



# Emergency Assistance

## Letinsure.co.uk Emergency Assistance

Some important facts about the Let Home Emergency policy are summarised below. This summary does not describe all of the terms and conditions of the policy, so you will need to take time to read the insurance policy wording to make sure that you understand the cover that it provides. All references below to the cover provided are contained within the full policy wording. Please note that a full policy wording is available for your inspection upon request.

### Name of insurer

Fortis Insurance Limited, Registered in England No.354568. Registered Office: Fortis House, Tollgate, Eastleigh, Hampshire,SO53 3YA.  
The company is authorised and regulated by the Financial Services Authority.

### Type of insurance

The policy is designed to cover the cost of Contractors' emergency call-out and labour charges, parts and materials following a specific occurrence to effect a temporary repair (or a permanent repair where this can be done at a similar cost), provided that cover for that occurrence is detailed within the policy wording and is not specifically excluded within the policy schedule issued. Cover is also provided for overnight accommodation where a temporary repair has not been possible and the home is rendered uninhabitable.

### Significant features and benefits

The policy includes the following features (unless specifically excluded by the policy schedule issued), which are fully explained in detail in the policy wording. The limit of indemnity provided will be shown on the policy schedule issued.

Section of Cover	Cover Provided	Specific Section Exclusions <small>(Please note that this only shows the significant exclusions and reference should be made to the policy wording for a definitive list)</small>
<b>Plumbing and Drainage</b>	Applicable to all sections. The cost of effecting a temporary repair (or a permanent repair where this can be completed at a similar cost) following an unforeseen situation which if not dealt with quickly would render the Home unsafe, insecure or cause further damage or unreasonable discomfort.	Applicable to all sections. We do not cover costs arising from :- Claims occurring within the first 14 days of the first period of insurance. Systems or equipment not properly installed or maintained. Boilers over 15 years old or breakdown of boilers during the months of July and August. Decorative or cosmetic replacement. Claims arising if the Home is unoccupied where no current tenancy agreement is in force. Breakdown, interruption or damage which is the responsibility of any public service or utility.
<b>Electricity Supply</b>		Materials or labour covered by guarantee or warranty. Repair or replacement of water tanks, cylinders, radiators, taps, overflows, external WCs, pipes or apparatus not causing internal damage. Internal locks, doors, glass, or loss of internal keys or garage keys.
<b>Security</b>		Outbuildings, garages, external lighting, tanks, pools, solar heating or security systems.
<b>Lost Key</b>		A current, valid Gas Safety Certificate must be available for inspection when the Contractor calls.
<b>Primary Heating</b>		
<b>Pest Infestation</b>		

## Significant and unusual exclusions or limitations

The policy will exclude claims where the incident falls outside of the scope of cover provided by the policy wording or where this is subject to a specific exclusion or limitation. Please refer to the policy wording for full details. The most significant or unusual exclusions or limitations are outlined below.

- Other than the excess (first amount of any claim you are required to pay) shown under the relevant section of cover listed above and unless otherwise shown on the policy schedule, no additional excess applies.
- The policy covers emergency situations only and will pay for the costs of effecting a temporary repair or a permanent repair where this can be done at a similar cost. It does not cover circumstances more properly handled by your Household Insurer and
- Please note if you engage the services of a contractor direct, cover will not apply. All claims must be reported by the landlord to the Claims Helpline who will arrange to send a contractor.
- There may be times when replacement parts are unavailable, delayed or are no longer available because of circumstances beyond our control. In the event of this occurring we will ensure that your Home is safe and if required the contractor will provide you with a quotation for a suitable repair.
- Where it is not possible to validate your claim at the time of initial notification, you will be required to leave either credit or debit card details which may be debited in the event that the cost of the call-out and any subsequent repairs are not covered by this insurance.

## Duration of contract

The cover provided by the policy is normally for a twelve month period. Where this is altered, it will be clearly shown within the quotation provided and policy schedule subsequently issued.

## Cancellation

We wish you to be happy with the cover provided by your policy. However you have the right to cancel the policy within 14 days of receiving the policy documents without giving reason. If you chose to cancel, we will refund your premium after first (at our discretion) charging for the cover provided from the date of commencement of the contract until the date of cancellation and any helpline costs incurred.

## Claims Address

The landlord insured by the policy should report immediately to the Claims Helpline any incident which may give rise to a claim under the policy. Failure to do so could mean that we decline to pay a claim under the policy. The telephone number for the reporting of a claim is contained within the policy schedule. A claim form may be dispatched for completion by the insured person and return to the address shown below.

Please note that we will not accept Claims Helpline calls, enter into dialogue or correspond with anyone other than the Insured landlord or the Insured Person's personal representatives (following death or serious incapacity) in relation to the notification and subsequent handling of a claim.

Claims Department  
Legal Insurance Management Ltd  
18 Hagley Road  
Stourbridge  
West Midlands  
DY8 1PS

## Complaints procedure

In the event of a complaint arising under this Insurance, you should in the first instance write to the Agent who arranged this Insurance on your behalf.

If the matter remains unresolved you should write to the Managing Director of Legal Insurance Management Ltd at the above address.

If the matter still remains unresolved thereafter you can then write to the Insurers whose details are shown within the policy schedule.

If it is not possible to reach an agreement, you may have the right to make an appeal to the Financial Ombudsman Service.

This applies if you are a retail customer or insured in a business capacity with a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million.

You may contact the Financial Ombudsman Service at: -

South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

## Compensation Scheme

Fortis Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).

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