



CHINA TAIPING INSURANCE (UK) CO LTD



HOME
POLICY
SUMMARY



History

You are in good hands.

China Taiping Insurance (UK) Company Limited received its trading license in 1983 and commenced underwriting business on 1 October 1985, it is a member of the ABI.

Since China Taiping UK began trading, it has established a prominent business stature within the Chinese community as well as in the UK's society in general and we have more than 30 years of experience in underwriting.

We are committed to delivering an excellent and sincere customer service so we can give you the peace of mind you deserve.

We are authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and Prudential Regulation Authority in the UK no. 202690.

China Taiping UK strictly adheres to the principals of prudent business underwriting and we transact business with the concept of 'Diligent Management and Sincere Service' in mind.

We have expert technical underwriters that fully understand your trade and your challenges as a business owner so we are confident that we can protect your business against the insured risks and give you the peace of mind you need.

We also have an excellent professionally trained in-house claims team who understand your needs and will diligently and sincerely listen to you so as to provide you with the best solutions to get your business back on track as soon as possible after a loss.

Your Policy is built of different parts that we advise you read carefully so as to understand all terms and conditions and also to check that all details are correct and relevant as they form the basis of your contract with us including this Proposal Form.

Please ensure that you contact us or your insurance adviser as appropriate as soon as reasonably possible if you think that there are amendments to be made or new circumstances that would affect your insurance.

If you would like to find out more about us please visit our web site at:
www.uk.cntaiping.com



This booklet is intended as a Policy Summary and as such it does not contain full terms and conditions of the policy. The optional covers will only apply if you have specifically selected them. Full terms and conditions and more details can be found in the policy documents, a copy of which is available on request.



What is our Home Policy?

Our Home policy is designed to give you a tailored insurance contract to cover your home and your personal possessions against damage such as flood, theft and fire.

The main different sections of cover available that you can choose from are 'Building' and 'Home Contents'. Both sections also have optional Accidental Damage extensions where this is required.

In addition, there are two optional sections of cover you can also select; 'Frozen Food', which caters for any loss or damage to your food whilst stored in a cold chamber or refrigerator caused by a change in temperature as a result of an accidental power failure and 'All Risks', which is designed to cover your possessions whilst anywhere in Europe and up to 60 days worldwide. The Home policy has a 12-month duration from the date of inception. The insurance is underwritten by China Taiping (UK) Ltd.

What if you change your mind?

If you are a sole trader or an individual you can cancel within 14 days, the cooling off period. You will receive a full refund of paid premium provided there have been no notified or paid claims.

For any subsequent cancellation after 14 days, this Policy can be cancelled at any time upon your request and provided there have been no claims paid, reported or outstanding, we will refund a pro-rata proportion of the paid premium. More details can be found in your policy wording.

How can you make a Claim?

If you need to notify a claim or any circumstances that may give rise to a claim, you should contact your insurance adviser in the first instance. Alternatively, you may contact us as follows:

Claims Department
China Taiping Insurance (UK) Company Ltd
2 Finch Lane
London
EC3V 3NA
Telephone: 020 7839 1888
Email: newclaims@uk.cntaiping.com

More details can be found on the policy wording.

How do I make a complaint?

We make every effort to deliver a high quality service to our policyholders. If you wish to make a complaint you should contact:

The Compliance Officer
China Taiping Insurance (UK) Company Ltd
2 Finch Lane
London
EC3V 3NA
Telephone: 020 7839 1888
Fax: 020 7621 1202
Email: compliance@uk.cntaiping.com

If we are unable to resolve the complaint, we will provide details of the Financial Ombudsman Service, which offers free independent advice on complaints solutions.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London, E14 9SR
Tel: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

More information on how we deal with complaints can be found on Our policy wording.

What happens if we were unable to meet our obligations?

China Taiping Insurance (UK) Company Ltd contributes to the Financial Services Compensation Scheme (FSCS) so you may be entitled to compensation if we were unable to meet our obligations.

Further information about the compensation scheme is available at www.fscs.org.uk or by calling the FSCS on 0800 6781100 or 020 7741 4100.

Please note that it is important that the value you insure is enough to reinstate your home and personal possessions in case of a claim.

ENDORSEMENTS:

Whether these are printed onto the wording (at the end of the booklet) or typewritten as an attachment to your policy schedule, endorsements override the policy wording and may increase, reduce or limit the amount of cover provided so it is important you read these carefully.

Reference to Endorsements applicable to your policy will be found at the bottom of your policy schedule and we request that you pay particular attention to these and understand how they may affect your insurance cover.

Please carefully read the protection endorsements in particular such as HA4- Alarm Condition and Protection and HA5- Protection Condition.

CORE COVERS

• Section 1 - Buildings

Main Benefits:

- ✓ Buildings include garages, outbuildings, gates, hedges, fences, landlord's fixtures and fittings, paths, drives, wall, boundary and garden walls, patios and swimming pools.
- ✓ Insured Perils include:
 - Accidental damage caused by Fire, Smoke, Explosion, Lightning, Earthquake, Storm or Flood, Riot, malicious persons and civil commotion, Subsidence, Ground heave or Landslip
 - Accidental damage caused by Underground Pipes and Cables and Escape of Water from or frost damage to a fixed water drainage, heating installation or washing machine, dishwasher or water bed and Escape of oil from a fixed oil-fired heating installation
 - Accidental damage caused by Theft or Attempted Theft
 - Architects and Surveyors fees to reinstate the building
 - Accidental damage caused by Collision by animals, vehicles, aircrafts or aerial devices or anything dropped from aerial devices or vehicles
 - Breakage or collapse of radio or television aerials
 - Accidental damage caused by Falling Trees or branches
 - Debris Removal and Building Fees
 - Accidental breakage of Glass and Sanitary ware
 - Loss of Rent and cost of Alternative Accommodation- max 20% of Building sum insured

Main Exclusions:

- The first £50 of each claim other than Subsidence
- The first £1,000 for each Subsidence claim
- Loss or damage by any gradually operating agent, wear and tear, insects, fungus, vermin, depreciation, pest, wet or dry rot, mechanical or electrical breakdown or frost
- Loss or damage caused by storm or flood to any gates, hedges and fences
- Loss or damage caused by theft, malicious damage and escape of water if the building has been unoccupied and not sufficiently furnished for over 30 days
- Loss or damage caused by malicious damage by you or your paying guests or tenants
- Loss or damage caused by Subsidence to garden walls, gates, hedges, fences, paths, drives, swimming pools, solid floor slabs and patios unless damage has occurred to the main residence or garage at the same time
- Loss or damage caused by Subsidence for a normal settlement shrinkage or expansion, movement of solid floor slabs unless the foundations are damaged at the same time
- Loss or damage to the building arising from the alteration or extension of the building or the cost or maintenance or routine decoration.

Full details can be found in the Buildings section of your policy under the '**What is Covered**' and '**What is not Covered**' parts.

There may be other exclusions or limitations that are relevant to you so it is important that you read the Policy Wording.

A copy is available from our website or your underwriter.

CORE COVERS

• Section 2- Contents

Main Benefits:

- ✓ Contents include your household goods such as furniture (including non-permanent fixtures and fittings such as carpets and curtains), works of art, pictures, your personal belongings in the home and garage such as your clothes, sport equipment and bicycles, valuables including watches and cameras, money in the home including cheques, stamps and tokens.
- ✓ Insured Perils include:
 - Accidental damage caused by Fire, Smoke, Explosion, Lightning, Earthquake, Storm or Flood, Riot, malicious persons and civil commotion, Subsidence, Ground heave or Landslip and Escape of oil from a fixed oil-fired heating installation
 - Accidental damage caused by Escape of Water from a heating, water or drainage installation, washing machine, dishwasher or water bed
 - Accidental damage caused by Collision by animals, vehicles, aircrafts or aerial devices or anything dropped from aerial devices or vehicles
 - Breakage or collapse of radio or television aerials
 - Accidental damage caused by Falling Trees or branches
 - Accidental breakage of mirrors, fixed glass and ceramic hobs
 - Accidental damage to TV sets, satellite dishes, radios, video recorders and home computers owned by you
 - Cover for contents temporarily removed to the garden up to a max of £500 any one claim
 - Cover for contents temporarily removed from your premises
 - Accidental Damage to Documents due to insured perils up to £100 any one claim
 - Rent payable by you and cost of Alternative Accommodation- max 20% of Building sum insured when the building cannot be lived in due to insured damage
 - Legal liability to the homeowner up to 10% of the Contents sum insured for any one claim
 - Accidental loss of domestic heating oil and/or metered water up to £750
 - Liability to domestic employees

Main Exclusions:

- The first £50 of every claim
- Loss or damage due to denting, scratching, wear and tear, depreciation, insects, fungus, vermin, pest, wet or dry rot, action of light, climatic conditions, maintenance or cleaning processes, repairs, frost, mechanical or electrical breakdown
- Loss or damage to contact lenses, food, drinks, plants, articles of glass, china or porcelain
- Loss or damage due to storm or flood to property in the open
- Loss or damage to contents temporarily away from the premises due to theft unless it involves forcible entry and exit from a building
- Loss or damage to gates, hedges and fences
- Loss or damage to valuables or money when temporarily removed to the garden
- Damage to records, cassettes and recording tapes
- Loss or damage due to malicious persons, breakage of glass or mirrors, theft or attempted theft and escape of water if the building has been unoccupied and not sufficiently furnished for over 30 days
- Theft from the open, theft from vehicles and, unless violent and forcible entry and exit has been used, theft of money, theft from any part of the building used either for any trade or that is sub-let and not occupied by you.
- Damage to contents due to coastal erosion
- Cost of removal of the fallen tree or branch following accidental damage to contents due to falling tree or branches
- Damage to portable equipment whilst transported

Full details can be found in the Contents section of your policy under the **'What is Covered'** and **'What is not Covered'** parts.

There may be other exclusions or limitations that are relevant to you so it is important that you read the Policy Wording.

A copy is available from our website or your underwriter.

CORE COVERS

• Section 3 - Liability

Main Benefits:

- ✓ Where Section 2 Contents is not insured, this Section will cover Your legal liability as a homeowner for any amount you become legally liable to pay as damages for bodily injury to any person or loss or damage to property occurring anywhere in the world during the period of insurance up to £2,000,000 including legal costs and expenses payable for any claim arising from one event.
- ✓ Unsatisfied Damages: if you are awarded damages and costs by any Court of Law in the UK, Isle of Man or Channel Island, we will pay the outstanding amount of the award subject to various points as described in the Policy Wording.
- ✓ If Section 2 (Contents) is insured, we will pay any amount you become legally liable to pay as damages for bodily injury to any person under a contract of service with you for private domestic duties arising out of and in the course of their employment by you, anywhere in the world up to £10,000,000 including legal costs and expenses for any claim arising from one event.

OPTIONAL COVERS – Section 4 – All Risks

- ✓ A Contents only optional additional cover at a charge for loss or damage to personal effects, valuables and money belonging to you whilst anywhere in Europe, Jordan, Madeira, the Canary and Mediterranean Islands and those countries bordering the Mediterranean (The European Area) or anywhere in the world up to 60 days during the period of insurance. Money up to £500 and any article limit up to £250.
- ✓ Liability under the terms of any credit card or cash dispenser card as a result of unauthorised use by anyone not related to you or residing with you up to £500.

OPTIONAL COVER – Section 5 – Frozen Food

- ✓ A Contents only optional additional cover at a charge for loss or damage to food in the cold chamber or refrigerator within the building owned by you caused by a change in temperature or contamination by refrigerant fumes.

Main Exclusions:

- Liability arising from: any malicious or wilful act, your pursuit of any trade, business or profession, bodily injury to you, the ownership or possession of a vehicle, aircraft or lifts owned by you or for the maintenance of which you are responsible.

Full details can be found in the Liability section of your policy under the '**What is Covered**' and '**What is not Covered**' parts.

There may be other exclusions or limitations that are relevant to you so it is important that you read the Policy Wording.

A copy is available from our website or your underwriter.

OPTIONAL COVERS – Section 4 – All Risks

- The first £50 of any claim
- Shortages due to error and omission or where you haven't complied with the terms of the credit card or cash dispenser card issuing authority
- Camping equipment, tools, contact lenses, plants and animals, vehicles, caravans and trailers.

OPTIONAL COVER – Section 5 – Frozen Food

- Strike, lock out or industrial dispute
- Deliberate act of the supply authority to withhold or restrict power

Full details can be found in the All Risks and Frozen Food sections of your policy under the '**What is Covered**' and '**What is not Covered**' parts.

There may be other exclusions or limitations that are relevant to you so it is important that you read the Policy Wording.

A copy is available from our website or your underwriter.

OUR LOCATIONS

•London Office: China Taiping Insurance (UK) Co. Ltd, 2 Finch Lane, London EC3V 3NA

Tel: 020 7839 1888

•Manchester Office: China Taiping Insurance (UK) Co. Ltd, Manchester One, 53 Portland Street, Manchester M1 3LD

Tel: 0161 236 2631