



Your Home Policy
Renewal

CHUBB®

Masterpiece® Initial

Your home Policy renewal

Thank you for choosing to insure with Chubb for the past year. It is now time to consider renewing Your Policy.

Your renewal will be effective from the date shown in Your Policy Schedule.

To check the full details of Your cover, please read Your Policy Schedule and the new Policy booklet.

In this renewal document, words have their plain English meaning. Words with special meanings are capitalised when used and are defined in the relevant section of Your Policy.

What information have We provided?

This document, which contains important renewal information, and a summary of Your statutory rights on the back page.

Your new Policy Schedule, which itemises Your particular insurance requirements, as specified by Your broker, and shows Your premium.

The new Policy booklet, which shows the full details of Your Policy terms.

Please note that if You also have a motor policy with Chubb You will receive a separate new Policy booklet and renewal document. If Your home and motor are combined on one Policy, You will receive just one Policy Schedule showing the premium for both policies.

What do You have to do

Please read this document carefully

It is important that You do so, to ensure that Your insurance cover remains suitable for You.

Inform Us of any changes to Your circumstances

Your renewal terms are based on the current information We hold about You. On page 3, We ask You if there have been any changes in Your circumstances. You must study this section carefully. Failure to tell Your broker of changes could entitle Us to avoid the insurance or to refuse to pay all or part of a claim.

Confirm Your decision

Please confirm Your decision whether to renew or not to Your broker. If You don't inform Your broker Your Policy will automatically renew on the date shown in Your Policy Schedule.

If You have any questions, please contact Your broker who will be happy to advise You.

Important information for Masterpiece Initial Policyholders

Buildings and/or Contents and/or Valuable Articles and Annual Travel

Change in Circumstances

If, during the last Policy Period, any of the changes below have taken place, it is essential that You tell Your broker immediately. By allowing Policy renewal to proceed without telling Your broker of any such changes, You confirm to Us that there have been none. Failure to tell Your broker of changes could entitle Us to avoid the insurance or to refuse to pay all or part of a claim. Whether or not there have been any changes, and what they are, are facts We rely upon in deciding whether to renew Your Policy and, if so, for what premium and on what terms.

The changes You need to tell Your broker of are:

- Any change of occupancy to any property listed on Your Schedule (for example, letting out a property)
- Any change of use to any property listed on Your Schedule (for example, if used for business or for paying guests)
- Any deterioration to the condition of property on Your Schedule including evidence of subsidence, landslip or heave
- Any planned building works in the next 12 months expected to cost over £100,000 for property on Your Schedule
- Any change in the security arrangements at any property listed on Your Schedule
- Any change to You or Your Family Members' occupations or professions
- If You or any Family Member have been convicted and/or charged with any offence (other than a motoring conviction)
- If You or any Family Member have been declared bankrupt and/or entered into an individual voluntary arrangement
- Any incidents which may result in a claim under this Policy of which We are not yet aware
- If Your or a Family Member's Valuable Articles will be displayed or exhibited at a gallery, museum, art fair or exposition in the next 12 months

(By Family Member we mean any member of Your household residing with You including any employees.)

Maintaining Your property

Please remember that You must repair any partial loss or damage to Your property and maintain it in a good state of repair. Failure to do this may mean that Your Policy cover is affected.

Are Your sums insured and valuations up-to-date?

Our annual indexation figures do not account for an increase in sums insured due to new acquisitions or improvements/additions to Your property (beyond what You have already told Us). Please consider whether Your contents and buildings sums insured remain adequate.

Valuations for valuables. We strongly recommend that You have all specified Fine arts revalued at least every 3 years, and all other categories of valuables, including Jewellery, every year. If under-insurance is discovered after loss or damage, We will not pay any more than the Agreed Value in Your Schedule - unless the item has been professionally valued within a 3 year period for specified Fine arts, or a 1 year period for all other categories of valuables. We also recommend that You regularly review unspecified Valuable Articles to ensure that no individual items exceed the applicable single article limit.

Apart from Jewellery, specified Valuable Articles can be added up to a value of £100,000 per item without the need for a professional valuation to be sent to Us. For Jewellery, this limit is £50,000.

For items above these limits, We can increase the values immediately, provided a professional valuation is sent to Us or Your broker within 30 days of the addition.

Important Annual Travel Cover information

Please check Your Schedule to confirm whether You have been provided with our Annual Travel Cover, as it won't apply in certain situations. Please note that:

- Annual Travel Cover for You or a member of Your covered family, ceases on the expiry date of Your Policy following such person's 75th birthday, or any earlier cancellation of the cover. If You, or a member of Your covered family, is over 75 and Annual Travel is included on Your Policy Schedule, then please contact Your broker to discuss Your options. Please note that We don't record all dates of birth.

Masterpiece Initial Home - Policy Changes

This is a summary. For full details, please refer to Your Policy Booklet :

- The exclusion in respect of Iran under the Annual Travel Cover section has been removed.
- Under the Legal Expenses section, the exclusions applicable to Employment disputes cover "defending a claim brought by Your or Your Family Member's other than defending an appeal" and "any claim other than a counter claim or appeal" have been replaced by a single exclusion "defending You or Your Family Member other than defending an appeal or counter claim".
- Under the Legal Expenses section, following their abolition, We have removed references to Employment Tribunal Fees.

The statutory details You need to know

What are my cancellation rights?

To cancel You should initially contact Your insurance broker. You can also contact Us directly. You have a statutory right to cancel the Policy within 14 days' of receipt of the Policy documentation or 14 days from the effective date of the Policy, whichever is the later. We will refund any premium You have already paid, but may retain a proportion of such premium that relates to the time on risk and in addition an administration fee if You have made a claim.

Any refund will be paid within 30 days of receipt of Your cancellation notice. If You decide not to continue with the Policy any time thereafter, You may cancel this policy at any time by returning it to Us or notifying Us in writing of the future date which the cancellation is to take effect. Any return premium will be calculated on a pro-rata basis relating to the time on risk and will depend upon any claims made by You.

What are my data protection rights?

Chubb uses personal information which You supply to Us or to Your insurance broker in order to write and administer this Policy, including any claims arising from it.

This information will include basic contact details such as your name, address, and policy number, but may also include more detailed information about You (for example, your age, health, details of assets, claims history) where this is relevant to the risk We are insuring or to a claim You are reporting.

We are part of a global group, and Your personal information may be shared with Our group companies in other countries as required to provide Your Policy or to store Your information. We also use a number of service providers, who will also have access to Your personal information subject to Our instructions and control.

You have a number of rights in relation to Your personal information, including rights of access and, in certain circumstances, erasure.

This section represents a condensed explanation of how we use Your personal information. For more information, We strongly recommend you read Our user-friendly Master Privacy Policy, available here: <https://www2.chubb.com/uk-en/footer/privacy-policy.aspx>. You can ask us for a paper copy of the Privacy Policy at any time, by contacting us at dataprotectionoffice.europe@chubb.com.

What is the Claims and Underwriting Exchange (CUE)?

Insurers pass information to the Claims and Underwriting Exchange (CUE) database, run by Insurance Database Services Ltd (IDSL). The aim is to help Us check information provided and also prevent fraudulent claims. When We deal with Your request for insurance, We may search this database. Under the conditions of Your Policy, You must tell Us about any incident (such as an accident or theft) which may or may not give rise to a claim. When You tell Us about an incident, We will pass information relating to it to the CUE database.

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