

your right /
to know



keyfacts®

**A summary of our Relax
holiday home insurance policy**

NI August 2010

redefining / standards



If you need to make
a claim, please
call our 24-hour
claims helpline on:

0845 828 2823

a summary /
**of our Relax holiday
home insurance policy**



We know that insurance can be a complicated business and it's essential that you make the right choices for you and your home. This document is here to help and we use plain English to make it easy to follow.

This document is a summary of your policy cover. It explains, as clearly as we can, what you are covered for and what you are not covered for. It does not replace the policy. When you take out a home insurance policy we recommend that you read the full policy document and schedule together. You can then make sure that the product meets your needs.

If you have any questions now or in the future, please contact your Broker (if any) or us.

John O'Neill
Chief Executive

**first
things
first**

Our Relax
holiday home
policy can protect
you against loss
and damage to
your buildings
and contents.

our policy at a glance /

this is a summary of policy features and benefits.

Policy section	What is covered?	What you are covered for:	Extra cover we include as standard	Significant exclusions and limits
A – Buildings	<p>We will cover:</p> <ul style="list-style-type: none"> • your home and its walls, drives and patios; • permanent fixtures and fittings such as kitchen units, bathroom fittings and fitted wardrobes; and • outbuildings including sheds and garages. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • fire; • storm or flood; • water or oil escaping; • theft; • malicious acts; and • subsidence <p>We will include accidental damage free of charge if you buy accidental damage cover for your contents.</p>	<p>We will also cover:</p> <ul style="list-style-type: none"> • accidental damage to cables and underground pipes and septic tanks; • accidental breakage of windows or sanitaryware; • the cost of alternative accommodation while insured repairs are being carried out and your holiday home is unfit to live in (up to 20% of your buildings sum insured); • replacing locks if the keys are accidentally lost or stolen (up to £500); and • the cost of finding a leak (up to £5,000). 	<ul style="list-style-type: none"> • We will not pay the first £50 of any claim (known as an excess). For subsidence claims we will not pay the first £1,000. • For escape of water claims we will not pay the first £200. • We will not cover loss or damage caused by theft while the building is let, sublet or shared unless force and violence are used to get in. • We will not cover loss or damage caused by malicious damage by people legally in your holiday home. • We will not cover storm and flood damage to felt roofs over 5 years old unless you can prove that the roof has been inspected by a professional builder every 3 years. • We will not cover loss or damage caused by water escaping from shower units and baths through seals or grouting.
C – Contents	<p>We will cover:</p> <ul style="list-style-type: none"> • house goods including nonpermanent fixtures and fittings like carpets and curtains; and • personal belongings in the home shed and garage. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • fire; • storm or flood; • water or oil escaping; • theft; • malicious acts; • subsidence; and • accidental damage, which can be included for an extra premium. 	<p>We will also cover:</p> <ul style="list-style-type: none"> • accidental damage to TV's, video, audio and home computer equipment up to £2,000 for any one item; • contents temporarily removed to another home (up to 20% of your contents sum insured); • contents in the open up to £1,000; • up to £1,000 for clean up expenses after a forced entry do to an emergency by the fire, ambulance or police services. 	<ul style="list-style-type: none"> • We will not cover the first £50 of any claim (known as an excess). • For escape of water claims we will not pay the first £200. • We will not cover loss or damage caused by theft while the building is let, sublet or shared unless force and violence are used to get in. • We will not cover loss or damage caused by malicious damage by people legally in your holiday home.
C - Liability	<p>We will cover:</p> <ul style="list-style-type: none"> • your legal liability to others; and • your legal liability to domestic employees. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • your legal liability to others up to £2,000,000; and • your legal liability to domestic employees up to £10,000,000. 	None	<p>We will not cover:</p> <ul style="list-style-type: none"> • your liability from carrying out any trade business or profession; • your liability arising from using any mechanically-propelled vehicle; or • your liability arising from you owning or using dogs termed as dangerous under the Dangerous Dogs Acts.

Important things you should know

How long the policy lasts

Your policy will run for 12 months from the date and time shown on the schedule. If we agree to provide cover for less than 12 months, the schedule will show when your policy ends.

Cooling-off period

If you are unhappy with your new policy, you can cancel it within 14 days by giving notice in writing. If there has been no claim or incident likely to give rise to a claim you will receive a refund based on the number of days that you were not insured.

Cancelling your policy

To cancel your policy, you must let us know in writing and we will only charge you for the period you were covered.

Our rights to cancel

If the company cancels your policy, we will send you 10 days' notice by registered letter to your last known address. We will only charge you for the period you were covered.

The law and language of the contract

Both you and we can choose the law within the European Union which applies to the contract. We propose that the law of Northern Ireland will apply. The language used in the policy and any communications relating to it will be in English.

No-claim discount and how it works

The maximum discount which you can earn is 30%. If you make a claim, you will lose any no-claim discount you have earned.

Fraud

You are under a duty to tell us all facts likely to influence how we assess, and if we accept, your proposal. If you do not, we may cancel your policy, declare the contract to be void and refuse to pay any claim under the policy as well as any other rights we may have under the policy. It is in your own interest to mention these facts. If you are in any doubt whether certain facts are important, please ask us.

Caring for you

There may be times when you feel you do not receive the service you expect from us. This is our complaints process to help you.

- For a complaint about your policy, write to AXA Insurance, Customer Care, Freepost Bel 2531, Belfast BT1 1BR. If you are unhappy with the way we have dealt with your complaint, you may be able to refer to: The Financial Service Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone: (0845) 080 1800. Fax: (020) 7964 1001
- For a complaint about your claim, contact our claims action line on 0845 28 28 23. If we cannot sort out your complaint, you can contact our Customer Care Department on 0800 039 1970 or: e-mail: axacustomer care@axa.ie.

Our promise to you

- We will reply to your complaint within five working days.
- We will investigate your complaint.
- We will keep you informed of progress.
- We will do everything possible to sort out your complaint.
- We will use feedback from you to improve our service.

questions, problems? /

we're here to help

- As this is a quick guide to your policy it can't cover everything. There are other things you may be covered for and, of course, there are things you're not covered for. Your policy document explains everything.
- If you have questions or problems, contact your nearest AXA branch or your Broker.
- For help with claims, ring us on **0845 828 2823**.



Corporate member of
Plain English Campaign
Committed to clearer communication

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