

TENANTS LIABILITY 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 Liability Insurance
TLI/PS/003

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. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

What is this type of insurance?

This insurance will provide you with cover, up to the amounts specified in your policy certificate, for accidental damage to your landlord's property caused by you, your partner and any other person permanently living with you under your tenancy agreement (including any foster children). Excludes damage caused by lodgers and other tenants not covered under your tenancy agreement.



What is insured?

This policy will provide cover for the repair or replacement of your landlord's buildings, contents and gardens for which you're legally responsible, as a result of accidental damage caused by you, your partner and any other person permanently living with you under your tenancy agreement (including any children or foster children).

This includes accidental damage caused to:

- ✓ The structure of the property (for example walls, ceilings, and pipes)
- ✓ Fixtures and fittings (such as carpets, curtains, kitchen worktops and bathroom fittings)
- ✓ Landlord's contents (such as sofas, free-standing wardrobes, tables and televisions)
- ✓ Gardens (including trees, plants, fences and lawns)
- ✓ Damage caused to landlord's property by domestic pets



What is not insured?

- ✗ Damage caused by wear and tear, settlement, shrinkage, vermin, insects, damp, dry and wet rot, weather or atmospheric conditions or anything that happens gradually
- ✗ Any claim reported more than 60 days after the date of event. You should not wait until the end of your tenancy before making a claim
- ✗ Damage caused by any other means than accidental damage, unless caused by a domestic pet
- ✗ Claims over the limit of £10,000
- ✗ Damage caused by fire or smoke, lightning, earthquake, explosion, escape of water, storm or flood, malicious damage, theft or attempted theft, falling trees/branches/satellite dishes, subsidence, heave or landslip
- ✗ Property owned by you or in your custody or control not belonging to the landlord
- ✗ Damage where the property has been unoccupied for 30 days or more
- ✗ Claims arising from deliberate actions by you, or anybody associated with you
- ✗ Any routine cleaning, altering, repair or restoration that is not as a result of accidental damage
- ✗ Damage to valuables, money, vehicles and craft



Are there any restrictions on cover?

- ! The insurer will not pay for the cost of repair/reimbursement of any undamaged items that form part of a pair/set or part of a common design.
- ! You must not undertake any repairs to the landlord's property without the insurer's prior written consent
- ! For claims with a value under £400 then no excess will apply, excluding claims related to pets where a £75 excess will apply. For claims with a value of £400 or above then an excess of £50 will apply, excluding claims related to pets where a £75 excess will apply.



Where am I covered?

- ✓ You are covered in respect of properties located in the United Kingdom



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of fact on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- You must notify the Landlord of any damage to the Landlord's property
- You must take steps to reduce further loss or damage or injury
- You must not admit any liability or responsibility or negotiate or settle any aspect of any claim without the insurer's permission to do so in writing
- You must be able to provide the insurer with all information and evidence, including a copy of the tenancy agreement, check-in inventory, written estimates, photographs and value that the insurer may request



When and how do I pay?

The full amount to pay for your policy will be shown on your Premium Breakdown. You can pay for the policy by debit card, credit card or annual or monthly Direct Debit.



When does the cover start and end?

The policy lasts for 6 or 12 months. The dates of cover will be specified in the policy documentation.



How do I cancel the contract?

If you decide that for any reason this policy does not meet your insurance needs then please advise Paymentsshield within 14 days from the day of purchase or the day on which you receive your policy documentation, whichever is later. On the condition that no claims have been made or are pending, the insurer will refund your premium in full.

You may cancel this insurance policy at any time after this 14-day period and you will be entitled to a refund of the premium paid subject to a deduction for the time for which you have been covered, calculated on a pro rata basis. If you have made a claim and you choose to cancel your policy, you will not be entitled to a refund of premium.

You can contact Paymentsshield by telephone on 0345 6011 050 or by writing to Paymentsshield Limited, PO Box 229, Southport, PR9 9WU.