

## Landlords' Rent Guarantee Insurance Policy Summary

### Introduction

Some important facts about your insurance are summarised below. This summary does not describe all the terms and conditions of the policy, so please take time to read the full policy wording to make sure you understand the cover it provides.

### Qdos Legal Advice Line

You have telephone access to Qdos consultants who are available to assist you with practical advice on a range of legal matters. The service is available weekdays between 9:00 am to 5:30 pm. The telephone number to access this service can be found on your policy schedule.

### Insurer

This insurance policy has been arranged by Sure Wise Limited with Qdos Broker & Underwriting Services Limited and is underwritten by UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE.

Sure Wise Limited, Qdos Broker & Underwriting Services Limited and UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0800 111 6768.

### Type of Insurance and Cover Provided

This insurance policy offers protection against legal expenses of up to £25,000 any one claim and in the aggregate as detailed below:

Policy section	This policy will cover	This policy will not cover
<u>Section 1</u> Legal expenses	You are covered for legal expenses incurred in proceedings if a tenant fails to perform his obligations as set out in the tenancy agreement for the insured property. The insured event must occur during the period of insurance and the amount in dispute must exceed £250 including VAT.	Insured events: <ul style="list-style-type: none"> <li>• Which are not reported to Qdos within 60 days of the date on which they occur.</li> <li>• Which occur within the first 90 days of the period of insurance where the tenancy agreement commenced more than 14 days before the period of insurance.</li> <li>• Where the tenancy agreement commences more than 60 days after the tenant reference.</li> <li>• Where you fail to provide evidence relating to a tenant reference.</li> <li>• Where the amount in dispute is less than £250 including VAT.</li> </ul>
<u>Section 2</u> Rent Guarantee	You are covered for rent arrears owed by the tenant under the tenancy agreement where an insured event has occurred and you are, where appropriate, pursuing proceedings under this policy.  Where this section is subject to an excess, as stated in the Policy Schedule, a full month's rent must be in arrears after deduction of the excess.  Rent will only be payable during the period of the tenancy agreement or until vacant possession has been gained, whichever happens first.	

### Excess

Section 1 – Legal Expenses: Standard excess: Nil (£0).

Section 2 – Rent Guarantee: Equivalent to one month's rent.

### Limit of Indemnity

Section 1 – Legal Expenses: 6 month policy - Up to £12,500 per claim (or 6 month's rent)  
 12 moth policy – Up to £25,000 per claim (or 6 month's rent)

Section 2 – Rent Guarantee: The monthly rent shown in the tenancy agreement and the Policy Schedule up to a maximum of £2,500 per month. The maximum rent payable per claim is selected when you purchase your policy and is stated in the Policy Schedule.

## Duration of Cover

This policy will expire one calendar year from the date it was issued.

## Conditions Relating to the Tenancy Agreement

- The insured property must be residential and remain solely for residential use.
- The tenant must be aged 18 years or over.
- You or your agent must not allow the tenant into possession of the insured property until:
  - The tenancy agreement has been signed by all parties.
  - A tenant reference has been obtained.
  - All necessary statutory pre-grant notices to the tenant have been issued.
  - The first month's rent and the deposit have been received in cash or cleared funds.
  - The dilapidations inventory has been signed by the tenant.
- During the tenancy agreement you or your agent must:
  - Keep full and up to date rental records.
  - Not allow the tenancy agreement to be transferred to any other individual or organisation.

## Tenant Referencing

It is a condition of this insurance policy that a tenant reference must be obtained before you allow the tenant possession of the insured property. You must be able to present the following information in the event of a claim:

### For professional lets:

- Two forms of identification from the tenant, one containing a clear photograph.
- Confirmation of employment.
- A credit check, clear of CCJ's, at the start of the tenancy agreement.

### For professional, student and/or DSS lets:

- A full tenant reference from an approved referencing company.

## Cancellation Rights

If you decide that for any reason that this policy does not meet your insurance needs, then please return it to Sure Wise Limited who provided this policy to you within 14 days from the day of purchase or on the day you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will then refund your premium in full. If you wish to cancel your policy after 14 days you will not be entitled to a refund.

The insurer shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 30 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- Fraud
- Non-payment of premium
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions

Provided the premium has been paid in full you will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

## Making a Claim

Claims should be notified to Qdos Broker & Underwriting Services Limited by calling **01455 852100** or by writing to:

Claims Department  
Qdos Broker & Underwriting Services Limited  
Windsor House  
Troon Way Business Centre  
Humberstone Lane  
Thurmaston  
Leicestershire  
LE4 9HA

Email: [claims@qdosconsulting.com](mailto:claims@qdosconsulting.com)

## How to Make a Complaint

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below:

### Complaints regarding the sale of the policy:

Please contact Sure Wise Limited who arranged the Insurance on your behalf.

Sure Wise Limited  
191 High Road  
Benfleet  
Essex  
SS7 5HY

Telephone: 01268 200020  
Email: [customerservices@surewise.com](mailto:customerservices@surewise.com)

### Complaints regarding claims:

Please contact in the first instance:

The Nominated Complaints Handler  
Qdos Broker & Underwriting Services Limited  
Windsor House  
Troon Way Business Centre  
Humberstone Lane  
Thurmaston  
Leicestershire  
LE4 9HA

Telephone: 01455 852050  
Email: [feedback@qdosunderwriting.com](mailto:feedback@qdosunderwriting.com)

If your complaint in either case cannot be resolved by the end of the next working day it may be referred to the underwriters of this policy UK General Insurance Limited on behalf of Great Lakes Reinsurance (UK) SE Registered in England No. SE000083.

Registered Office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9GE

Telephone: 0845 080 1800  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

## Compensation Scheme

Great Lakes Reinsurance (UK) SE is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme in the unlikely event that Great Lakes Reinsurance (UK) SE cannot meet its financial responsibilities. The FSCS will meet 90% of your claim, without any upper limit. You can obtain further information about compensation scheme arrangements from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).

## Data Protection Act 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

## Governing Law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt within the courts of England or of the country within the United Kingdom in which your main residence is situated.