

Home Insurance

Insurance Product Information Document



Company name: **FBD Insurance plc** Product: **Home Insurance (Arranged by Bank of Ireland Insurance)**
Registered in Ireland, FBD Insurance plc is regulated by the Central Bank of Ireland. Authorisation No.C752

This document provides a summary of general product information only. Cover variations will apply based on the endorsements and other information detailed in your complete pre-contract and contract documents. These include your proposal form or statement of fact, your insurance application, policy booklet, schedule, terms of business and FBD Insurance plc information and data protection statement.

What is this type of insurance?

This is a private home insurance product. It offers a range of insurance options, subject to our eligibility criteria. Cover is provided for the events specified in your schedule.



What is insured?

The following benefits will only apply if they are specified as active in your schedule.

Home Buildings

- ✓ Damage to your domestic buildings and structures or landlord fittings*
- ✓ Alternative accommodation or loss of rental income*
- ✓ Finding a water or oil leak*

Home Contents

- ✓ Contents in the home damaged or stolen*
- ✓ Contents in the open*
- ✓ Door lock replacement following a break-in*
- ✓ Loss of food in fridge or freezer*
- ✓ Cleaning an oil spill*

Liability protection

- ✓ Injury to others as a home owner or landlord - (up to €3,000,000)
- ✓ Tenant liability – (up to 20% of the contents sum insured)

No claim discount protection

- ✓ Step-back protection as standard if your NCD is 3 years (40%) or more
- Wider no claim discount protection plus option available in place of step-back

Accidental damage

- ✓ Standard on an owner occupied building
- Optional on contents cover

Home emergency assistance

- ✓ Standard for owner occupied policies
- Optional if not included as standard

All risks cover

- ✓ Get wider protection on your valuable items even when carried outside your home. Options include:
 - Unspecified – (single item limit up to €1,500)
 - Specified – (up to an agreed item value)

All covers subject to terms, conditions, exclusions and eligibility criteria. For full scope of benefits, see your policy booklet, schedule and endorsements specified in your schedule.

*The maximum cover provided will be up to the sums insured and limits specified in your schedule.



What is not insured?

Some of the main exclusions are:

- ✗ Any Liability, loss or damage arising from wear, tear, deterioration, deliberate or existing damage, cyber risks, deception, communicable disease, confiscation, war, terrorism, radioactivity, sonic bangs.
- ✗ Damage arising from construction works, pyrite, mica, or faulty or defective workmanship, materials or design.
- ✗ Storm or flood damage to fences, gates, hedges or roofs with torch-on felt over 10 years old / other felt over 5 years old.
- ✗ Liability arising from trades or professions, injury to family or household members, breach of Control of Dogs Acts, use of motorised / electric vehicles.
- ✗ Buildings or contents damage if your home is unoccupied 45 days or more in a row, unless agreed in writing.



Are there any restrictions on cover?

- ! If you do not keep your sums insured at the correct level, your policy might not cover the full cost of a claim. See overleaf for more details.
- ! In the event of a claim, you'll need to pay us the relevant excess amount noted in your policy schedule.
- ! If cover is reduced to fire, lightning and explosion only, or if damage from flood, storm water or subsidence is excluded, this will be noted in your schedule.
- ! Inner limits apply to certain covers. For example, a contents claim on any one valuable cannot exceed 10% of your contents or €7,500 (whichever is greater). For full policy limits always check your schedule and policy documents.
- ! We may choose to make a payment, repair, rebuild or replace losses. A wear and tear deduction may apply to certain claims. This includes items of clothing, audio-visual equipment and flooring.
- ! We may retain a portion of your building settlement during repair works. This will be paid once works are finished to agreed time, scope and cost.
- ! Most claims will affect your no claim discount in line with our NCD rules.



Where am I covered?

- ✓ Buildings and contents cover applies in connection with the risk address in your schedule.
- ✓ For cover on items away from the risk address, you must insure them on an all risks basis. All risks cover applies in Ireland, Northern Ireland, Great Britain, the Isle of Man, the Channel Islands and the continent of Europe, or for up to 60 days in the rest of the world.
- ✓ Liability cover applies to valid claims in connection with the risk address or you and members of your household who live permanently with you.



What are my obligations?

The following obligations will apply at the start and for the duration of your insurance contract.

Your duty

- You must answer our questions honestly, with reasonable care and give us true, accurate and complete information. You must also tell us if there is ever any change in the information recorded in your statement of fact, schedule or completed insurance application documents.
- You'll also need to send any valid documents requested by FBD Insurance plc or Bank of Ireland Insurance Services Limited in the time set out.

Keeping your sums insured at the correct level

- It's important you calculate the sums insured you give us (as recorded in your schedule) at the correct level. You should check this regularly, including when taking out or renewing your policy.
- Your buildings sum insured should be the full cost of rebuilding the buildings and any domestic outbuildings as new. It should include costs for site clearance, architect and surveyor fees and building regulations. See www.scsi.ie for useful guidelines to help you estimate this.
- Your contents sum insured should be the current cost to replace all items as new.
- If your sums insured are too low and you are underinsured, you may only receive a portion of any claim you have.
- For more information, see Condition 1 under the General conditions of your policy booklet.

Policy cover

- You'll need to check your policy documents to see what level of protection you have purchased and the events insured under your policy. Liability, loss or damage outside this is not covered.

Looking after your home

- You must take care of your property at all times, taking all reasonable steps to protect it and keep it in good repair, including any specific endorsements noted on your policy documents.

Payment

- You must complete all payments due over your period of insurance on time and in full.

Claims

- You must tell us within 48 hours, as soon as you become aware of any event which may give rise to a claim and before making any repairs.
- You must also make a report to An Garda Síochána within 24 hours as soon as you become aware of any event of theft or malicious damage.
- You'll then need to give us full information and any evidence, valuations or assistance we need during the claims process.



When and how do I pay?

You can pay for your insurance when taking out your policy. Payment methods include:

- Credit or debit card: contact Bank of Ireland Insurance Services Limited with your card details.
- Instalment: call Bank of Ireland Insurance Services Limited about a monthly payment option.



When does the cover start and end?

Unless otherwise specified on your policy documents, the duration of your insurance contract will be 12 months. Your exact period of insurance including cover start and end date will be outlined on your policy schedule.



How do I cancel the contract?

You should write to Bank of Ireland Insurance Services. FBD Insurance plc will cancel the policy in line with their information and data protection statement, from the date you instruct Bank of Ireland Insurance Services.

If you cancel within the 14 working day cooling-off period we will return any premium paid for the period of insurance left to run. We will also do this if you cancel outside the cooling-off period but only after any cancellation charge is applied and provided there is no claim on your policy.