

# Your Home Policy Renewal

CHUBB®

Masterpiece®

# 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.**

We have made some policy changes that will affect Your policy if You renew with us. A summary of the main changes is provided, but to check the full details of Your own cover, please read Your Policy Schedule and the new Policy Booklet.

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

## What information have we provided?

**This document**, which contains a list of the main policy changes, 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.

**Please note that if You also have a motor policy with Chubb You will receive a separate 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 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 £200,000 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 2 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.

## Information about Your premium adjustments

Amendments made to your policy resulting in a prorata additional or return premium of less than £40 (excluding tax) will not be charged or refunded.

## Important information regarding annual travel cover under this policy.

There have been some changes made to your annual travel cover which can be found overleaf.

The Annual Travel Cover does NOT provide cover for any claims arising as a result of medical conditions for which You or a Family Member:

- are awaiting diagnosis at the time of travel, or
- are receiving ongoing hospital or specialist treatment at the time of travel.
- have a condition which was diagnosed, treated or required hospital inpatient or outpatient treatment in the 12 months before your trip commences and/or
- have a specific medical exclusion applied to the policy as stated in the quotation document or policy schedule.

If the above applies to any Covered Person travelling, and they would like to have excluded conditions covered, they may be able to get cover for any medical conditions at the time of travel by visiting <https://traveldirectory.moneyadvice.service.org.uk/> or by calling 0800 138 7777. The medical directory is an independent directory of insurers who specialise in covering excluded pre-existing medical conditions.

However, be aware that if you choose to buy a separate policy for You or a Family Member with medical conditions, coverage in other sections of the policy within Travel Insurance may be affected by having a separate policy.

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.

## Summary of policy changes

This document summarises the amended covers in the Masterpiece Home policy. The full details are available in the policy booklet.

The changes apply to:

- Renewal business from 1st August 2021.

## Amendments

Policy Section	Amended Cover	Summary Information
Annual Travel	All sections	Any losses resulting from Coronavirus/COVID-19 are excluded except for;  1. Medical Expenses and Repatriation claims provided You are not travelling in, to or through any area to which the Foreign, Commonwealth and Development Office has advised against 'all travel' or 'all but essential travel'.  2. Cancellation claims in respect of clients who booked the cancelled trip before 12th March 2020 who at the time of booking the Journey had a Policy in force with Chubb and continue to be insured by Chubb.
Annual Travel	All sections	The definition of 'Journey' has been updated to improve clarity.
Annual Travel	Medical expenses	The medical expenses exclusion has been updated to include any losses resulting from a condition which was diagnosed, treated or required hospital inpatient or outpatient treatment in the 12 months before the trip commenced.
Home Legal Expenses	All sections	This part of the policy is now underwritten by HDI Global Specialty SE.
Buildings and Contents	Deductible	The minimum buildings and contents deductible has been increased to £500. For details of the deductible(s) that apply to your policy, please check your renewal Policy Schedule.

## Improved Covers

Policy Section	Amended Cover	Summary Information
Cyber Protection	All sections	Cyber bullying cover has been moved from the Contents section and is now situated within our new Cyber Protection Cover section, which additionally includes Extortion, Financial Loss and Breach of Personal Information covers.

# The statutory details You need to know

## What are my cancellation rights?

### Your cancellation within the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** have a statutory right to cancel **Your Policy** for any reason within 14 days of receipt of **Your Policy** documentation, or 14 days from the effective date of the **Policy**, whichever is the later. Upon cancellation **We** will refund any premium to **You**, provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

### Your cancellation outside of the cooling off period

To cancel **You** should initially contact **Your** insurance broker, or **You** can contact **Us** directly. **You** can cancel **Your Policy** at any time and if **You** cancel outside the cooling off period, **You** are entitled to a pro rata refund of premium. Upon cancellation **We** will refund any premium to **You**, on a pro-rata basis provided no claims have been made. **We** will not repay any premium if a claim / loss has been paid or is outstanding.

## 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, including a credit reference agency, who will also have access to your personal information subject to our instructions and control. The agency records our enquiries but your credit rating is not affected.

In addition we would like to contact you by post to provide information and advice that you may find beneficial in managing your insurance risk requirements and also your insurance renewals. This would include keeping you informed of other products, service and offers that may be of interest to you. If you would prefer not to receive these communications please contact us at [privateclientservices@chubb.com](mailto:privateclientservices@chubb.com)

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, available here: <https://www2.chubb.com/uk/en/footer/privacy-policy.aspx>. You can ask is for a paper copy of the Privacy Policy at any time, by contacting us at [dataprotectionoffice.europe@chubb.com](mailto: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.

# Chubb. Insured.<sup>SM</sup>

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