

# Let Emergency Assistance Insurance

## Insurance Product Information Document

**Company:** Administered by Legal Insurance Management Ltd (552983) and underwritten by Royal & Sun Alliance Insurance plc (202323). Both are registered in the UK and authorised and regulated by the Financial Conduct Authority.

**Product:** Maras Home Emergency

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre-contract and contractual information about the product can be found in the policy wording provided by your insurance broker.

### What is this type of Insurance?

This policy is designed to provide cover for the cost of contractors' emergency call-out and labour charges, parts and materials following a specific occurrence, provided that cover for that occurrence is detailed within the policy wording and is not specifically excluded. This is an Emergency Assistance policy, and claims should be reported within 48 hours of discovery.



#### What is Insured?

##### Primary Heating System

- ✓ The primary heating system has failed or broken down completely.
- ✓ A contribution towards the purchase or hire of alternative heating sources in the event that the primary heating system has failed completely.

##### Boiler Replacement Contribution

- ✓ Where the boiler has failed and is deemed by the contractor and us to be uneconomical to repair, we shall contribute towards the cost of a brand new like for like replacement up to a maximum of 50% of the market value or the amount paid as shown on the receipt, whichever is lower.

##### Plumbing & Drainage

- ✓ Damage to or failure of the plumbing and drainage system where internal flooding or water damage is a likely consequence, including blocked toilets and external drains.

##### Internal Electricity

- ✓ An electricity failure of at least one complete circuit.

##### Gas Supply

- ✓ A gas leak within the property.

##### Water Supply

- ✓ A water supply system failure to the kitchen or the bathroom where there is no other water supply available in that room.

##### Security

- ✓ Damage or failure of an external lock, door or window.

##### Pest Infestation

- ✓ An infestation of wasp nests, hornet nests, house mice, field mice, rats and/or cockroaches.



#### What is not Insured?

- ✗ Any replacement of water tanks, cylinders and central heating radiators; external WC's; external pipes, taps and overflows not causing internal water damage.
- ✗ Any repair work to the cost of replacing lead pipework.
- ✗ All external lighting.
- ✗ Any claim for failure or damage to internal locks, doors, glass, external garages or outbuildings.
- ✗ Loss of keys to internal doors, garages and outbuildings.
- ✗ Any claim involving boilers over 15 years old or over 238,000 btu net input (70 Kilowatt).
- ✗ Pest infestations not directly affecting the living areas of the property.
- ✗ Circumstances more properly handled by your Household Insurer.
- ✗ Any costs incurred with a contractor directly or before notification of a claim.
- ✗ A wilful act or omission or lack of maintenance or neglect by you.
- ✗ Damage to flat roofs over 10 years of age.
- ✗ Any labour, delivery or shipping costs under Boiler Replacement Contribution.

## Roofing

- ✓ Emergency work following sudden and unforeseen damage to the roof of the property which is causing internal damage.



### Are there any restrictions on cover?

- ! The maximum amount payable per claim is £500.
- ! The maximum amount payable per period of insurance is £1,000.
- ! Maximum contribution of £50 towards alternative heating.
- ! Boiler replacement contribution: Boilers aged 0-5 years up to £500, 6-10 years up to £250 and 11-15 years up to £150.



### Where am I Covered?

- ✓ The United Kingdom (meaning England, Scotland, Northern Ireland, Wales), Channel Islands and Isle of Man.



### What are my obligations?

- At the start of the contract the information you provide must be true and complete to the best of your knowledge and belief and you must tell us if anything changes later.
- You must provide complete and accurate answers to any questions asked.
- You must observe and fulfil the terms, provisions, conditions and clauses of this policy – failure to do so could affect your cover.



### When and how do I pay?

- You should make payment to your broker, this may be by making a one-off payment or your broker may be able to arrange credit facilities.



### When does the cover start and end?

- This cover lasts for one year, and the dates of the cover are specified in your policy schedule.



### How do I cancel the contract?

- If you decide for any reason that this policy does not meet your insurance needs, please return it to your insurance broker within 14 days from the date of purchase or on the day you received your policy documentation. Providing no claims have been made or pending, we will refund you your premium in full.
- You may cancel the insurance cover at any time after this by informing your insurance broker, however, you will not be entitled to a refund of the premium.