

Rentsure Silver Policy Summary

This is a summary and does not contain the full terms and conditions of the cover which can be found in the **Rentsure Silver Policy Wording version**. It is important that you take time to read the full Policy Wording and the Certificate of Insurance carefully when you receive them. A copy of the Policy Wording is available upon request.

NAME OF THE INSURANCE UNDERTAKING

This policy is administered in the United Kingdom by Letsure, a trading name of Barbon Insurance Group Limited, registered in England No. 03135797 and underwritten by Propgen Insurance Limited.

TYPE OF INSURANCE AND COVER

This is a Rent and Legal Protection Policy which covers residential properties that are let under a written Assured Shorthold Tenancy or an Assured Tenancy as defined in the 1988 Housing Act or equivalent legislation. Residential properties let to a company can also be covered.

DURATION OF POLICY

The Policy will remain in force for 12 months from the date of commencement.

Significant exclusions or limitations that apply to the whole Policy		Policy Section
<p>You must comply with the conditions of the Policy for cover to apply.</p> <p>The main conditions are:</p> <ul style="list-style-type: none"> • There must be a written Tenancy Agreement that complies with all the requirements of any relevant legislation and statutory instruments; • You must collect, before letting the property to the Tenant, at least a months rent for the property in advance as a deposit; • All Tenants must be satisfactorily referenced; • You must obtain, for each Tenant before letting the property: <ol style="list-style-type: none"> a) a satisfactory Comprehensive Tenant Assessment; or b) a satisfactory financial or credit reference and one other satisfactory reference or; where applicable for each guarantor: c) a satisfactory Comprehensive Tenant Assessment; or d) a satisfactory financial or credit reference. 		<p>Conditions Para. 5</p>
<p>The main exclusions to the cover are:</p> <ul style="list-style-type: none"> • Claims that you are aware of or should reasonably have been aware of when the insurance starts; • Claims that are not reported within 30 days after the date you or your agent first become aware of problems; • Claims where the amount in dispute is less than £250; • Any dispute that does not arise during the Period of Insurance; • Any dispute with multiple Tenants on a single property where their liability is not joint and several; • The first months rent; • Any interest payable by the Tenant for the late payment of rent. 		<p>What is not Covered Para. 4</p>
Significant features and benefits	Significant exclusions or limitations	Policy Section
<p>Legal costs and expenses</p> <p>The insurance will pay Legal costs and expenses:</p> <ol style="list-style-type: none"> to take action against the tenants who have not paid their rent in order to obtain vacant possession of the property; to remove unauthorised occupants from the Property; and to defend an alleged breach by the Insured of his obligations under the Tenancy agreement. <p>Rent</p>	<p>*Up to £60,000 in any one period of insurance</p>	<p>What is Covered Para. 2</p> <p>Limits of Indemnity Para. 3</p>

Significant exclusions or limitations that apply to the whole Policy	Policy Section
<p>This insurance will pay *100% of the monthly rent for the tenancy until vacant possession of the property has been obtained. *up to £5,000 (higher rents may be covered upon request)</p> <p>The insurance will also pay 75% of the monthly rent for up to 2 months after vacant possession has been obtained whilst new Tenants are found.</p> <p>Alternative accommodation expenses The insurance also pay alternative accommodation expenses for the period after the Tenancy agreement has ended until the date full and vacant possession is obtained</p>	<p>Up to 12 monthly rental payments Each payment is limited to monthly rent for the tenancy.</p> <p>Once vacant possession of the property has been obtained you must make the property available for re-letting and accept any reasonable offer of a tenancy in excess of 85% of the preceding rent.</p> <p>Up to £50 per day and a total of £1,500 any one claim</p>
<p>* The Policy pays up to a maximum of £60,000 any one claim and in total during any period of insurance.</p>	

RIGHT OF CANCELLATION

You have the right to cancel your Policy during a period of 14 days after the later of the day of purchase of the contract or the day on which you receive your Policy documentation.

If you wish to do so, and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

Alternatively, if you wish to do so and if the insurance cover has already commenced, you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered. This will be calculated on a pro-rata basis for the period in which you received cover and will include an additional charge of up to £25.00 to cover the administrative cost of providing the Policy.

If you do not exercise your right to cancel your Policy, it will continue in force for the term of the Policy and you will be required to pay the premium stated. Letsure will never refund any premium for a policy which has paid a claim.

HOW TO CLAIM

Contact the Company and complete a claim form if requested to do so. This can be obtained from the Company. The Company will pay Rent to the Insured Person(s) and settle Legal costs and expenses direct to the Legal Service.

Telephone: 0330 333 7067

Email: rentguaranteeclaims@letsure.co.uk

In writing to: Letsure Claims Department, Hestia House, Edgewest Road, Lincoln, LN6 7EL.

COMPLAINTS

We are committed to maintaining a high standard of professional conduct in all our dealings with customers. If you feel that your insurance arrangements have not been handled in the manner in which you would expect and you wish to make a complaint we would like to hear from you. Please contact:

Head of Customer Care
Letsure
Hestia House
Unit 2 Edgewest Road
Lincoln
LN6 7EL

Telephone: 0800 035 8242

Email: complaints@letsure.co.uk

Our Policy Wording sets out the full complaints procedure.

If you have complained to us about the sale of your Policy, and we have been unable to resolve your complaint, you may then be entitled to refer it to The Financial Ombudsman Service, who will review your case on an independent basis. The address is: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

For matters relating to Policy cover, where Letsure are unable to resolve your complaint, please refer to The Consumer Complaints Manager, Malta Financial Services Authority, Attard, BKRIA Malta.

FINANCIAL SERVICES COMPENSATION SCHEME

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if your insurer cannot pay a claim. Further information about compensation scheme arrangements is available from the FSCS.

Please note Propgen Insurance Limited are not covered by the FSCS.

OTHER IMPORTANT INFORMATION

Letsure is a trading name of Barbon Insurance Group Limited which is authorised and regulated by the Financial Conduct Authority for insurance mediation activities. FCA Register No. is 308724.

Propgen Insurance Limited is authorised and regulated by the Malta Financial Services Authority to carry on General Business under the Insurance Business Act 1998.

You can check this information on the FCA's Register by visiting the FCA's web site www.fsa.gov.uk/register/home.do or by contacting the FCA on 0845 606 1234.