

# TENANTS CONTENTS INSURANCE

## INSURANCE PRODUCT INFORMATION DOCUMENT

### Company: Paymentshield

Paymentshield Limited is authorised and regulated by the Financial Conduct Authority (FCA) under registration number 312708. Paymentshield Limited (registered number 02728936) is a company registered in England and Wales.

Product: Paymentshield  
Tenants Contents Insurance  
TC/PS/005

This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

### What is this type of insurance?

The Paymentshield Tenants Contents Insurance product provides financial protection from a variety of risks and events to which your possessions may be exposed. The cover provides Contents Insurance and Tenants Liability Insurance. You also have the option to select Full Accidental Damage to Contents, Worldwide Belongings cover and optional Tenants Legal Expenses cover is also available. The cover you have chosen including your sum insured, limits and excesses can be found in your policy documentation.



#### What is insured?

**Contents** provides cover up to the value shown on your certificate. This covers damage to goods and personal effects belonging to you or a member of your household by specific causes including:

✓ Fire, theft, malicious damage, vandalism, subsidence, heave or landslip, storm, flood and escape of water or oil  
You're also covered for:

- ✓ Visitor's belongings up to £1,000;
  - ✓ Accidental breakage of mirrors, ceramic hobs in freestanding cookers or glass which forms part of your contents;
  - ✓ Accidental damage to televisions, video and audio installations, computer equipment, games consoles and aerials or satellite dishes;
  - ✓ Alternative accommodation expenses, including pet accommodation fees, when your home is made uninhabitable due to an insured event, up to a maximum of £10,000; and
  - ✓ Occupiers liability cover up to £2 million and accidental bodily injury cover to your domestic staff up to £10 million.
- ✓ **Tenants Liability Cover** provides cover for loss or damage to landlord's home, garden, or property including fixtures and fittings for which you are legally responsible.

This includes damage caused to your landlord's property by a domestic pet

You can claim up to £10,000 per incident.

#### You also have the option to include the following:

- **Full Accidental Damage** - an optional extension that covers against unexpected damage which happens suddenly and has not been caused on purpose or inevitably, such as spilling wine on your sofa. The maximum you can claim for any one incident is up to the contents sum insured selected



#### What is insured (continued)?

- **Worldwide Belongings Cover** - an optional extension that provides cover for accidental damage or loss of your belongings that you normally wear, use, or carry when in and away from the home, such as gadgets, pedal cycles and mobile phones, anywhere in the world



#### What is not insured?

##### General Exclusions

- X No cover is provided for any loss caused by damage from wear and tear, depreciation, rot, vermin, or anything which happens gradually
- X Events that occur before the insurance start date
- X Loss or damage resulting from the property being used for illegal activities

##### Contents

- X Theft or attempted theft claims from the home, unless force or violence is used to get in or out of the home

##### Tenants Liability

- X Damage by any other cause, other than accidental damage or damage caused by a domestic pet

##### Full Accidental Damage

- X Damage to pedal cycles (these can be covered under Worldwide Belongings)
- X Damage to sports equipment whilst in use

##### Worldwide Belongings

- X Loss or damage occurring outside of the United Kingdom if you have spent more than 60 days in total away from this country during the previous 12 months at the date of the event.
- X Loss or damage in the home while the home is left unoccupied
- X Damage to sports equipment whilst in use



## Are there any restrictions on cover?

- ! The maximum you can claim for loss of money is £500
- ! The escape of water or oil excess is £250 or your chosen excess, whichever is higher
- ! For all other claims your chosen excess will apply
- ! Exclusions apply where there is loss or damage where your home is unoccupied for more than 60 days in a row
- ! Cover for Worldwide Belongings is provided year-round in the United Kingdom and anywhere else in the world for up to 60 days in total during any consecutive period of 12 months



## Where am I covered?

- ✓ This product is designed to cover contents in your property in the United Kingdom (England, Scotland, Wales and Northern Ireland) as shown in your certificate
- ✓ If selected, Worldwide Belongings are covered in and away from the home in the UK all year round, and anywhere else in the world for up to 60 days during any consecutive period of 12 months



## What are my obligations?

- To supply us with information that, to the best of your knowledge is correct, in response to the questions asked when applying for, amending insurance
- Pay the premium each month shown in the policy documentation
- Comply with all the terms and conditions set out in the *Policy Booklet* and documentation
- You must tell us as soon as you are aware of any change in your circumstances, as set out in the *Policy Booklet*
- To make sure the sums insured you have chosen remain adequate for your insurance needs
- You must take all reasonable steps to prevent accidents, loss or damage and must maintain the insured property to a good condition
- When making a claim, to provide all the information requested as set out in the *Policy Booklet*
- If you or your household are the victim of theft, riot, a malicious act or vandalism or lose something away from your home, tell the police as soon as possible upon discovery and ask for a crime reference number
- Some items, such as jewellery and precious metals, often change in value and you should make certain that these items are insured correctly



## When and how do I pay?

Payment will be taken on a monthly basis via Direct Debit. No charge is made for this service. The full amount you will pay each month for this policy is shown in the policy documents.



## When does the cover start and end?

This is an indefinite policy that will continue until you contact us to cancel the policy, or until we cancel the policy.



## How do I cancel the contract?

You can cancel your policy at any time by calling or writing to Paymentshield on the details shown in the policy documents. If having taken out a policy and after examining it, you decide not to continue with it you have a statutory right to cancel. During this cooling-off period you can cancel the policy back to the start date without charge and with a full refund of any premiums already paid, unless you have made a claim during this period. You can still cancel after the cooling off period and will be entitled to a refund of the premium paid subject to deduction for the time you have been covered. This will be calculated on a pro-rata basis.