while working offshore.
- ✗ Any bodily injury to your employees while in a vehicle for which insurance or security is required or where you are entitled to indemnity from another source.

- civil actions relating to property damage or bodily injury;
- revenue audits, PAYE disputes and VAT disputes.

#### Legal protection (if selected)

- ✗ Judicial review or any fines, compensation or damages.
- ✗ Any claim relating to:
  - intellectual property;
  - rights under a franchise agreement;
  - a shareholding in your business;
  - any licence appeal relating to the ownership, driving or use of a motor vehicle.
- ✗ Any legal action which DAS or the lawyer has not previously agreed to.

#### General exclusions – applicable to all covers

- ✗ Deliberate acts by you.
- ✗ We will not make any payment for any claim if you have not paid the premium.



#### Are there any restrictions on cover?

##### General – applicable to all sections

- ! We will not cover the amount of the excess, where applicable.



#### Where am I covered?

Anywhere in the United Kingdom. If you have purchased employers' liability cover, this will cover your employees anywhere within the geographical limits stated in your policy.



#### What are my obligations?

- You must take care when answering questions and ensure that all information is accurate and complete.
- You must let us know if the information provided changes.
- You must take reasonable care to prevent accident, injury and damage.
- You must tell us as soon as possible about any claim or loss.
- You must supply us with any information we reasonably request to assist us with a claim investigation.
- You must ensure any lifts, boilers and electrical installations in operation at the insured premises, are inspected and approved in accordance with all appropriate statutory requirements.



#### When and how do I pay?

Please check your policy schedule or payment method.



#### When does the cover start and end?

Cover starts on the start date shown on the schedule and ends on the end date, both days inclusive.



#### How do I cancel the contract?

By giving us 30 days written notice at any time. Following cancellation by you we will give you a pro-rata refund for the remaining portion of the period of insurance after cancellation date. We will not refund any premium under £20.

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## How to make a claim

If you suffer a loss and may need to make a claim you should contact us as soon as possible. For all claims you will need to provide your Hiscox policy number and full details of the claim, including the date, amount claimed and circumstances.

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## Complaints procedure

If you have a complaint, you can contact us using the details below and we will ensure your complaint is directed to the relevant provider's complaints handling department.

Hiscox Customer Relations  
The Hiscox Building  
Peasholme Green  
York YO1 7PR  
United Kingdom

By phone: 0800 116 4627  
By phone from mobiles or abroad: +44 (0)1904 681198  
By email: [customer.relations@hiscox.com](mailto:customer.relations@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. Full details are available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

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## Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated. 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. Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk).

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## Our services

This is a statement of the terms of business on which we agree to act and contains details of our regulatory and statutory responsibilities under the supervision of the Financial Conduct Authority. If you have any questions, please advise your usual contact in the first instance who will be pleased to assist you.

### About us

Hiscox Underwriting Ltd, registered in England no. 02372789, at 1 Great St Helen's, London EC3A 6HX is authorised and regulated by the Financial Conduct Authority. Our FS Register number is 308922. You can check this on the FS's Register by visiting website <https://register.fca.org.uk/>. The FCA is the independent watchdog that regulates financial services. Hiscox Ltd indirectly owns 100% of Hiscox Underwriting Ltd and Hiscox Insurance Company Limited.

### Our relationship with you

We only offer Hiscox insurance products. These are underwritten by Hiscox Underwriting Ltd (the intermediary) on behalf of Hiscox Insurance Company Limited (an insurer), Hiscox SA (an insurer) and partner insurers for certain parts of the cover (these will be set out in the policy schedule). We act as agent for the insurers in undertaking certain responsibilities and therefore will not be acting as an independent insurance intermediary.

Hiscox Underwriting Ltd receives commission for this from Hiscox Insurance Company Limited and Hiscox SA. If you purchase a policy that is serviced or underwritten by a third party, we will set the price you pay for this policy which will be made up of the base cost from the supplier along with an element of profit and administration costs. In addition to this we may receive a profit share from the third party. We do not charge a separate fee for arranging the insurance.

At your request we will endeavour to arrange cover based on the information you have provided. While we will provide you with information on the cover offered, you will not receive advice or a recommendation from us. Any quote documentation we provide to you is based on the information you provide us. You should check to confirm this is correct and advise us of any changes required.