

Home insurance policy

Main features, restrictions and conditions

Bank of Ireland Home Insurance is underwritten and administered by RSA Insurance Ireland DAC ('RSA').

This document highlights the main features, restrictions, exclusions and general conditions that apply to the product in order to help you decide if the policy is right for you. It does not contain the full terms and conditions of cover. The policy booklet sets out the extent of the cover and the benefits available.

As with all insurance contracts there are exclusions and conditions which apply to the cover. The policy booklet also sets out the rights and responsibilities that apply. If you would like to see the full terms and conditions of cover please refer to the policy booklet which is available in the Insurance section of the Bank of Ireland website at www.bankofireland.com

Main features common to both buildings and contents

- ▶ Fire, Smoke, Explosion, Lightning and Earthquake
- ▶ Storm
- ▶ Flood
- ▶ Escape of water or oil from any fixed water or heating installation or domestic appliance
- ▶ Stealing or attempted stealing
- ▶ Malicious persons or vandals
- ▶ Subsidence or Ground Heave of the site beneath the buildings or Landslip
- ▶ Impact involving an aircraft, aerial device, or by a vehicle, train or animal
- ▶ Falling trees or branches
- ▶ Falling aerials, satellite aerials, their fittings or masts
- ▶ Riot, Civil Commotion, Strike, Labour or Political Disturbance
- ▶ Fire Brigade charges
- ▶ 24 Hour Emergency Helpline Service
- ▶ Cooling off Period: If the policy does not meet your needs you can send it back to RSA within 30 days of the commencement date and they will refund you any premium paid provided no claim has been made during this period

Liability cover under the policy

Buildings section

- ▶ Owner's Liability to the Public

Contents section

- ▶ Third Party Liability which includes cover for:
 - Domestic employees
 - Child caring for up to 2 children

All cover is subject to eligibility.

Please refer to your quotation / policy schedule for details as to whether or not this cover applies

Policy Restrictions

The following is a brief summary of the main product restrictions which may influence your decision about whether this policy meets your needs. This list is not exhaustive, for full details please refer to the policy booklet and, where applicable, any additional documentation supplied in connection with this quotation / policy as other restrictions may apply which you may deem more relevant to you and your circumstances.

RSA Do Not Insure The Following:

- ▶ Excess: this is the first amount of any claim that you must pay.
- ▶ Wear & tear as this policy is not a maintenance contract.
- ▶ With regards to certain cover provided under the policy, for example, stealing or attempted stealing, RSA will not pay for loss or damage occurring after the property has been unoccupied for more than 45 consecutive days.
- ▶ Matching of items: RSA will pay for damaged items in a set or suite but not for other pieces of the set that are not damaged, for example, a suite of furniture.
- ▶ Gradual ingress of water, for example, where water slowly seeps through on an ongoing basis from a shower tray.
- ▶ Faulty workmanship or defective design or the use of defective materials.
- ▶ Loss by stealing or attempted stealing caused by you or your household or by any persons who have legally entered the property.
- ▶ If you inform RSA that you have an alarm and you leave your property unattended, a higher excess will apply unless you set the alarm before leaving your property.
- ▶ Loss or damage by stealing or attempted stealing when the property is left unattended unless force and violence is used to gain entry into or exit from the property.
- ▶ Loss or damage caused deliberately by you or any member of your household.
- ▶ Loss or damage caused by Storm or Flood to roofs constructed with flexible weathering membrane exceeding 10 years of age or other felt exceeding 5 years of age.
- ▶ If in the event of a claim under the policy the sum insured is less than the cost of rebuilding or replacement, the Under Insurance Clause may apply which will reduce the settlement amount proportionate to the level of under insurance.
- ▶ In the event of a claim under the policy, RSA will make a deduction for wear, tear and depreciation in respect of items such as clothing, TV's, and floor coverings.
- ▶ Accidental bodily injury, death, disease or illness of any member of your household.

Note: In the event of a claim covered under the policy, RSA reserve the right to use their managed repair network of building contractors to complete the works and they will take responsibility for the satisfactory completion of such works. Where RSA agree to pay you, they reserve the right to make staged payments as works progress and to withhold final payment until all works are complete, final invoice submitted and final inspection completed by them or their

Representatives. The percentage of final payment withheld will not exceed 30% of the overall settlement amount.

General Conditions

The following is a brief summary of the general conditions which apply to the whole policy. For full details please refer to the Policy Booklet (ref RS/CC8016 (05/18)) and, where applicable, any additional documentation supplied in connection with this quotation / policy:

- ▶ **Notification of a Claim:** this condition sets out your obligations in relation to notification of a claim, such as, the requirement to notify the Gardai in the event of theft or malicious damage, what to do when legal documentation and /or correspondence is served on you and not to dispose of damaged items until RSA have had the opportunity to inspect them.
- ▶ **Conduct of a Claim:** this outlines your obligations throughout the claims process, for example, you must give RSA whatever information or assistance they reasonably request and they may enter your building where loss or damage has occurred.
- ▶ **Fraud:** this sets out RSA's rights in respect of fraudulent claims or if any fraudulent means or devices are used to obtain benefit under the policy.
- ▶ **Alteration in Risk:** this condition outlines your obligations to notify RSA of any material alteration in your risk and how this change may affect you and your cover. It also sets out the minimum premium amendment amount which RSA will not collect from you or refund to you following such alteration.
- ▶ **Precautions:** this condition requires that you take all reasonable steps to prevent or minimise loss and maintain the property in sound condition and good repair.
- ▶ **Annual Premium Cancellation:** this sets out how both parties to the contract may cancel the policy and how any refund due to you, if applicable, will be calculated.
- ▶ **Monthly Premium Cancellation:** this applies to direct debit customers and sets out how both parties to the contract may cancel the policy and how any refund due to you, if applicable, will be calculated.
- ▶ **Other Insurances:** this outlines how RSA will pay a claim that is covered under this policy but is also covered under another policy.
- ▶ **Subrogation:** this condition allows RSA to take all the steps needed to enforce your rights in your name in the event of a claim (including the name of any member of your household) and includes the defence or settlement of any claim or the pursuit of a claim in any person's name.

Home Insurance is provided by Bank of Ireland Insurance Services Limited. Bank of Ireland Insurance Services Limited is a member of the Bank of Ireland Group. Bank of Ireland Insurance Services Limited is regulated by the Central Bank of Ireland.

Bank of Ireland Home Insurance is underwritten by RSA Insurance Ireland DAC. Bank of Ireland Insurance Services Limited is tied to RSA Insurance Ireland DAC for the purpose of selling Home Insurance.

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Cover is subject to underwriting requirements and terms and conditions apply. A full list of terms, conditions and exclusions are contained in your policy booklet.

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